

# FFT Monthly Summary: November 2017

THE SHREWSBURY CENTRE  
Code: F84006

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
95	34	3	4	4	1	0	0	0	141	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>	<b>647</b>						
<b>Responses:</b>	<b>141</b>						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	95	34	3	4	4	1	<b>141</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>95</b>	<b>34</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>141</b>
<b>Total (%)</b>	<b>67%</b>	<b>24%</b>	<b>2%</b>	<b>3%</b>	<b>3%</b>	<b>1%</b>	<b>100%</b>

### Summary Scores

 91%
  6%
  3%

## 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:

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

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

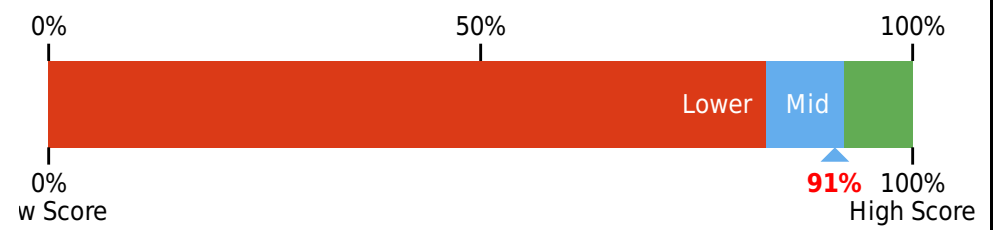
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

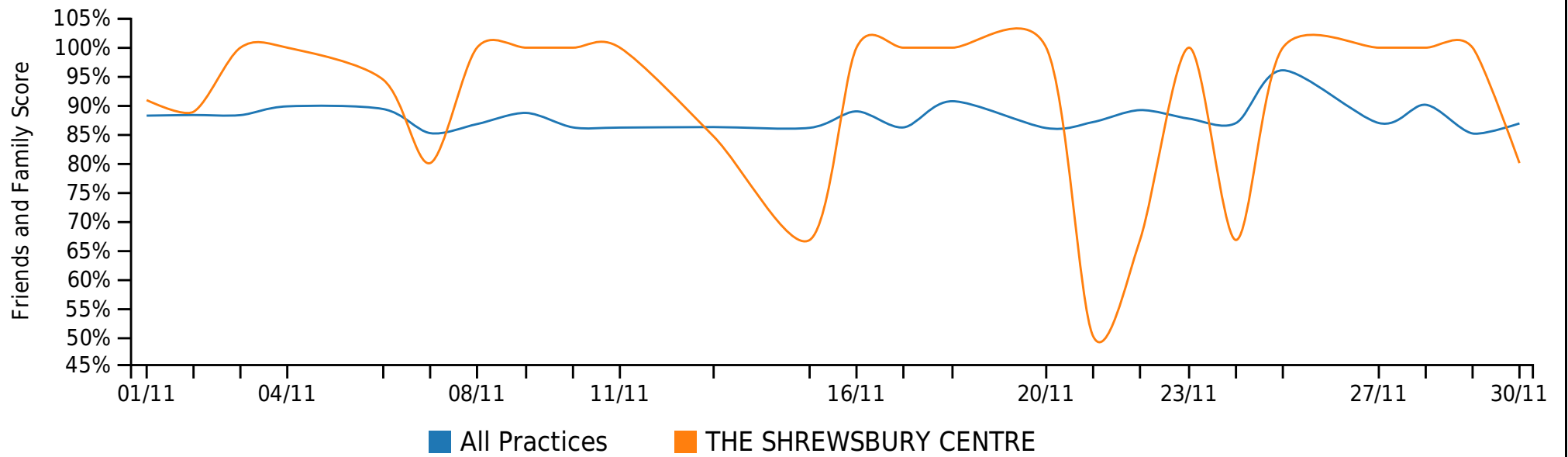
### Practice Score: 'Recommended' Rank

**Your Score:** **91%**  
**Percentile Rank:** **70<sup>TH</sup>**



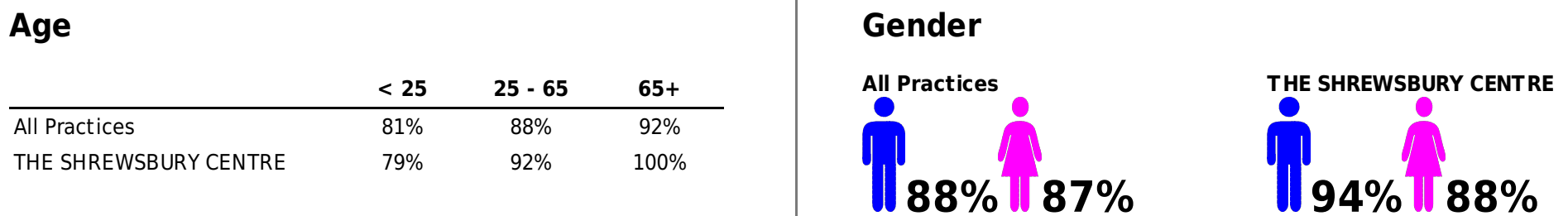
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.  
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 70th percentile means your practice scored above 70% of all practices.

### Practice Score: 'Recommended' Comparison



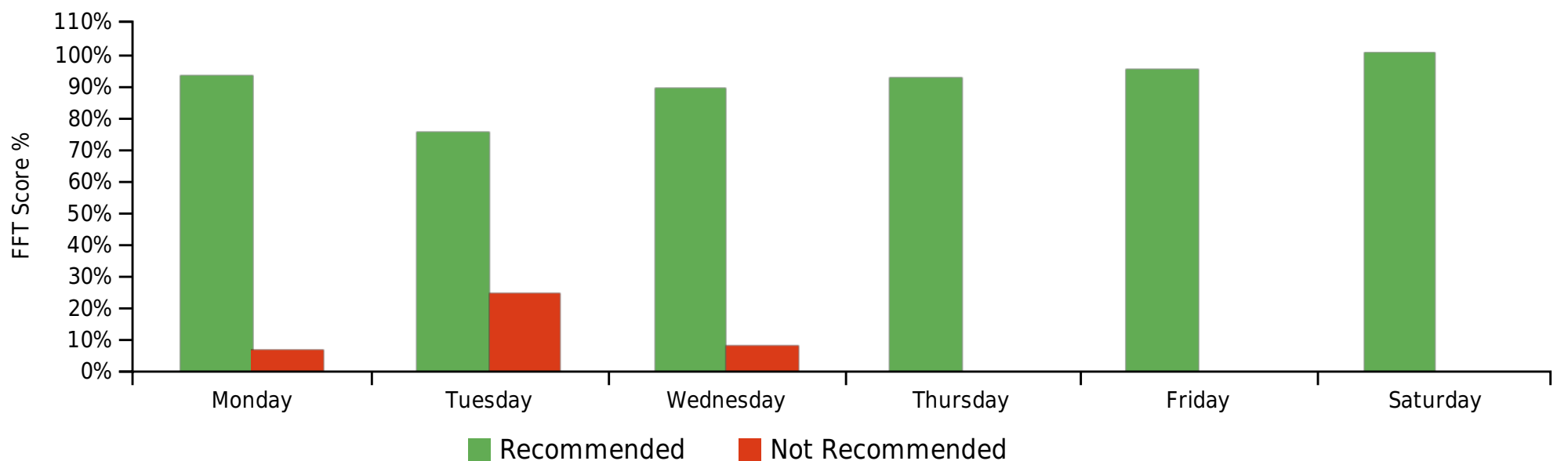
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



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

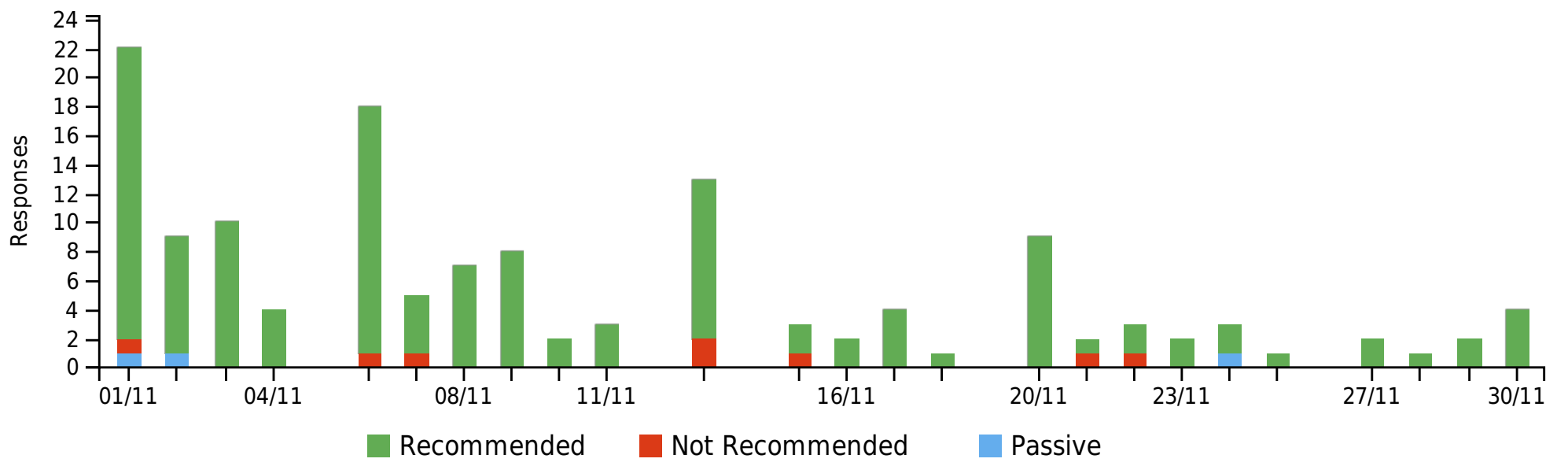
### Practice Score: Day of the Week Analysis



- 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

### Patient Responses



- Notes: 1. Total responses historic by day.  
2. Represents actual responses received from all methods.  
3. Responses classified as per NHS guidelines. See scoring guidance section.



- ✓ Me and my wife have always been very happy with the level of service we get from the GPS and surgery as a whole.
- ✓ Nice place
- ✓ Pleased that took the trouble my blood pressure. Very happy with the service
- ✓ I was seen in time and did not wait for long
- ✓ You know exactly what time you going see the doctor and there's no ticket business which was horrible
- ✓ Got a same day app efficient friendly service. Lots of my friends complain about their GPS but I always tell them how good mine is.
- ✓ Friendly, efficient nurses appointment. Knew how to deal with crying baby
- ✓ M completely satisfied by the service provided by the surgery... thank you
- ✓ Observant and experienced Doctors
- ✓ Response from reception making an appointment is good. Dr Ghirja is always very kind and friendly.
- ✓ Good service
- ✓ Good staff
- ✓ On phone I got appointment very good in an hour ,no waiting for doctor just seen by doctor on time reception staff helped me to do online appointment which will be convenient as well
- ✗ My problems dealt with very care and well

### **Not Recommended**

- ✓ The Dr I had seen did not check me and he made me feel he have washed his hands of me
- ✓ Whilst I was explaining my symptoms, I had repeatedly noticed that she was not being attentive which I found offending since it was serious. I also feel like she is indirectly telling me to leave since she was rushing things in an unprofessional manner and did not even give me a chance to explain more. I am also frustrated with the fact that I have to roughly wait 40-50 minutes just for a 3 minute appointment which is extremely frustrating so far this has been my second appointment and it has also been a repeat of what had happened in the previous appointment. I have also been spoken to about the fact that I have only 10 minutes to be checked on plus discussing more about my health however I have been asked to leave extremely early which I personally find irritating.
- ✓ Doctor Ganesh barely spoke to me, then gave me an invalid prescription.
- ✓ no referral for follow up with Physio or MRI made. very much like doctor had no time. rushed.

### **Passive**