

FFT Monthly Summary: January 2017

THE SHREWSBURY CENTRE
Code: F84006

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
71	28	2	8	4	4	0	0	0	117	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: 650

Responses: 117

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	71	28	2	8	4	4	117
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	71	28	2	8	4	4	117
Total (%)	61%	24%	2%	7%	3%	3%	100%

Summary Scores

 85%  10%  5%

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:

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

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

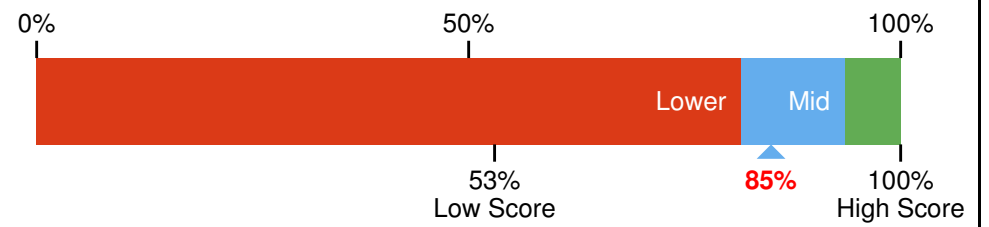
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

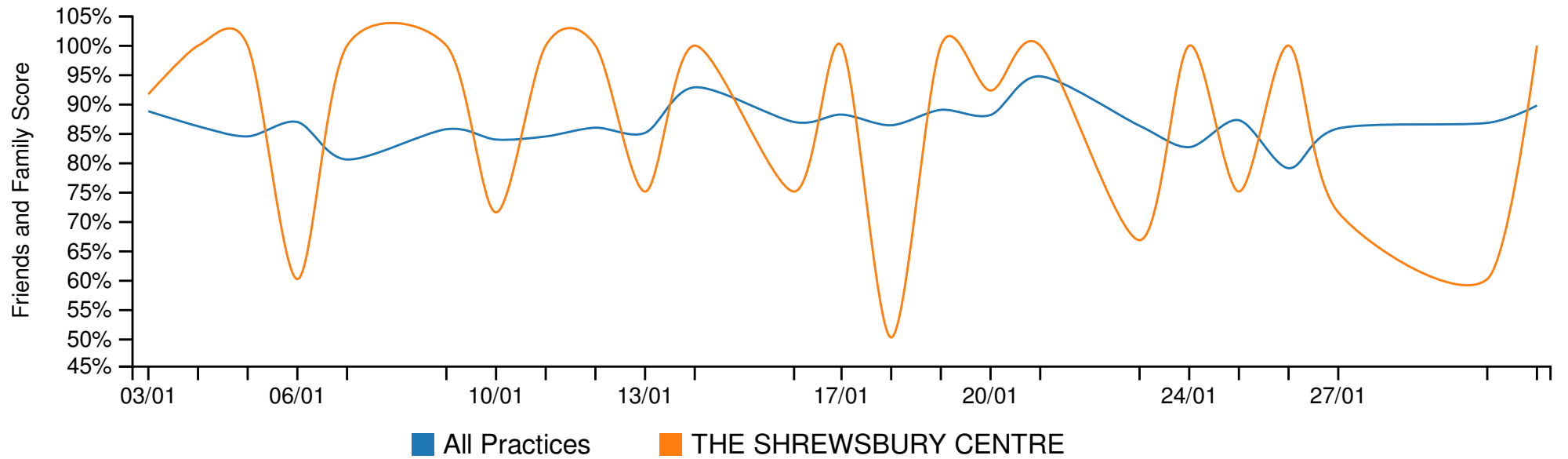
Practice Score: 'Recommended' Rank

Your Score: 85%
Percentile Rank: 40TH



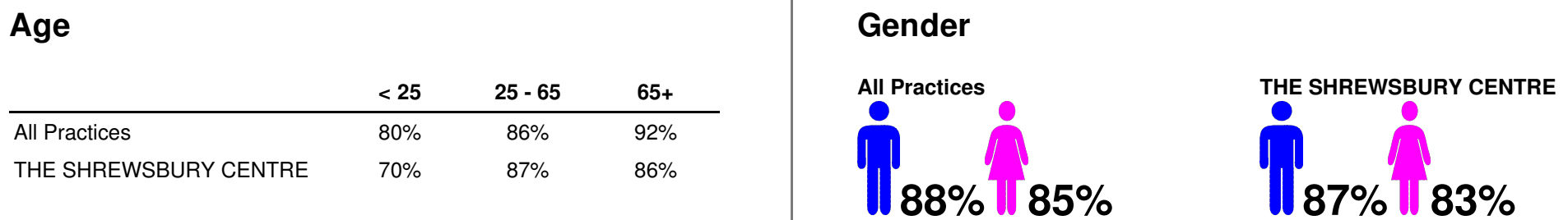
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 40th percentile means your practice scored above 40% of all practices.

Practice Score: 'Recommended' Comparison



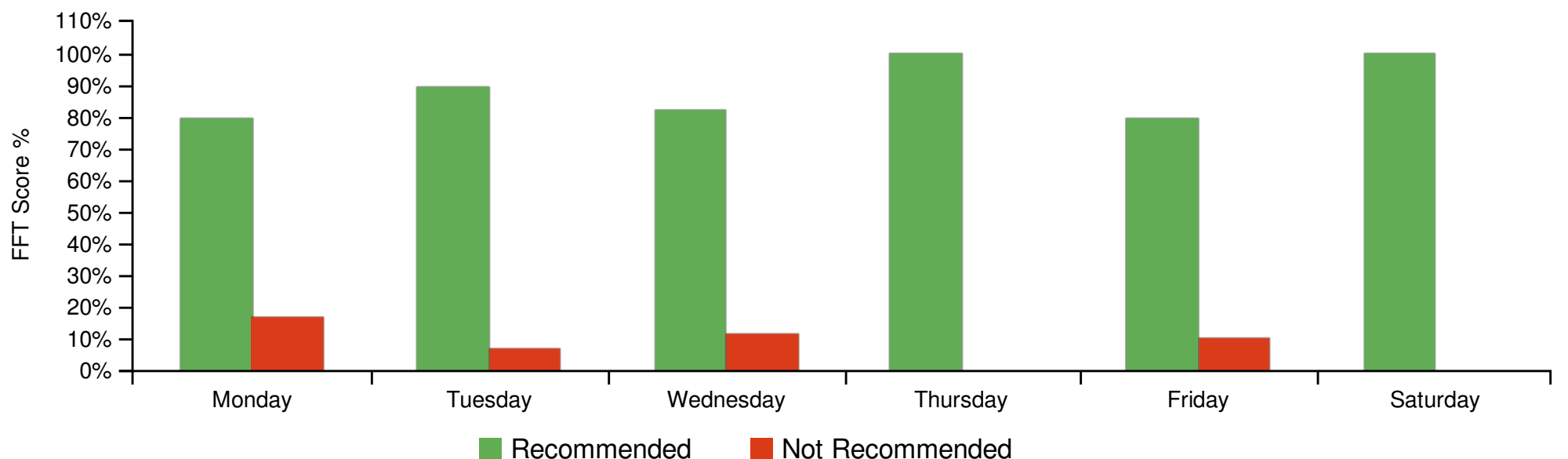
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

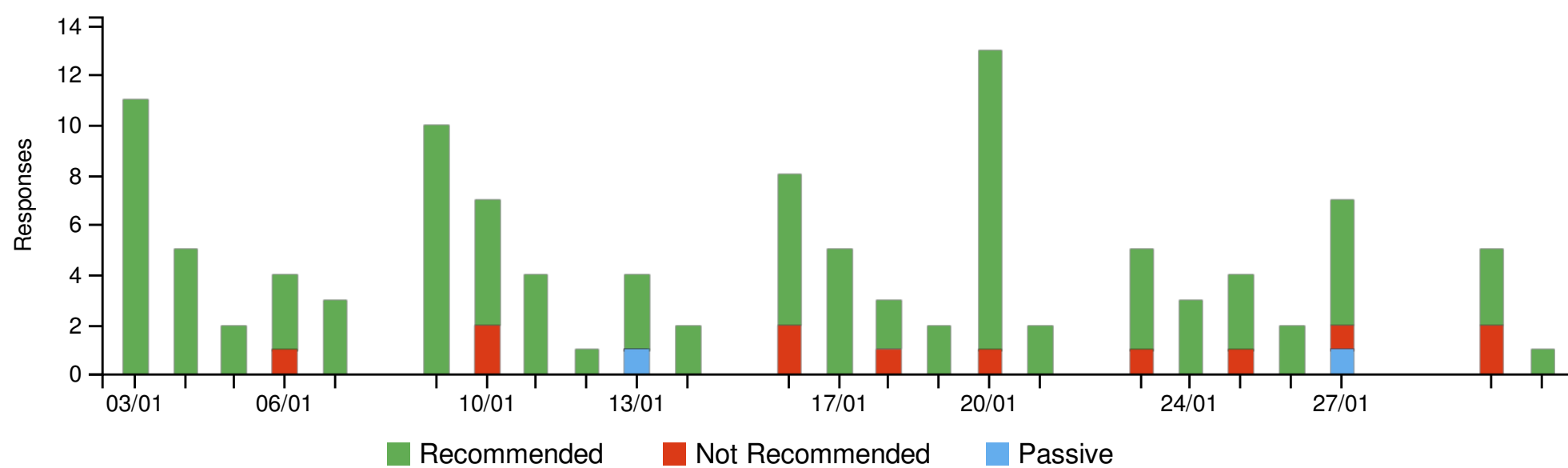
Practice Score: Day of the Week Analysis



- 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.

- ✓ I really like the GP practice i received. They were friendly, and always give good advice for the treatment
- ✓ *Practice manager and the doctor*
- ✓ The main reason is for communication to patients and provide good service to us
- ✓ *The. Doctor sat and listens and made me feel better*
- ✓ Good Doctors
- ✓ *We had appointment very quickly and was seen on time doctor Bassi was very helpful and polite*
- ✓ Online appointment... Friendly staff and doctor.. Waiting time could be improved.. Many thanks..
- ✓ *because I'm very satisfied with the help & courtesy your staff give.*
- ✓ I appreciated the knowledge of the Doctor and advice. I was seen very quickly, the Doctor has done all possibility checks required, for me I believe it's gone a extra mile. Thank you.
- ✓ *Service received from staff*
- ✓ Online appointment
- ✓ *Dr S took his time seeing the patient explaining the in and outs.. How to use the medication and everything else..*
- ✓ Appointment on time
- ✗ *Got help with what I needed.*
- ✗ It's from my experience.

Not Recommended

- ✓ The 2nd GP did not explain what's the condition of my child. He just said nothing to worry she's fine. That's why I have to come back again after a week. Then the 3rd doctor explain properly. You have few good GP.
- ✓ *Poor organisation. Poor customer service. Intrusive and careless staff. Dr Ganesh is rude. Doctors come in at a different time to that which you are told when you book an appointment. Desks seems unmanned and telephones ring out although there are staff present.*
- ✓ My appointment was 11 20am. doctor call me 11 55. i late my work for 30mins
- ✓ *Need more doctors*
- ✓ Waiting time for treatment and results are too long and less choices of Doctors.
- ✓ *Reception need training how to treat ppl. When u stand at the reception they won't acknowledge you. Because of one person fault its affecting the whole entire team.*

Passive

- ✗ Sometimes staff are friendly and sometimes they make you feel uncomfortable