

FFT Monthly Summary: September 2017

THE SHREWSBURY CENTRE
Code: F84006

SECTION 1 CQRS Reporting

CQRS Reporting




FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
82	39	6	3	5	0	0	0	0	135	0	0

Notes: 1. The CQRS Reporting table scores above should be entered directly as presented into the CQRS System. For further information please contact the CQRS service desk on 0800 440 2777 or email them at cqrsservicedesk@gdit.com. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients:	715							
Responses:	135							
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total	
SMS - Autopoll	82	39	6	3	5	0	135	
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
Total	82	39	6	3	5	0	135	
Total (%)	61%	29%	4%	2%	4%	0%	100%	

Summary Scores

 90%
  6%
  4%

NHS Scoring Guidance

Recent guidance issued by NHS England has confirmed the move away from the 'Net Promoter' scoring methodology to a simpler 'Percentage Recommended' and 'Percentage Not Recommended' method.

The percentage measures are calculated as follows:

$$\text{Recommended (\%)} = \frac{\text{extremely likely} + \text{likely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

$$\text{Not Recommended (\%)} = \frac{\text{extremely unlikely} + \text{unlikely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

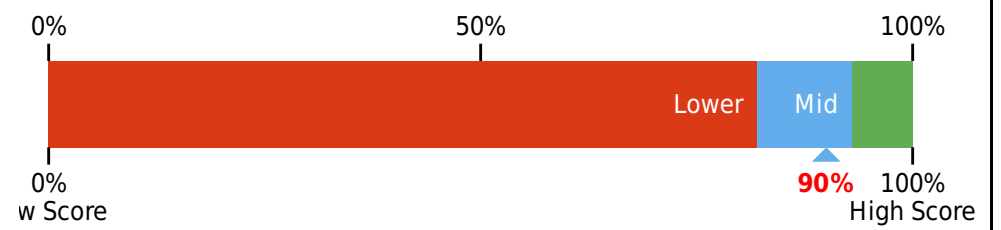
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

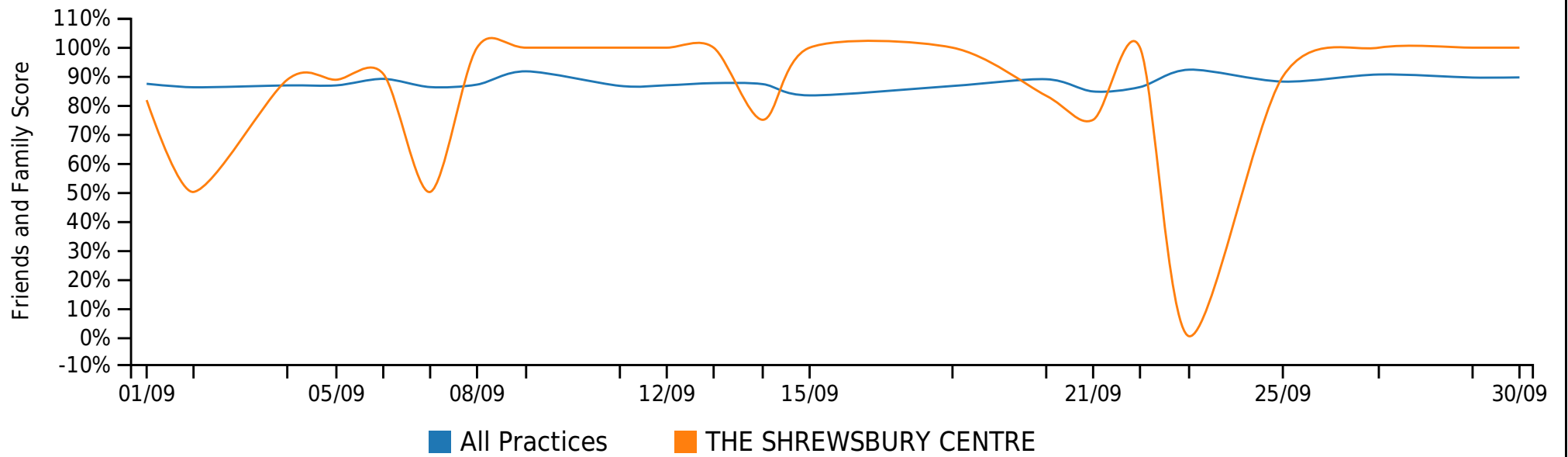
Practice Score: 'Recommended' Rank

Your Score: 90%
Percentile Rank: 65TH



- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 65th percentile means your practice scored above 65% of all practices.

Practice Score: 'Recommended' Comparison



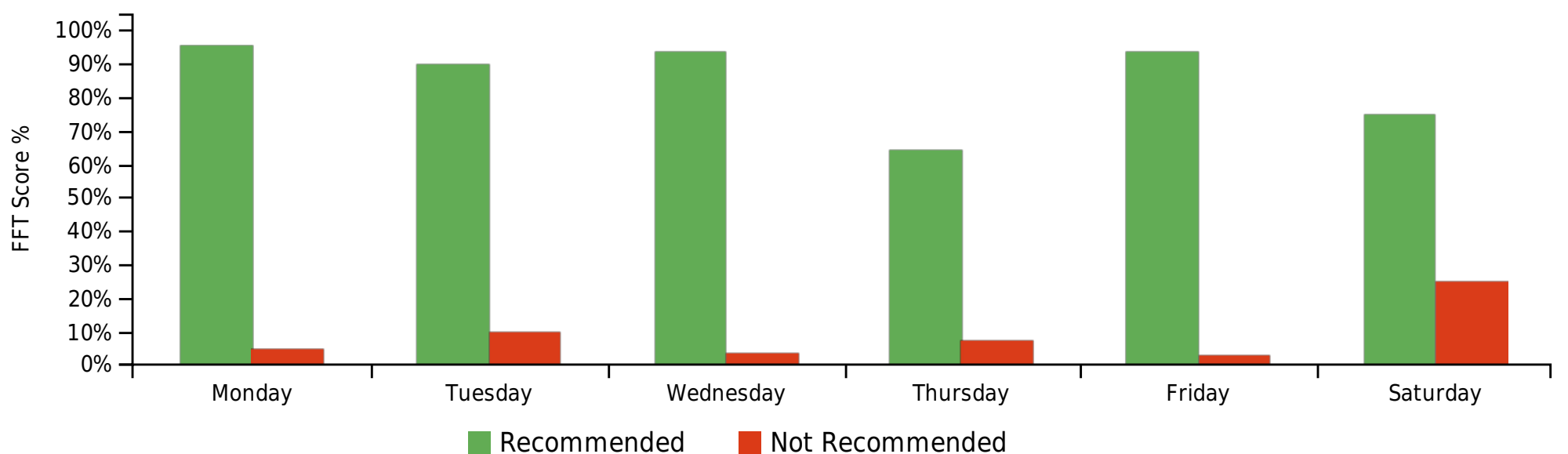
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



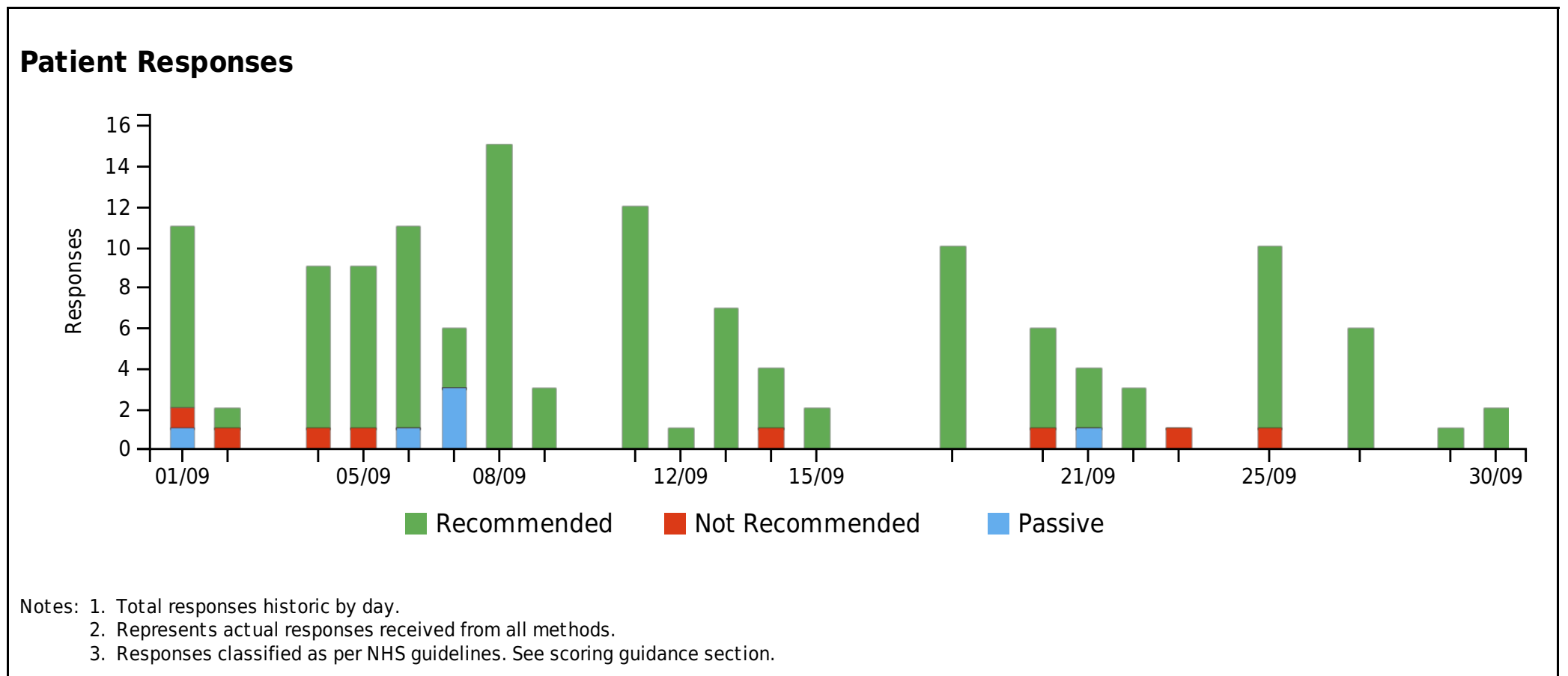
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis

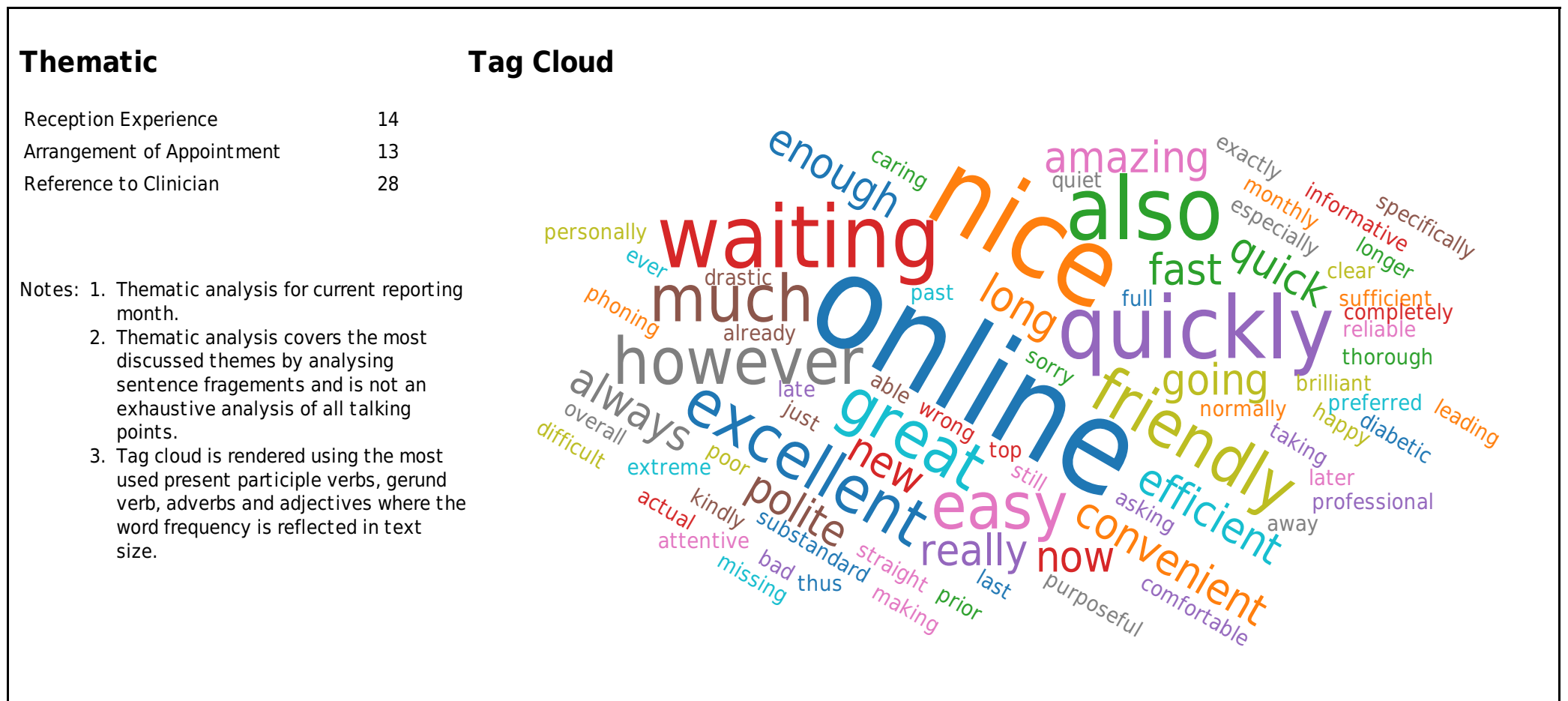


- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4 Patient Response Analysis



SECTION 5 Patient Free Text Comments: Summary



Patient Free Text Comments: Detail

- Notes:
1. Free Text Comment received for current reporting month.
 2. Classification based on initial response to Q1 rather than content of message.
 3. Legend: ✓ Consent to publish comment / ✗ No consent to publish comment

Recommended

- ✓Its much more easy to book online i could choose time and dr. Also i didnt have to wait long as wel aas drs r very nice too
- ✓Fast service and helpful
- ✓Very good service today, but some problems in the past.
- ✓Because there was no time wasted
- ✓Kind drs. Helpful receptionists
- ✓Friendly service and much shorter waiting time with the new online booking system
- ✓The way staffs answered and helped
- ✓Was seen quickly.
- ✓Good service
- ✓Is the service they give and the help from reception is good
- ✓Very nice staff!!!very good doctors!
- ✓All are taking kindly
- ✓We had a really good service provided by staff today
- ✓I got easy appointment and when I attende was good service no any problem
- ✓I still had to wait 20 mins after my appointment which defeats the purpose of an appointment especially when the paitent is one time but the doctor deserves and 12/10!
Brilliant
- ✓Always looks after me, doctors are always polite
- ✓Very good doctor
- ✓Was seen very quickly,talked through everything that I was having done. Very helpful.
- ✓On my opinion I have given it
- ✓The doctor and the staff were amazing !Thank you
- ✓I have always found the practice good. I can't think of any problems i have ever had in going there.
- ✓Polite and full attention
- ✓I phoned today to ask if I could see the GP and the receptionist told me to phone again at 2 o'clock for an appointment and after phoning again I was offered an appointment at 3 o'clock
- ✓Doctor very thorough and helpful.
- ✓I consider our surgery to be the best of all to my experience. The Doctors of our surgery are top professionals!!! The administration staff of the surgery are very nice to patients, very helpful and very professional. So as I have already mentioned
- ✓The staff are efficient The doctors are great
- ✓The Doctors are helpful and attentive
- ✓Nice doctors and nice staff
- ✓The doctor was so kind and helpful. I also made an appointment on line for the first time which was amazing.
- ✓Nothing much
- ✓I am quiet happy with the service,and also the online appointment system is really good,less waiting and you can choose preferred doctors for your convenient time.
- ✓Great fast service
- ✓quick and good advice this time. however my last 6 monthly appointment was cancelled without prior notification.
- ✓Prompt appointment and informative session with the practitioner
- ✓Staff and the surgery are very very efficient and helpful. Excellent booking online system no long waits now. I see nothing bad about this practice. A role model for other practices to follow.
- ✓Quick service
- ✓Was able to see Dr quickly and get an appointment quickly
- ✓Reliable service, excellent doctors, good staff.
- ✓I think the arrangements of the new system is purposeful. Personally I feel there's an extreme need to take care of the diabetic patients. Once in six months is not sufficient enough in caring the patients who have kidney complaints. In some cases the actual realizations or diagnosis has been too late. Appreciate if you consider their needs specifically. Thanks for your cooperation.
- ✓On line service & same day opponment n g p attitude good
- ✓Less waiting time

- ✓ Overall experience
- ✓ Good service good doctors
- ✓ Friendly doctors however appointment system for online slots needs to be more clear. Patients left missing their time for up to 10 mins or more then thus leading to frustration
- ✓ I don't need to wait I can see the doctor in time
- ✓ No longer waiting
- ✓ Excellent service
- ✓ The staff were very helpful and made me feel completely comfortable . I've noticed a drastic change in the surgery and now I don't dread going for appointments or making them when needed . Thank you all and I hope the positivity and good manners continue.
- ✓ Very easy to book a convenient appointment and I was seen exactly on time. The Doctor I saw was also very good.
- ✓ Online appointment booking make life so easier. It was very difficult to explain to reception your illness
- ✓ Always great service
- ✓ Close to home and doctors know me and my Medical history and staff friendly
- ✗ R The doctor examine check my chest and take blood pressure and found out what the problem .
- ✗ The service was very good. My name was called on time which I booked. Doctors spend enough time to listen to your problems.

Not Recommended

- ✓ Poor attitudes from the doctors
- ✓ Very disappointed by the GP I saw yesterday, I feel my needs were not met and care was substandard. Normally staff at Shrewsbury are good, however a let down this time!
- ✓ Sorry I got wrong number. 1
- ✓ My appointment was at 3.10 pm. I went in 30 minutes later
- ✓ It's the same as any other GP in Newham

Passive

- ✓ Dr was not asking anything about problem not discussed anything how to take medicine just gave me prescription straight away
- ✓ Not a very good service