

# FFT Monthly Summary: May 2017

THE SHREWSBURY CENTRE  
Code: F84006

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
70	30	5	2	5	2	0	0	0	114	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

**Surveyed Patients: 713**

**Responses: 114**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	70	30	5	2	5	2	114
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>70</b>	<b>30</b>	<b>5</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>114</b>
<b>Total (%)</b>	<b>61%</b>	<b>26%</b>	<b>4%</b>	<b>2%</b>	<b>4%</b>	<b>2%</b>	<b>100%</b>

### Summary Scores

 88%  6%  6%

## 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:

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

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

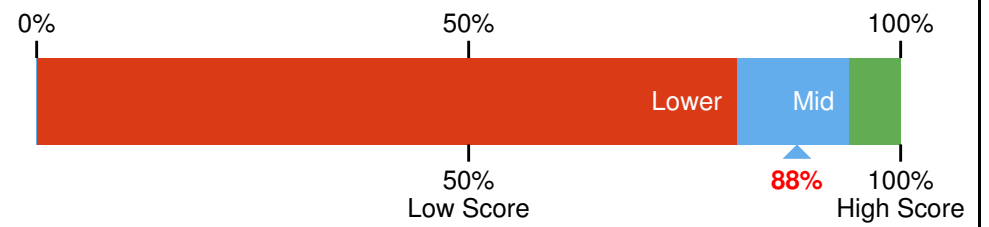
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

### SECTION 3 Practice Scoring

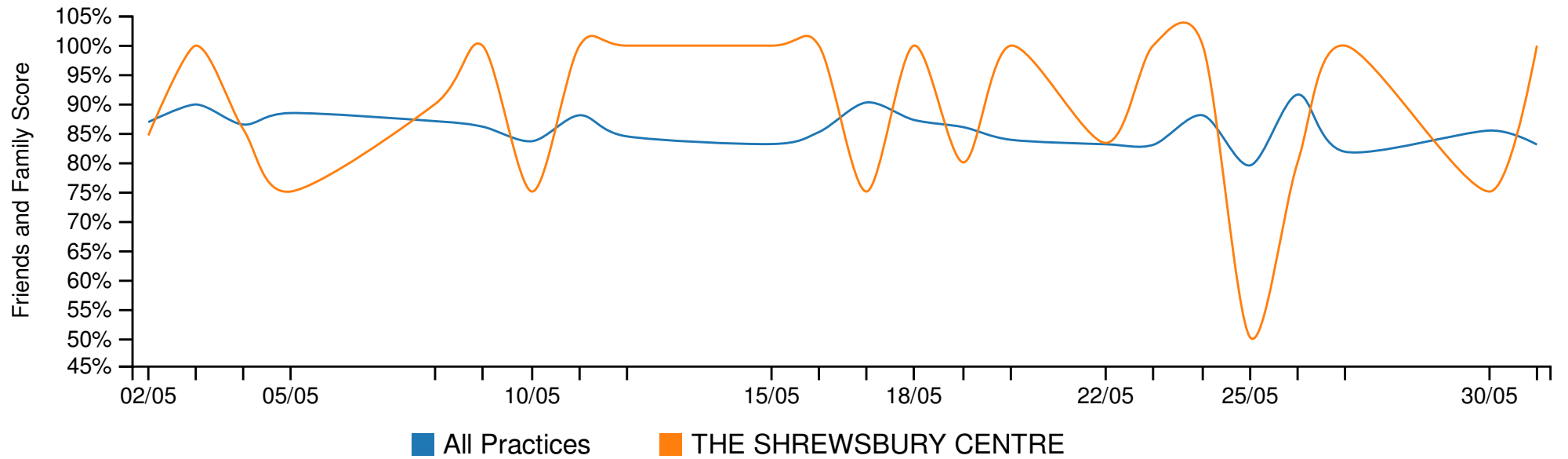
#### Practice Score: 'Recommended' Rank

**Your Score:** 88%  
**Percentile Rank:** 55<sup>TH</sup>



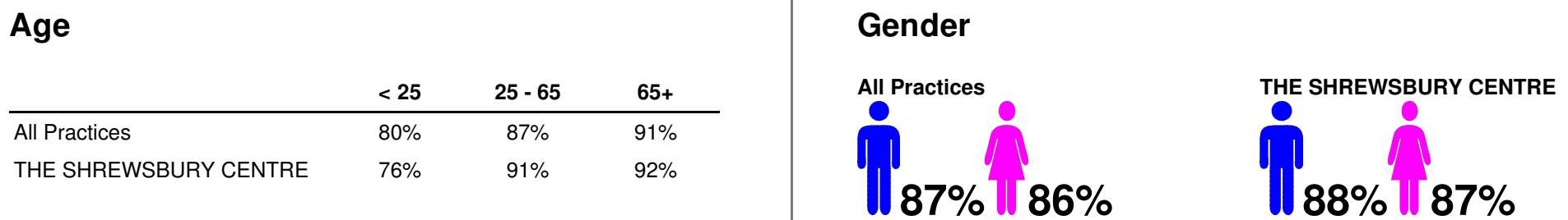
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
  2. Score calculated as per NHS requirements. See scoring guidance section.
  3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 55th percentile means your practice scored above 55% of all practices.

#### Practice Score: 'Recommended' Comparison



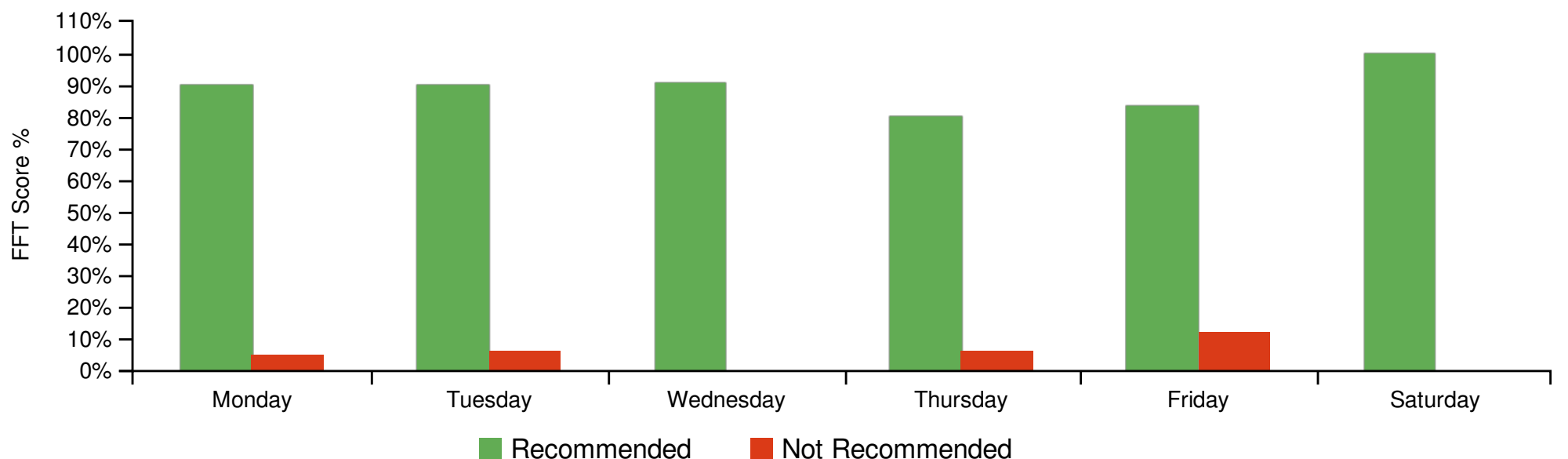
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

#### Practice Score: 'Recommended' Demographic Analysis



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

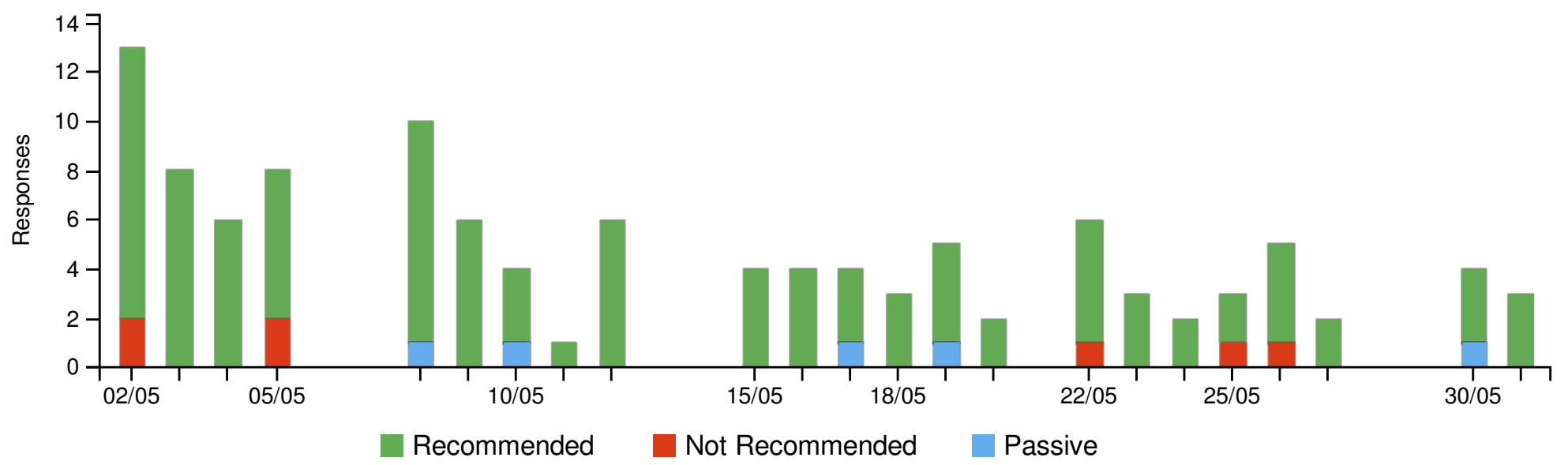
#### Practice Score: Day of the Week Analysis



- 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.



- ✓ *The recent change meant of service and good practice*
- ✓ *Good service and understanding people communication etc*
- ✓ *Talk later?*
- ✓ *Excellent service from DR Sri Ganesan*
- ✓ *Good Saturday service.*
- ✓ *The main reason that i replied because now-days almost GP is extremely , extremely worst... in that situation we found Shrewsbury GP is good .. but not only this , we expect that Shrewsbury GP will maintain it.. not for a day, not for a year, will maintain their standard for years & years ..*
- ✓ *I found the staff very helpful. Also the appointment times are spot on. One does not waste time waiting.*
- ✓ *Good service*
- ✗ *Time*
- ✗ *Doctor is good and help full*

### **Not Recommended**

- ✓ *The doctor was helpless and completely moody with me.*
- ✓ *Great service*
- ✓ *I waited 45 minutes for 6 minute consultation which didn't help me much. Few words about my condition suggesting I was partying as my blood sugar had gone up since the last clinic. I mentioned I lost my aunt and other family members during the last few months. There was no sympathetic ear. As my blood pressure was high I was asked about changing my medication for that personally I didn't want to increase any medication so said no. I had lost weight no mention about that in form of encouragement. I wish I could change GP.*
- ✓ *No same day appointment available there only walking*

### **Passive**

- ✓ *My 3month old daughter had an appointment at 3pm we waited till 3:45pm. We came 5 minutes late due to some reason.*
- ✓ *GPs don't start on time and this further exacerbates the delay in seeing patients.*