

FFT Monthly Summary: October 2016

THE SHREWSBURY CENTRE
Code: F84006

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
56	20	4	3	8	0	0	0	0	91	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: 91

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	56	20	4	3	8	0	91
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	56	20	4	3	8	0	91
Total (%)	62%	22%	4%	3%	9%	0%	100%

Summary Scores

 84%  12%  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:

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

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

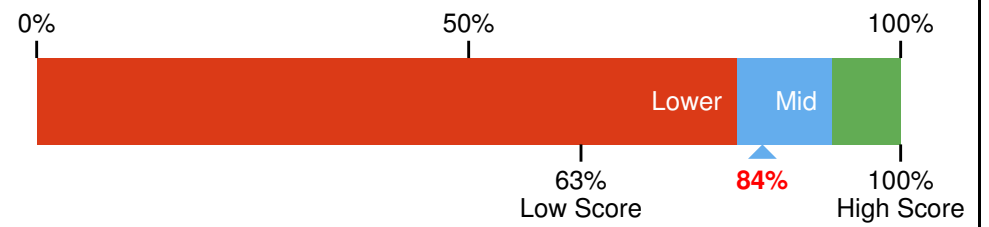
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

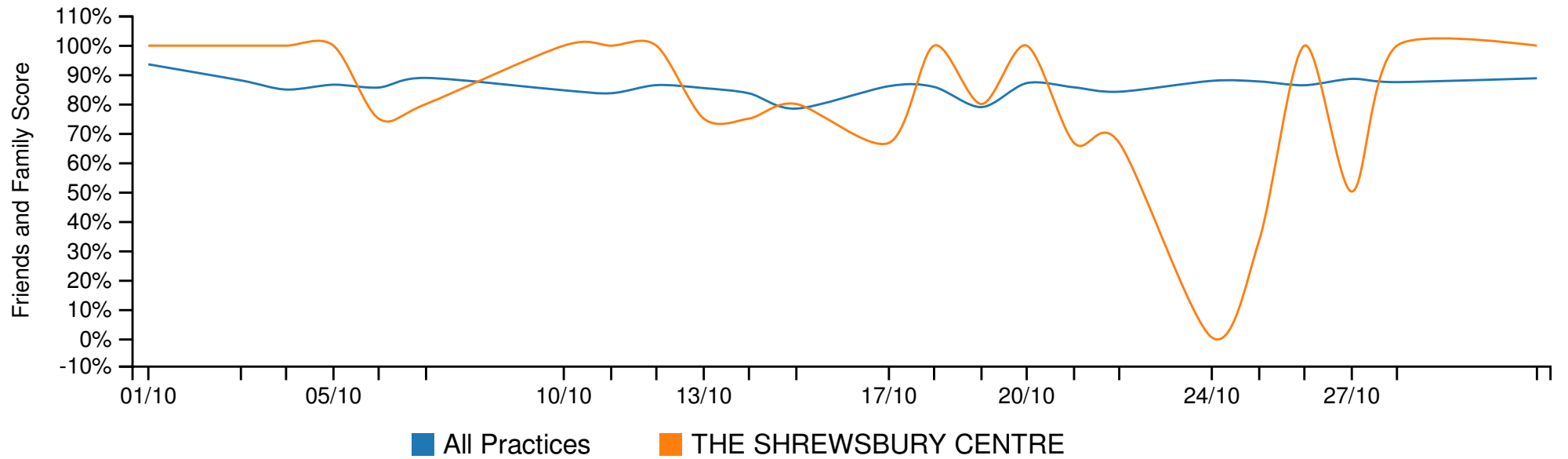
Practice Score: 'Recommended' Rank

Your Score: **84%**
Percentile Rank: **35TH**



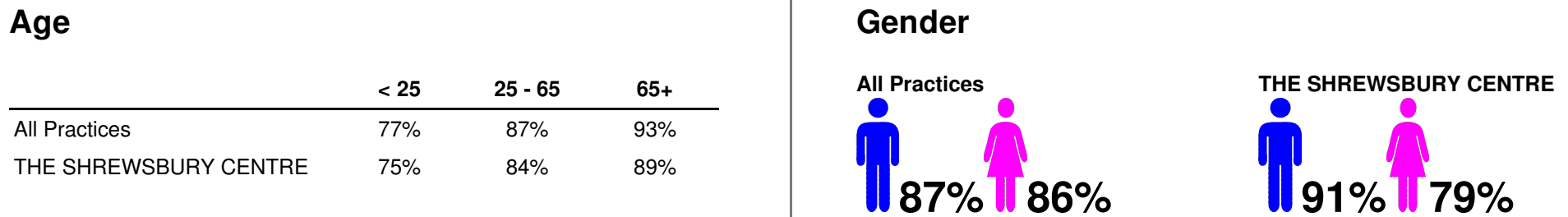
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 35th percentile means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

Practice Score: 'Recommended' Comparison



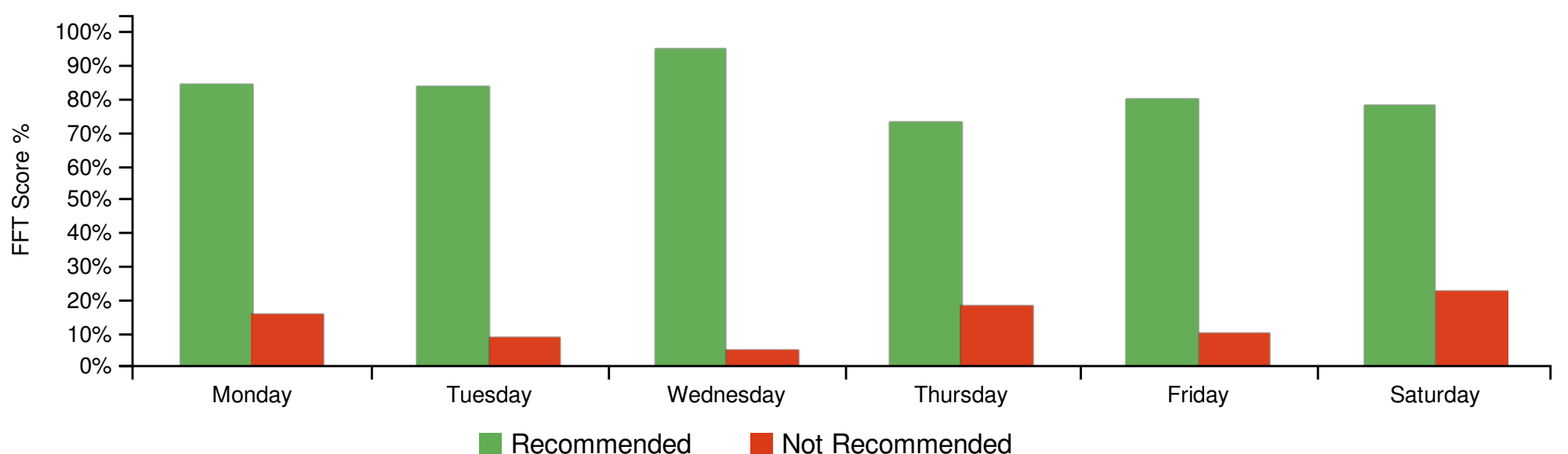
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

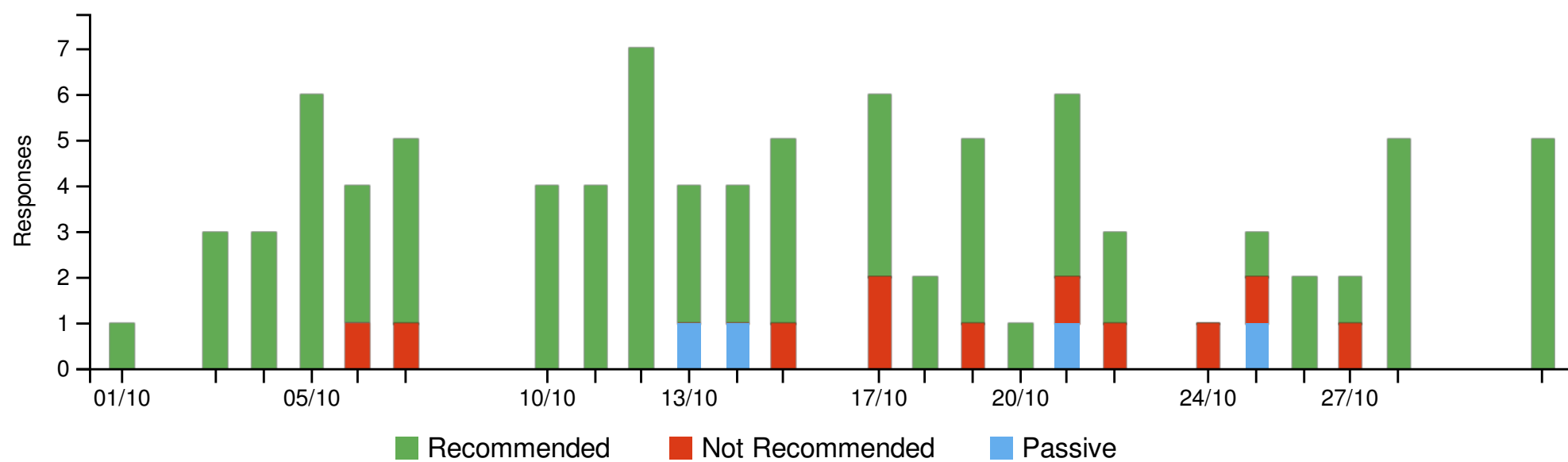
Practice Score: Day of the Week Analysis



- 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.

- ✓ with patients
- ✓ *The ridiculous system in place in order to get an emergency appointment. Sick patients waiting for hours queuing up to see the doctor.*
- ✓ *Difficulty getting appointments and big difference between quality of doctors.*
- ✓ *Because timing is bad n everything changes everyday*
- ✓ *The Gp Dr sunnath was horrible rude and not sensitive to my issue at all. He was very dismissive said although i have a condition its life long so thats it. I have sren previous doctor many of which have said theres things available to help. He made me cry i am actually going to change my medical practice now. It took me ages to get an appointment and then i am treated like im nothing. Disgusting excuse for a doctor.*
- ✓ *The waiting is enormous long especially when you have kids and they become sick. From taking a ticket to see a doctor feels extremely long.*
- ✓ *Friends family live in other boroughs*
- ✗ *Long waiting to see a doctor.*

Passive

- ✓ *I have ordered prescription for my 6 month old son 3 days back and still not recieved the prescription ,*
- ✓ *For me it good but my family was suffering in , time duration is too longer , they have waited for more then 5 hours*