

FFT Monthly Summary: June 2016

THE SHREWSBURY CENTRE
Code: F84006

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
62	28	4	9	5	0	0	0	0	108	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: 574

Responses: 108

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	62	28	4	9	5	0	108
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	62	28	4	9	5	0	108
Total (%)	57%	26%	4%	8%	5%	0%	100%

Summary Scores

 83%  13%  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:

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

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

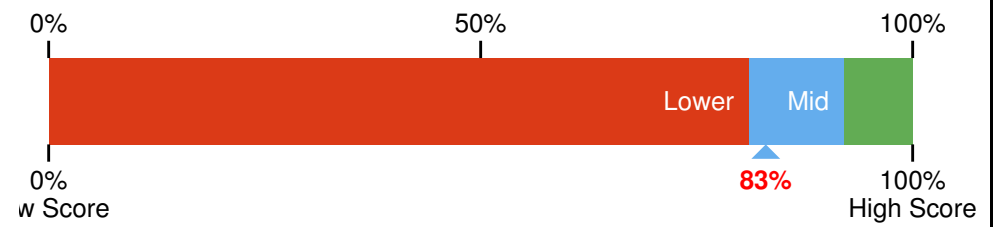
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

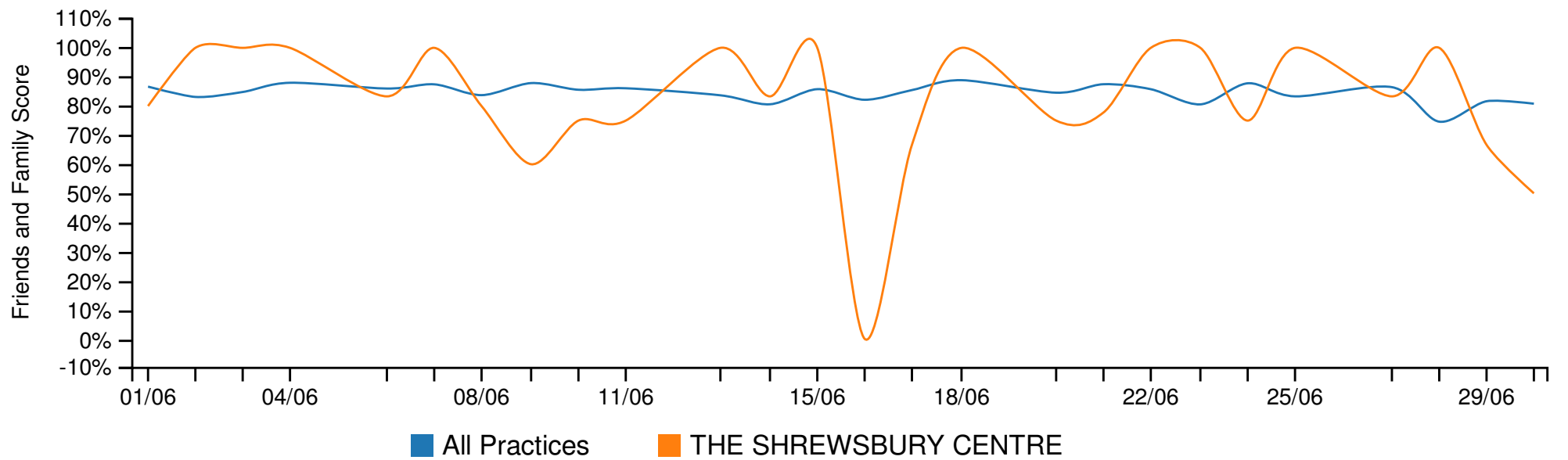
Practice Score: 'Recommended' Rank

Your Score: **83%**
Percentile Rank: **35TH**



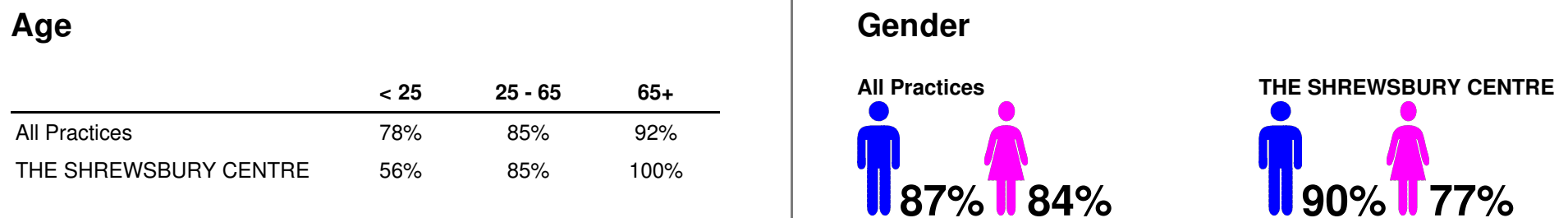
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 35th percentile means your practice scored above 35% of all practices.

Practice Score: 'Recommended' Comparison



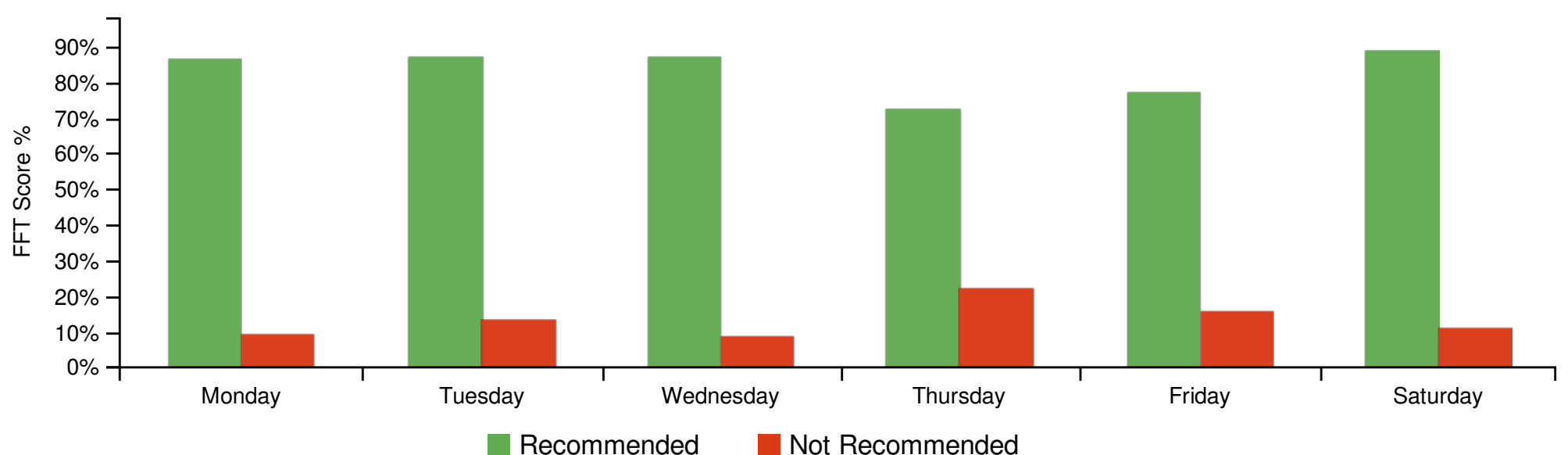
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

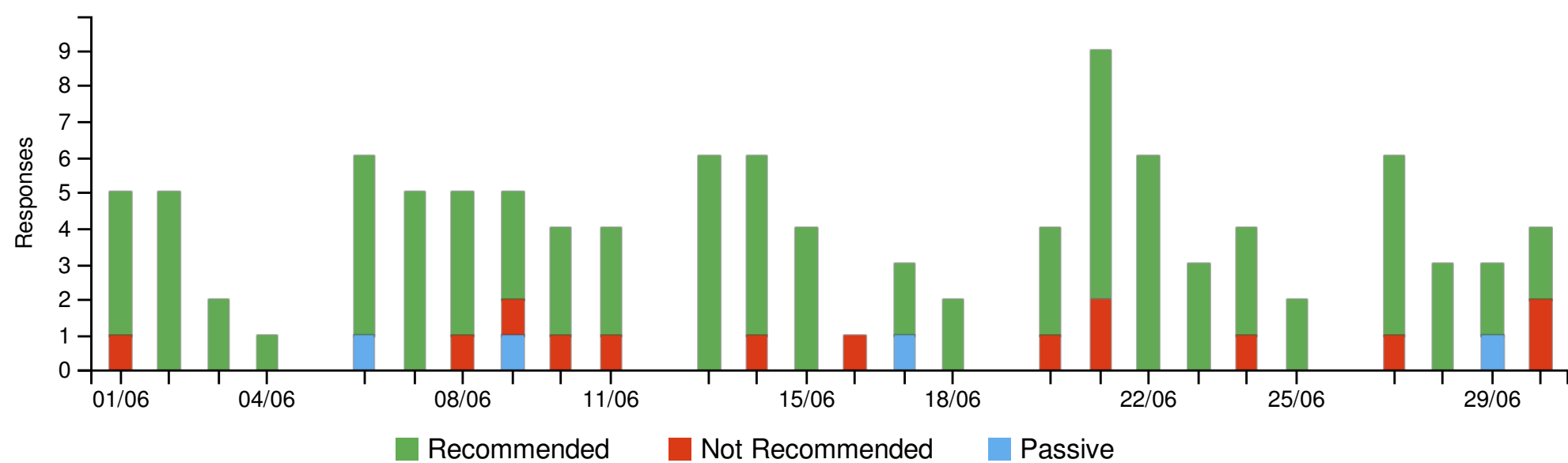
Practice Score: Day of the Week Analysis



- 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.

- ✓ anyone
- ✓ GP very helpful & careful in her time with me explaining things well.
- ✓ I had an appointment @15.00 I saw the doctor and left surgery by 15.15
- ✓ Great Receptionists on reception, endearing courteous, warm, polite, cheerful, to name a few also helpful.
- ✓ 11 yrs of class service
- ✓ Very good doctor Very good resection Very good time calling
- ✓ Shrewsbury road as been my doctors for a long time the few doctors that I see and staff that work in there are very polite
- ✓ Courteous and helpful and doctor has sense of humour. Attlee
- ✓ I have found the attitude and the behaviour of the Doctor towards me really well and I was provided with a good service
- ✓ Staff very helpful and always willing to go the extra mile.
- ✓ Extremely helpful & well behaved staff.
- ✓ Have to wait too long to see a GP. And sometimes they don't listen to what we say
- ✓ Appointment problem.
- ✓ Extremely good staff
- ✗ Good service
- ✗ Any receptionist never speak nicely. They do behave like strict school teachers.

Not Recommended

- ✓ Waited 2.30 minutes to see the doctor
- ✓ The big problem is queuing for long time and as well as reception service should be more politeness .
- ✓ I felt the nurse was not friendly if your dealing with children in particular you have to be. I wasn't given verbal advice or information leaflets about the vaccination my child had.
- ✓ Poor GP advice
- ✓ First when I phone reception answer very nicely and I have not wait for long time old staff talk very nice happy

Passive

- ✓ It is hard to get through on the phone. Long waiting times for appointments. Some of the doctors are unfriendly and/or don't explain things well.