

FFT Monthly Summary: December 2016

THE SHREWSBURY CENTRE
Code: F84006

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
49	18	7	2	5	2	0	0	0	83	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: 555

Responses: 83

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	49	18	7	2	5	2	83
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	49	18	7	2	5	2	83
Total (%)	59%	22%	8%	2%	6%	2%	100%

Summary Scores

 81%  8%  11%

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:

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

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

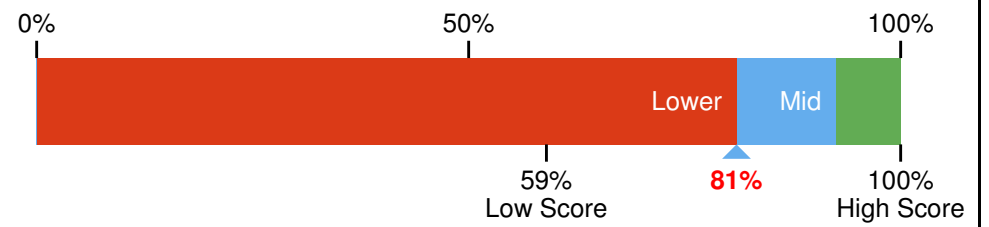
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

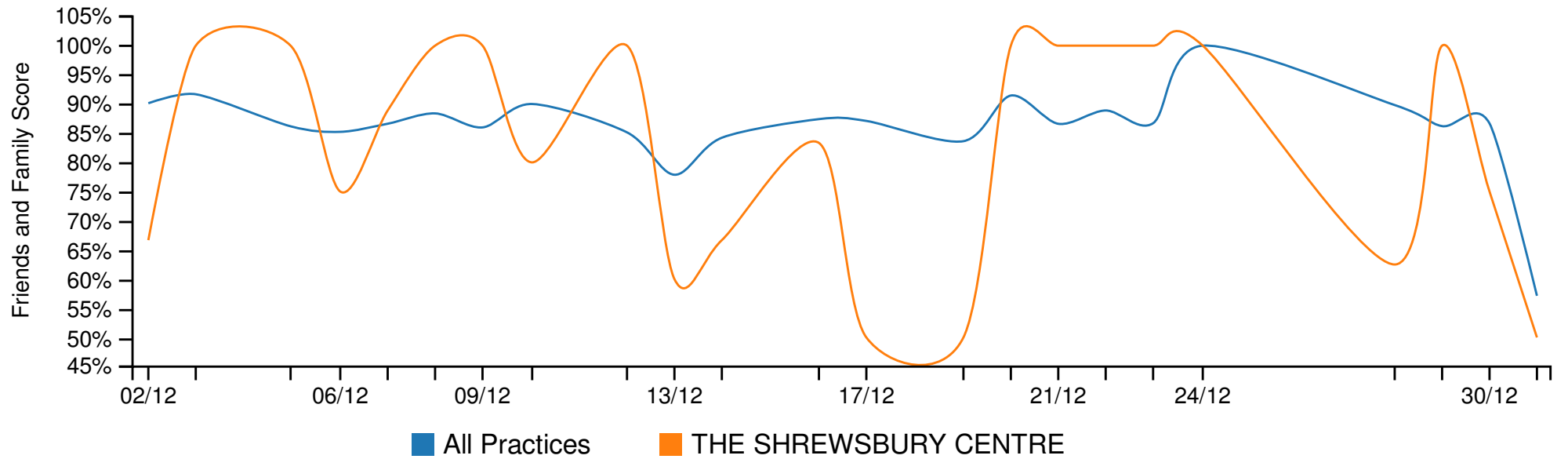
Practice Score: 'Recommended' Rank

Your Score: 81%
Percentile Rank: 25TH



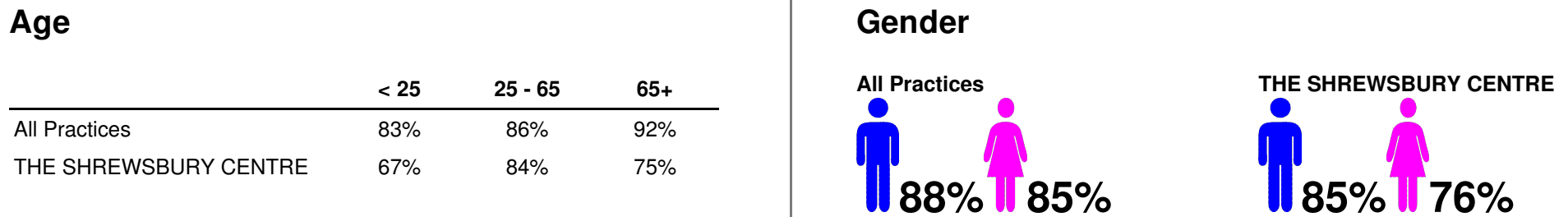
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 25th percentile means your practice scored above 25% of all practices.

Practice Score: 'Recommended' Comparison



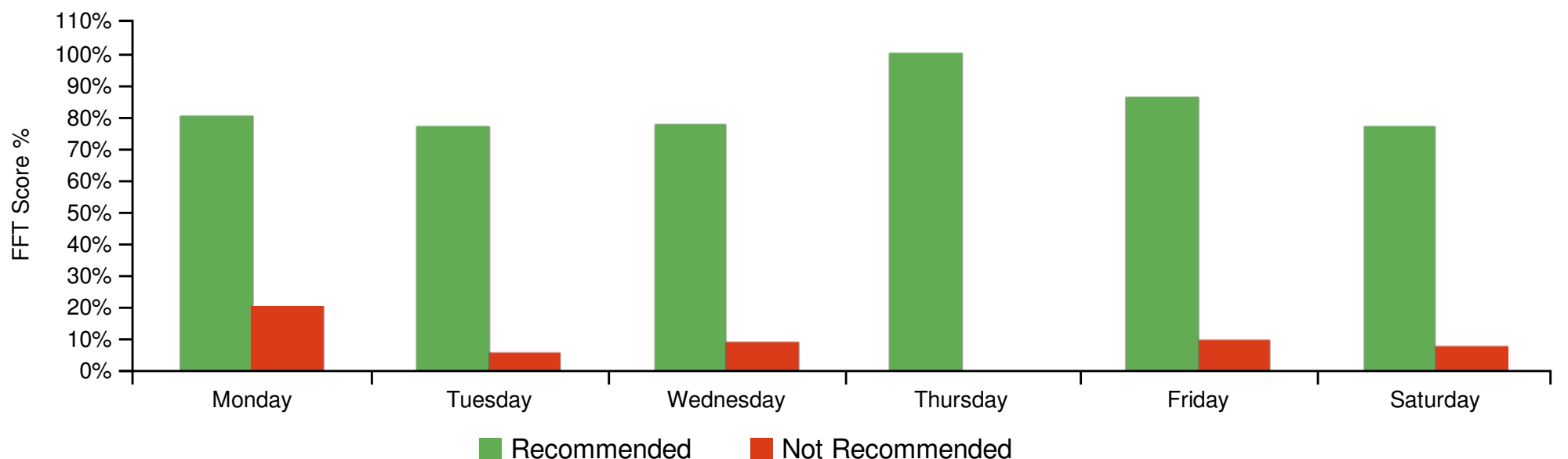
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

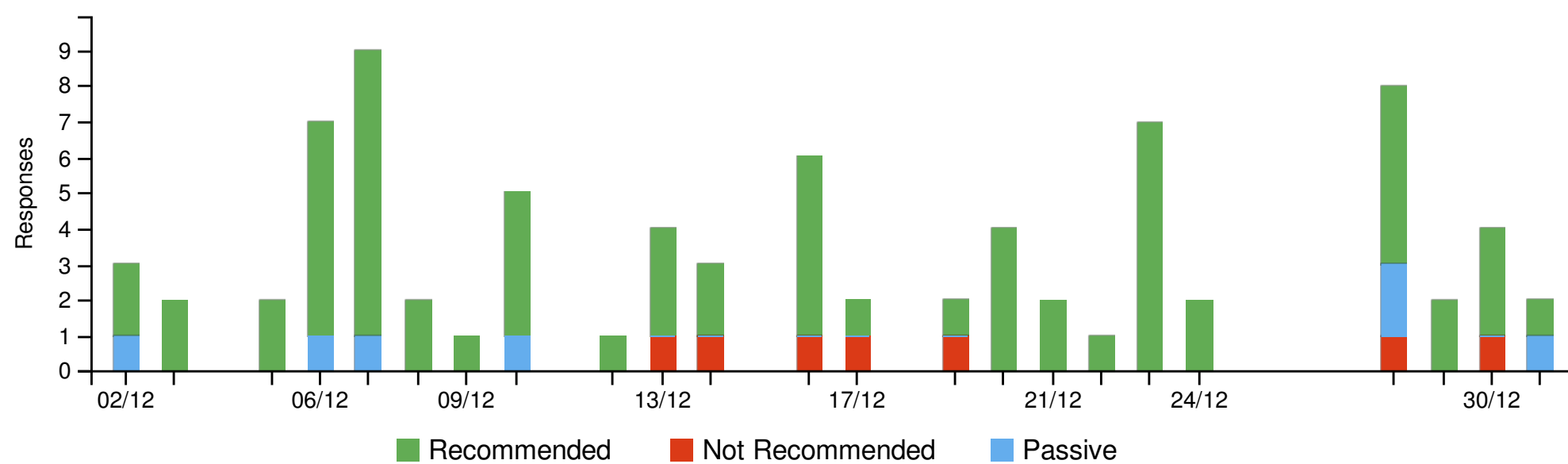
Practice Score: Day of the Week Analysis



- 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.

SECTION 5

Patient Free Text Comments: Summary

Thematic	Tag Cloud
Reception Experience	13
Arrangement of Appointment	8
Reference to Clinician	17

Notes: 1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragments and is not an exhaustive analysis of all talking points.
3. Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and adjectives where the word frequency is reflected in text size.



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

- ✓ Good service.
- ✓ Very carefully immediate action
- ✓ From the reception desk up to doctor it was prompt and caring services
- ✓ GP was very helpful and left great impression. Very busy and bustling waiting room was a deterrent.
- ✓ Because everyone to say shrebury is fantastic service .
- ✓ I have always been with Shrewsbury centre and find that the way it runs suites me.I would like to see appointments kept on time as parking is difficult in the area and sometimes overrun.
- ✓ Because we can see a doctor any day we need to also they open early morning & saturday for people who go to work
- ✓ Efficient service from the receptionist and GP
- ✓ Extremely happy with the service received
- ✓ I m very happy the doctor servic n alsow the nurse service thank you
- ✓ Friendly staff and I was seen on time- noproblems
- ✓ Helpful, treatment well explained
- ✓ On site ECG equipment
- ✓ because i'm a happy n satisfied patient
- ✓ The staff have always been polite and helpful
- ✓ Good service. Lots of benefits
- ✓ Dr & staff very helpful they always try to look after there patients very well
- ✓ Excellent services and good behaviour ?
- ✓ Best Patient care
- ✓ I was able to telephone and make an appointment. Dr. Girija is a great doctor as are all the other doctors.
- ✓ The nurse was brilliant and helped put my mind at ease
- ✓ Way they treat US we feel v happyThanksHappy christmas to all
- ✓ I got exactly what I came for. Travel vaccinations and appropriate travel advice
- ✓ Today, staff didn't serve according to ticket number. She called my number but served two patients who had numbers after me. Not being responsible.
- ✓ I had an appointment, dr was great.
- ✓ Rather than before it's easy to get an appointment to see the doctor I prefer.
- ✓ I love dr grins
- ✓ Happy with the practice and online access to make appointments
- ✓ Dr girija is very good and helpful but the receptionist is quite rude
- ✓ I had been arranged an emergency appointment for my one month old baby on appropriate time. Also I met doctor on time. I was happy for service
- ✓ All the staff are more friendly.
- ✗ No blood test report I have for past 70 days

Not Recommended

- ✓ Experience with the doctor...after a minor surgery the after care was not good....no advice what to do....pkus after minor surgery on the rlbow to remove a wart he places a plaster over itwhich needed a proper dressing on it by the time I got home there was blood all over my sleeve
- ✓ The reception staff should be friendly the ticket system is not good people have to make two journeys to see the doctor first queue up to get ticket then queue up to register with the doctor then again wait to be seen. The online system is good but elderly and non English speaking patients will struggle. Apart from few staff at reception others are not friendly especially to non English speaking patients.
- ✓ rude reception staff esp the one who wears a scarf and wears glasses
- ✓ No appointments in less than 1 month. Booking system hopeless. Doctors don't stagger their hours. Not enough doctors. Too many receptionists all over the building. Badly organised. There are no notices on the walls explaining the booking systems. There are no notices pointing to room numbers. Why are there two windows to the doctor's

receptionists with no indication which one to use. There should be an electronic sign for each doctor showing each patient's name in order so we can see where we are in the queue.

✓ Rude behaviour of staff.

Passive

✓ Just that instead of appointment hav to wait for 45 mints to an hour

✓ *Waiting time too long.*

✓ Receptionist seemed a little rude