

FFT Monthly Summary: August 2016

THE SHREWSBURY CENTRE
Code: F84006

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
57	31	4	7	7	2	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: 557

Responses: 108

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	57	31	4	7	7	2	108
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	57	31	4	7	7	2	108
Total (%)	53%	29%	4%	6%	6%	2%	100%

Summary Scores

 81%  13%  6%

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:

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

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

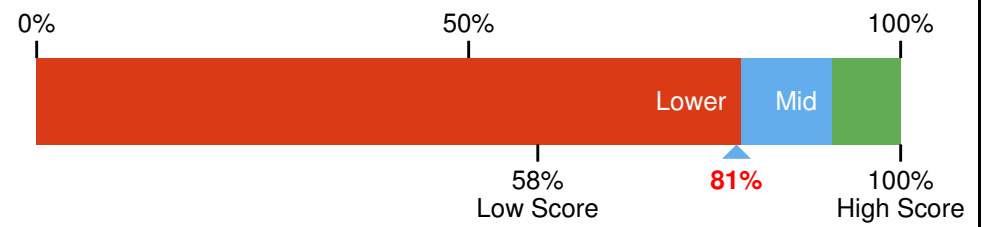
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

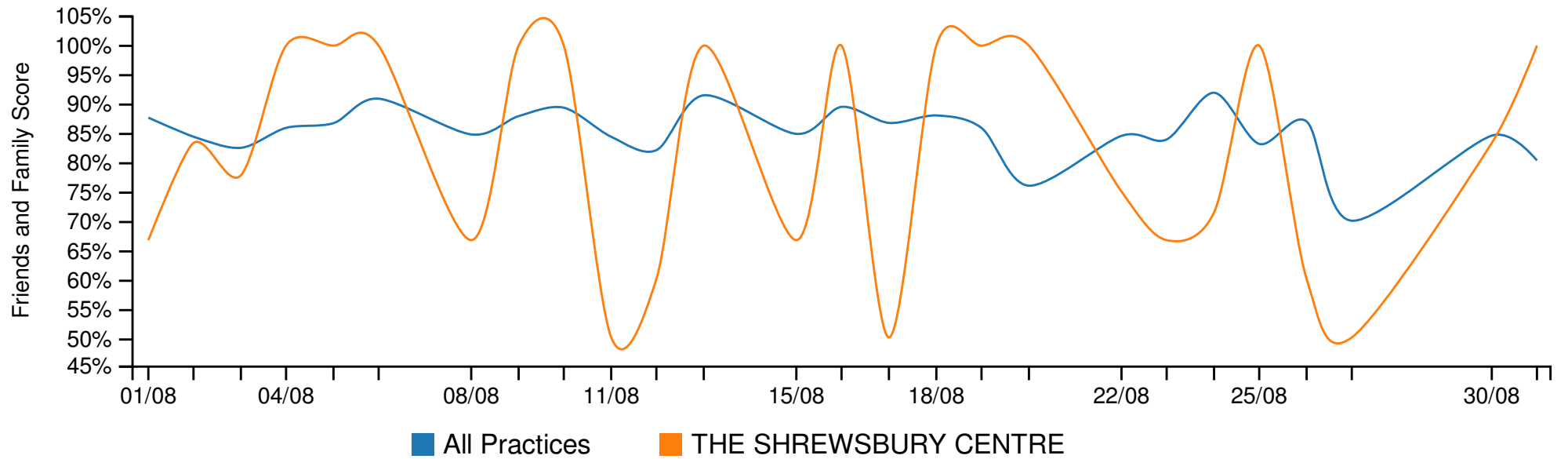
Practice Score: 'Recommended' Rank

Your Score: **81%**
Percentile Rank: **25TH**



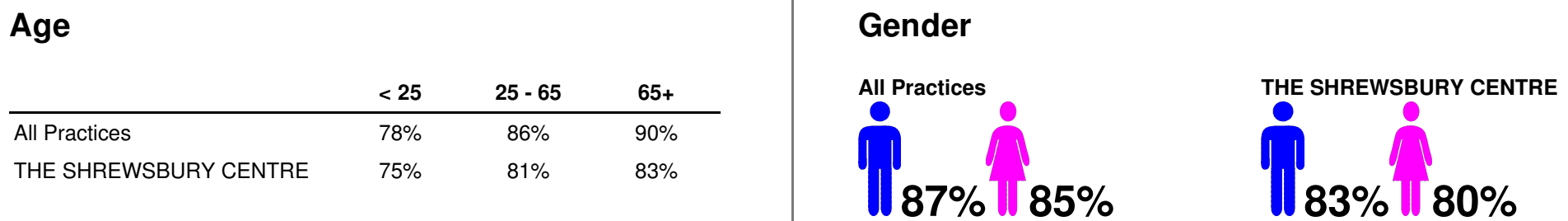
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 25th percentile means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

Practice Score: 'Recommended' Comparison



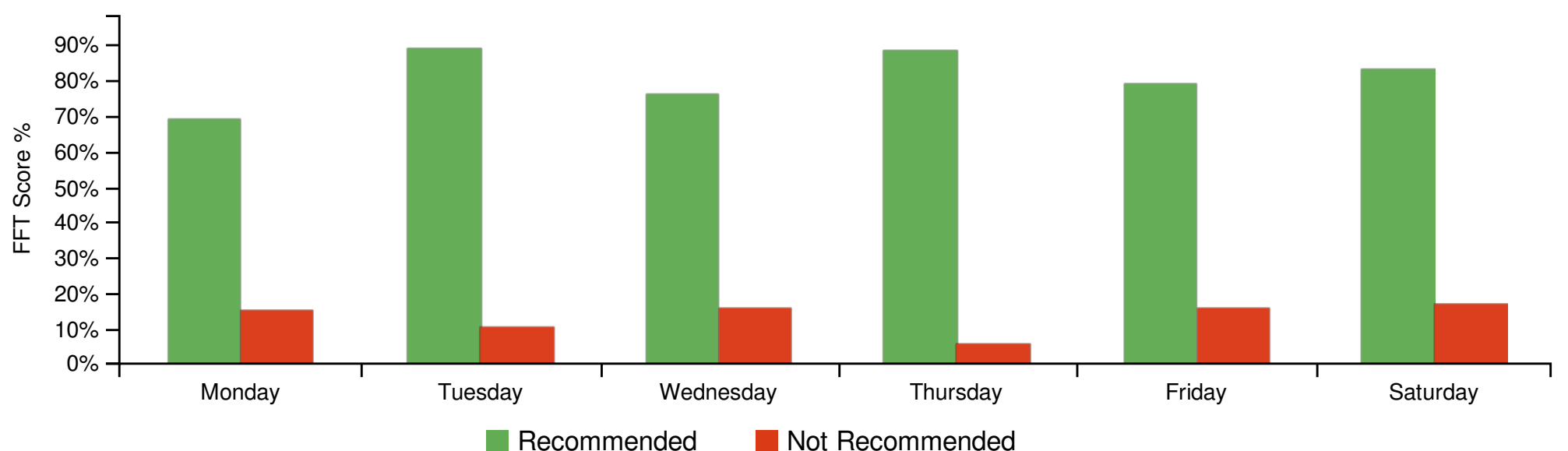
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

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

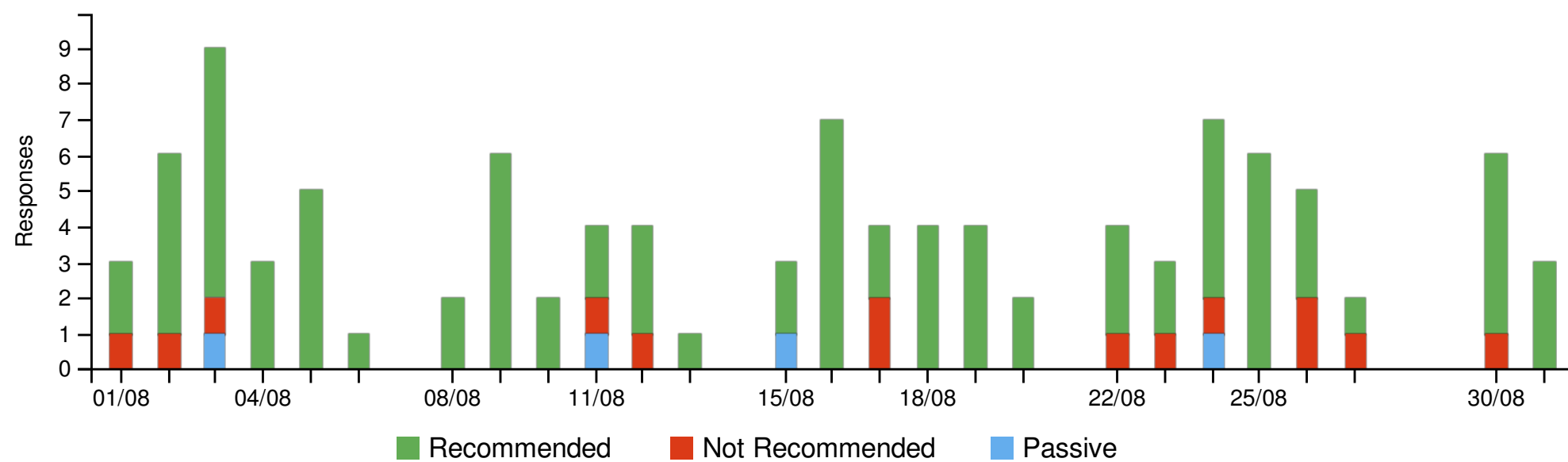


- Notes:
1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
 2. Score calculated as per NHS requirements. See scoring guidance section.

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.

Not Recommended

- ✓ I'm not trying to be funny but me and my wife have been trying to have a baby for nearly 4 years now and we have been referred to barts finally after a very long wait doing tests that weren't even needed. we are still waiting or things from yourself to be sent to them and all we get from yourside is not really helpful at all this is the worst experience I've ever had at a gp service and i work for the ambulance service myself so know what the procedure of things are and this is really unacceptable i shall be taking this further because i have had it with you guys now.
- ✓ *Sorry 1*
- ✓ Waiting times are too long. Appointment based system is much better if next day appointments are available. Booking appointments to see gp takes 3-4 weeks. Try calling the health centre, number is always busy, cant get through. Get more phone lines would help too.
- ✓ *I have been there to see a Dr. Ganesh for a medical reason. He didn't help me even to explain the disease and treating me with another lady was doing a official stuff inside the room. As he ask her to do while he's doing the treatment which is embarrassing as a patient. Then he send me to collect a address from a reception of a hospital. She didnt provide the address either. Which is waste of my time by booking an appointment before 15 days to meet a dr*
- ✓ Very difficult to see a doctor of our choice
- ✓ *For people working it is difficult to give up your entire day to see the doctor. There should be an appointment service for working adults*
- ✓ The main reason is it am a cardiac patient and in March I saw Doctor brassica and explain her about my heart pains and asked to make me a appointments for hospital for a cardiology and she did it . I was waiting for the appointment from hospital but it's already August and I haven't got it so two weeks ago I went to the surgery and asked the receptionist about the appointment and she told me that the doctors has made a mistake and the letter fax has not done so told the next day she will let you know the doctors but still I have not received anything from them. So today I asked the lady at desk that have sent the for my appointment but she did not know she asked me that have all this problems and I was shocked because she was not a doctor and again they have not send the for my cardiac problem at hospital because I am still having problems so I am confused and I am worried you tell me what to do please thanks
- ✓ *The main reason is the surgery does not have very high standards of of service delivery. The Practice Manager mentioned that you have to provide a service appropriate to the needs of your mainly uneducated patients. But not everyone is uneducated! You need to raise the level of service provided. I'd be happy to get involved with a user group if necessary.*
- ✓ I could never make appoitments for await of a month. Can see Gp on the day but had to wait 3 hrs sitting despite feeling extremely poorly. This is regular occurence !

Passive

- ✓ Reception staff poor communication skills
- ✓ *Too long wait to see Doctor*
- ✓ Leakage of sincerity.