

FFT Monthly Summary: April 2017

THE SHREWSBURY CENTRE
Code: F84006

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
74	23	4	0	7	1	0	0	0	109	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: 629

Responses: 109

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	74	23	4	0	7	1	109
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	74	23	4	0	7	1	109
Total (%)	68%	21%	4%	0%	6%	1%	100%

Summary Scores

 89%  6%  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:

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

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

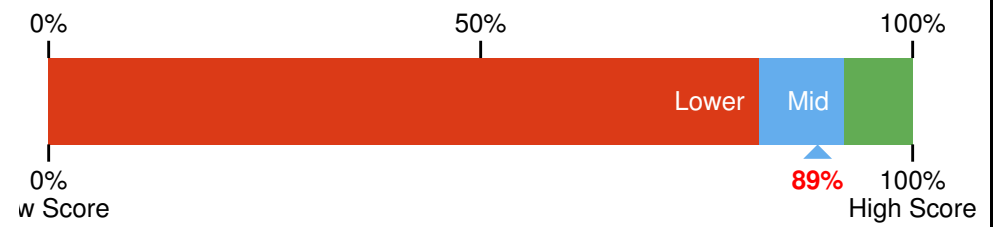
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

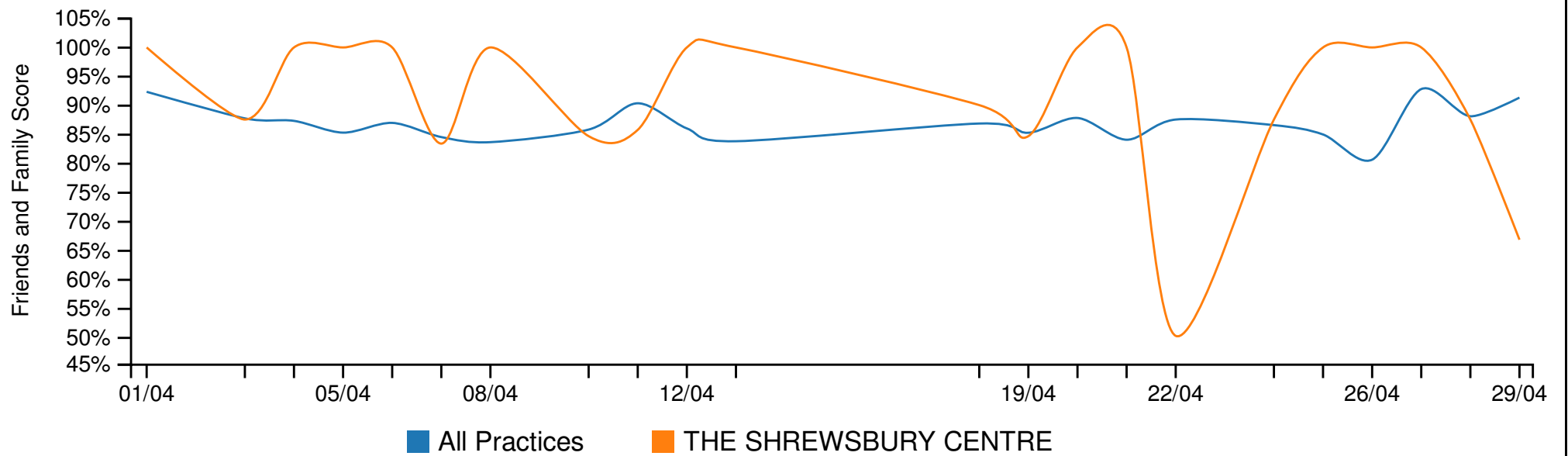
Practice Score: 'Recommended' Rank

Your Score: 89%
Percentile Rank: 60TH



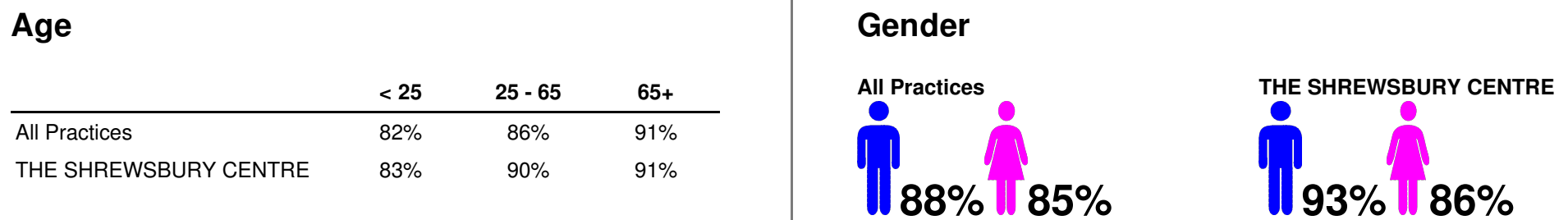
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 60th percentile means your practice scored above 60% of all practices.

Practice Score: 'Recommended' Comparison



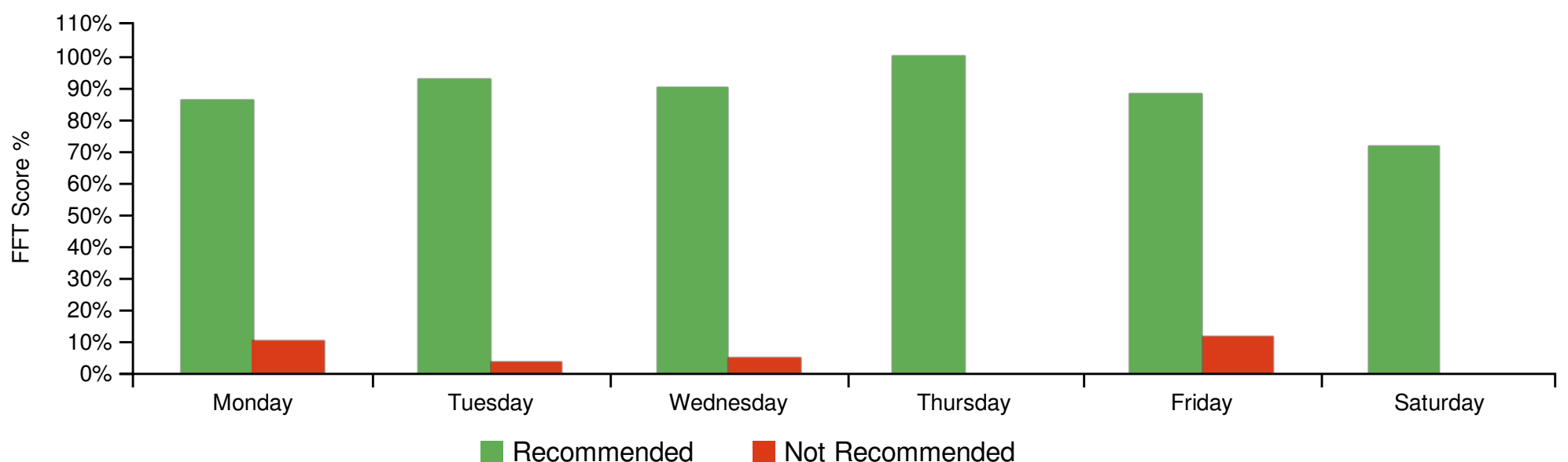
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



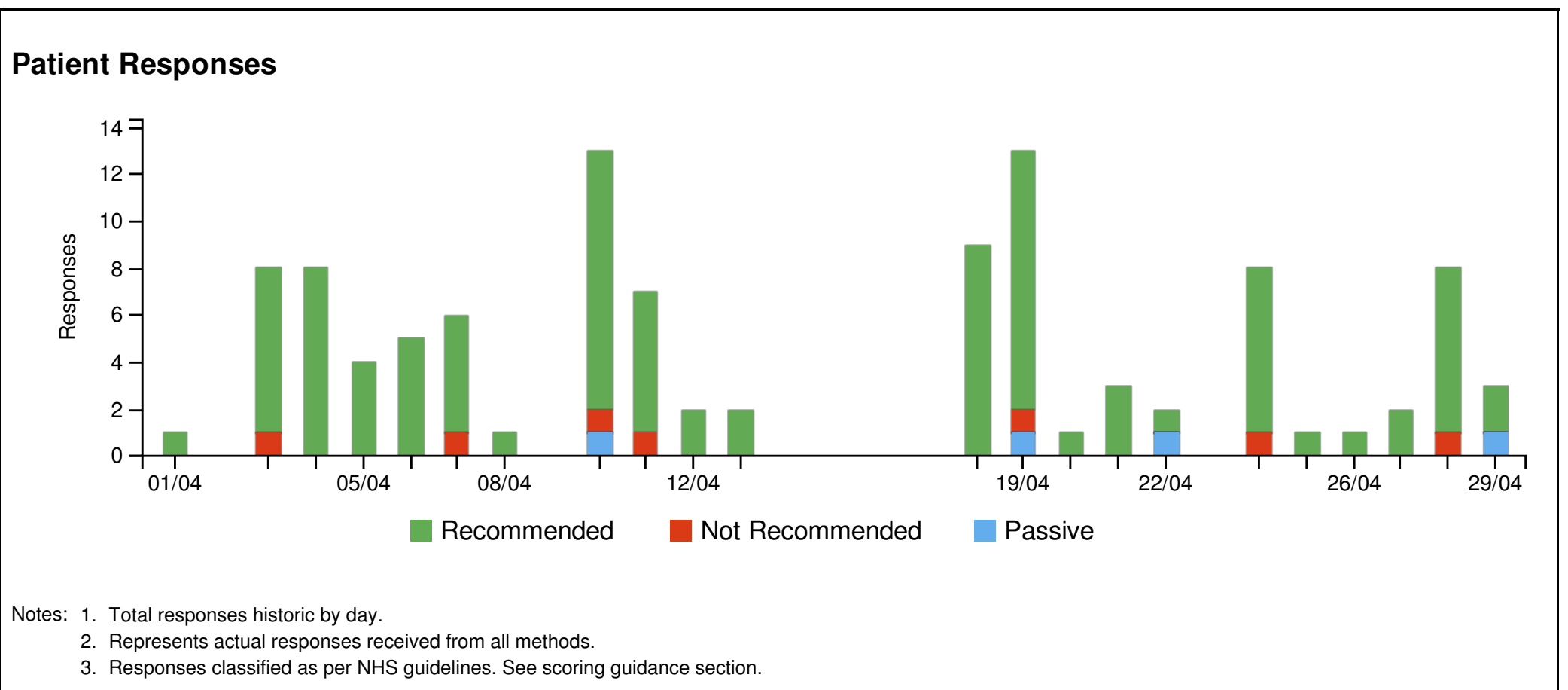
- Notes:
1. Scores for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis



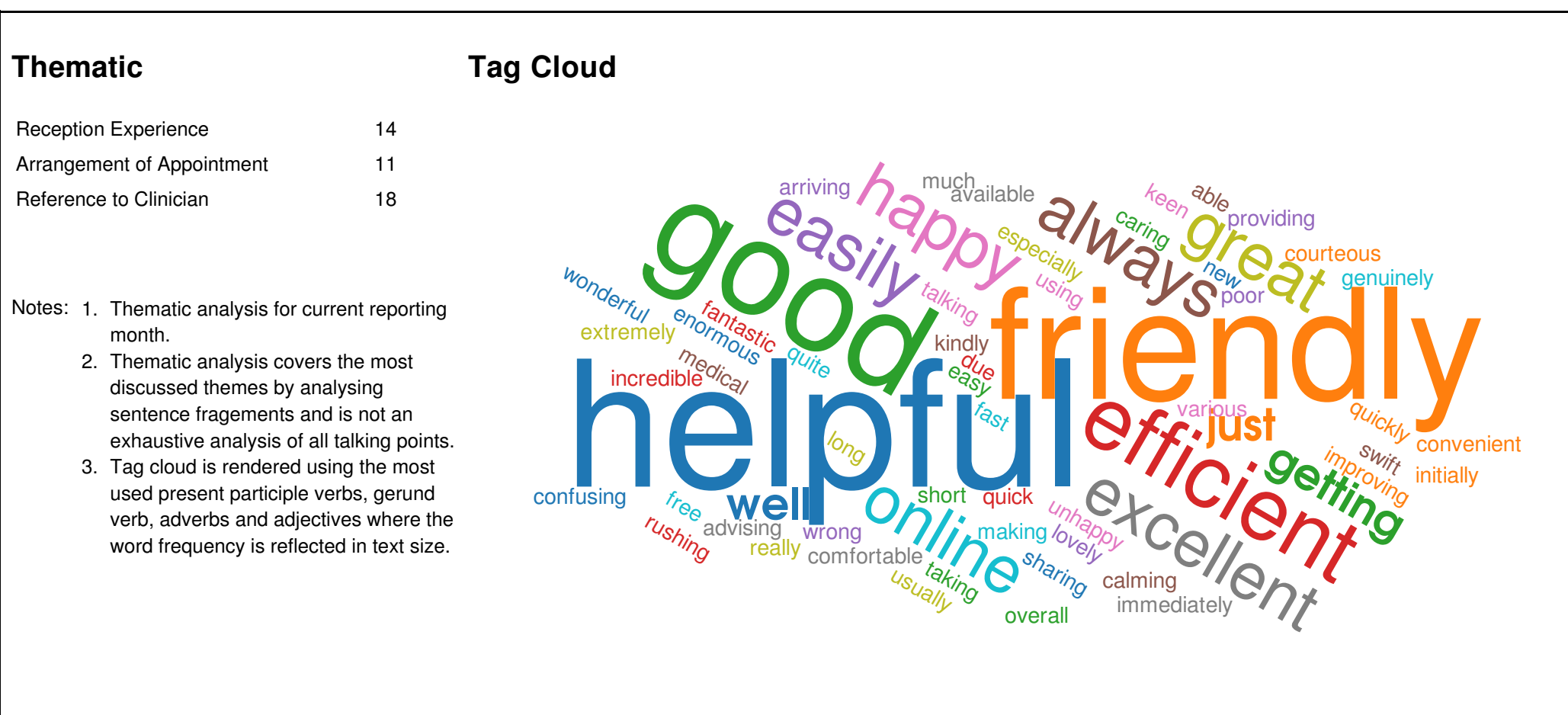
- Notes:
1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
 2. Score calculated as per NHS requirements. See scoring guidance section.

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

- ✓ Fantastic service from the receptionist to the GPMany thanks
- ✓ The staff are very kind and the services is good
- ✓ I have no complaint but I do not speak in superlatives. Very satisfied for the service.
- ✓ Very good patient service !
- ✓ Mrs Kirti Davdra made me feel comfortable , and she put my mind at ease, especially when she explained each procedure to me.
- ✓ Good practice all very helpful
- ✓ All the I have seen are very good, but the appointment system could be improved.
- ✓ Efficient booking service and receptionist helpful when making appointment. Easily arrived in and then all staff helpful.
- ✓ In spite of the enormous pressures on the surgery, staff are always helpful, courteous and efficient.
- ✓ Because the appointment timing is laid out very well the doctors are very caring and I am always happy with my Visits to your hospital.
- ✓ Quick service. Lovely staff
- ✓ GP was so kindly talking and friendly while advising. Felt really free while sharing my problem.
- ✓ Very excellent service and doctors.
- ✓ Doctor
- ✓ Service is improving
- ✓ Call on time and very satisfied GP consult
- ✓ Because i have wuth the practice for over 30 yrs and have no complaints
- ✓ Very friendly staff and great service.
- ✓ I like time and waiting prefer to everyone
- ✓ Online appointment booking services
- ✓ Good swift service and friendly staff
- ✓ Various services being provided by both the gp practice & other services that are being provided within the health centre.
- ✓ Friendly,efficient
- ✓ The service has become better with regards to waiting time and seating being available.
- ✓ The surgery are extremely efficient and genuinely care for their patients
- ✓ No waiting time
- ✓ Wonderful staff
- ✓ The system is faster just need to improve on getting reception over phone more quickly for booking appointments
- ✓ Dr G was helpful and showed concerns for my worry and took the action i hoped for.
- ✓ The online appointment service makes it more easy to see the doctor of you choose
- ✓ The waiting time was incredible. I was called within 5 minutes of arriving. Dr.Girija was so helpful and her kind words were calming. She didn't try to scare you but gave advise how to treat the problem easily.
- ✓ Kind people, well organised!!
- ✓ Since I'm using the patient access it's so much easier to see the doctor when I want without waiting so long.
- ✓ We treated as fast as we been there
- ✓ Everything excellent
- ✓ Just happy with the nurses.
- ✓ Reply 1
- ✓ The new appointment system. It's very convenient and gives the option to choose the doctor , date & time slot.
- ✓ Helpful receptionist & Dr Girija taking time to listen not rushing me and providing assurance.
- ✓ I noticed a great improvement in their services today
- ✓ The most part of my consultants in the surgery are very friendly.
- ✓ Staff and friendly manner

- ✓ I always find dr & staffs very helpful.
- ✓ *The online appointment booking system has made a difference in getting appointments more easily. Which is great for he patient.*
- ✓ Doctors keen to address any issues immediately, staff friendly and usually quite prompt. System of walk in appointments seems a bit confusing initially though, overall excellent for me
- ✗ *Good service*

Not Recommended

- ✓ because they booked me wrong appointment i told them i need my medical reports but they didn't mention anything in appointment and doctor was unhappy this is a receptionist mistake.thnx
- ✓ *More organised*
- ✓ Don't undertand why there should be another person in the room Who the nurse does not introduce say why she is here Doesant say hello not happy
- ✗ *Short staff ? Due to cut backs contribute to poor service.*

Passive

- ✓ I have seen some improvements in terms of follow through re appointments, information given when requested, being able to get through to a person when calling the practice. I would like to see consistency with this over a sustained period for me to give a higher rating. Trust at helps.
- ✓ *No alternative solution to my health situation when blood tests are ok, I'm not suppose to live in pain*