

FFT Monthly Summary: July 2016

THE SHREWSBURY CENTRE
Code: F84006

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
55	21	5	4	4	1	0	0	0	90	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: 597

Responses: 90

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	55	21	5	4	4	1	90
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	55	21	5	4	4	1	90
Total (%)	61%	23%	6%	4%	4%	1%	100%

Summary Scores

 84%  9%  7%

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:

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

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

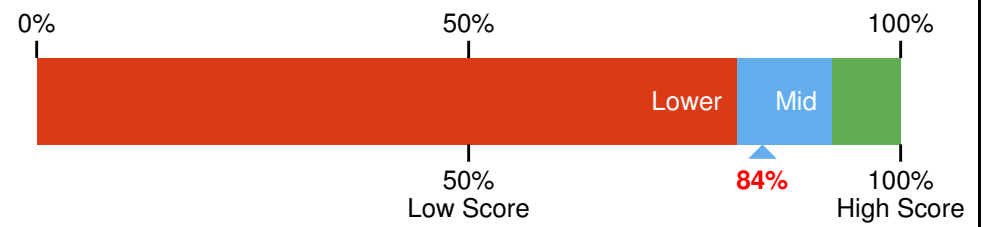
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

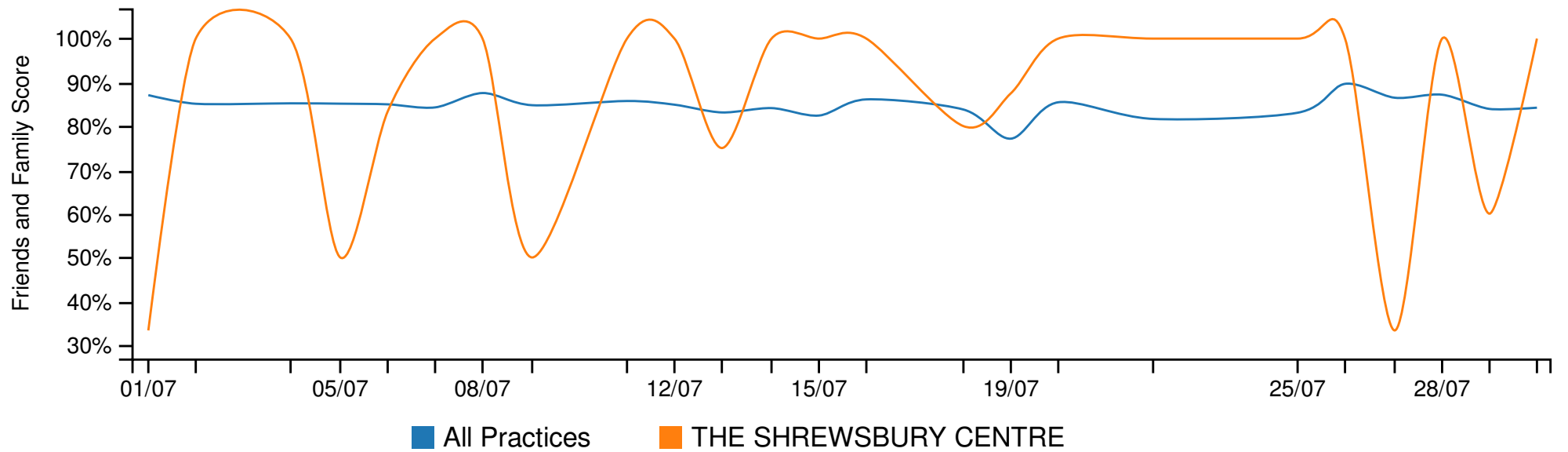
Practice Score: 'Recommended' Rank

Your Score: 84%
Percentile Rank: 45TH



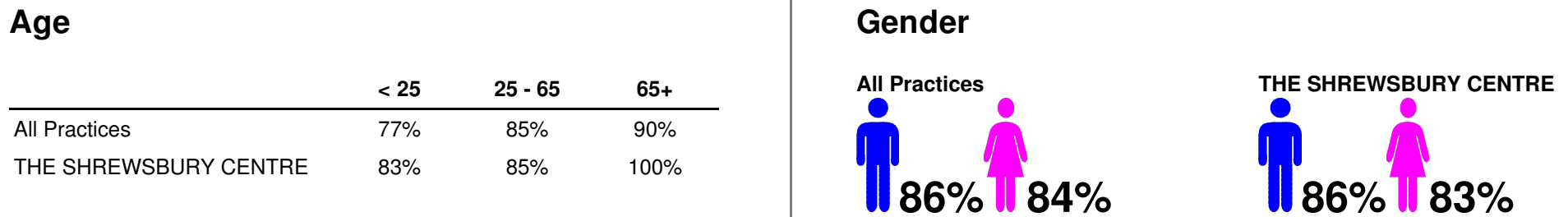
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 45th percentile means your practice scored above 45% of all practices.

Practice Score: 'Recommended' Comparison



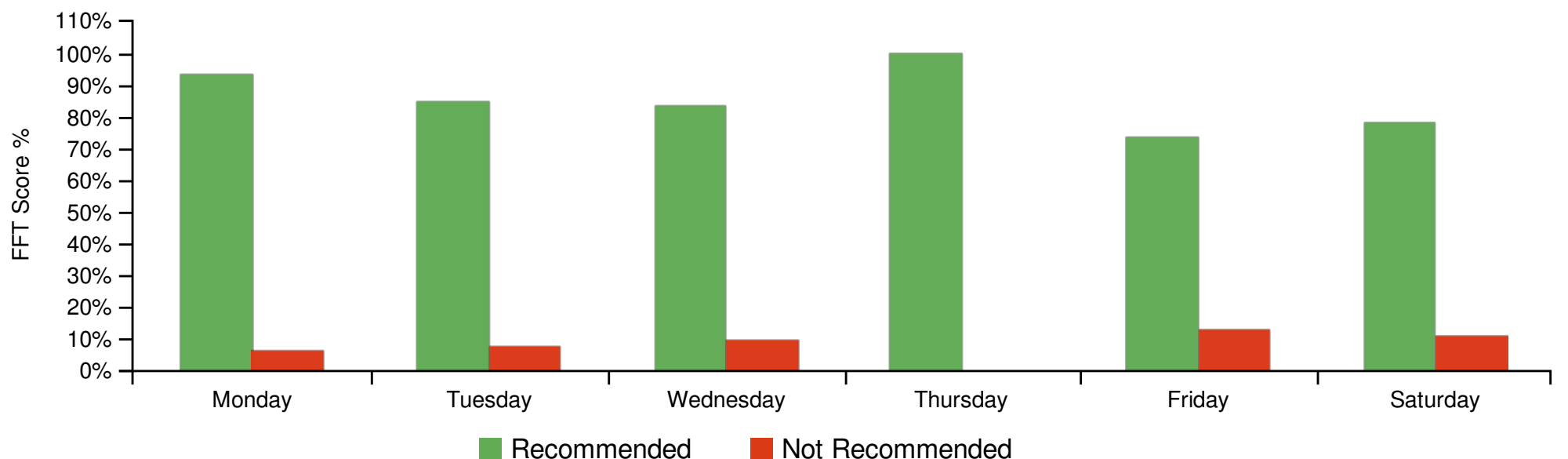
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

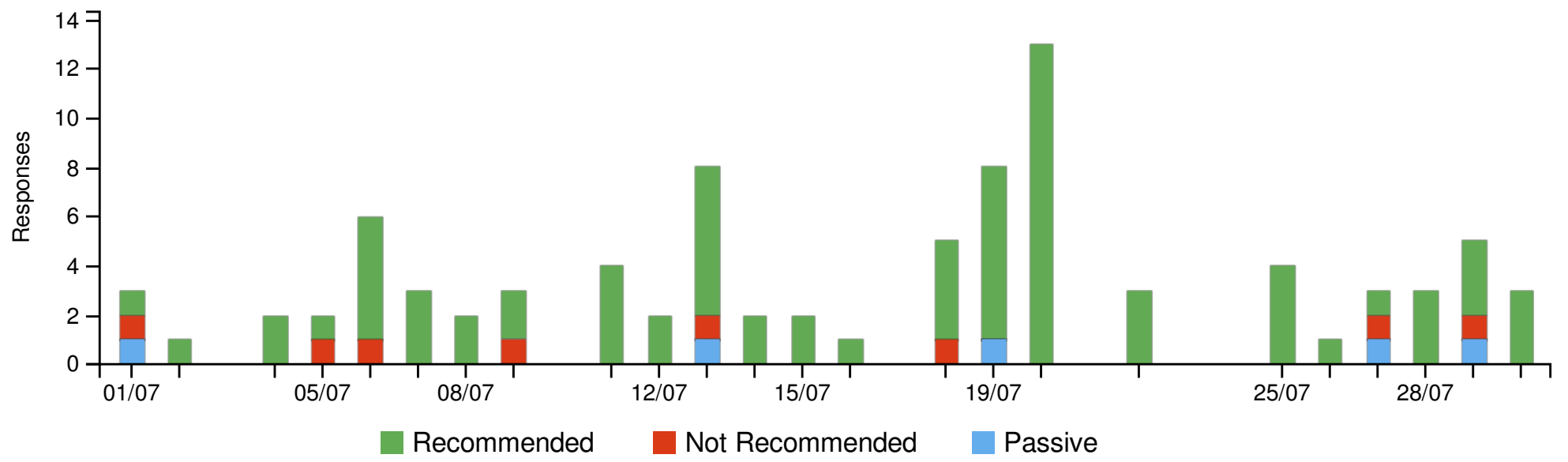
Practice Score: Day of the Week Analysis



- 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

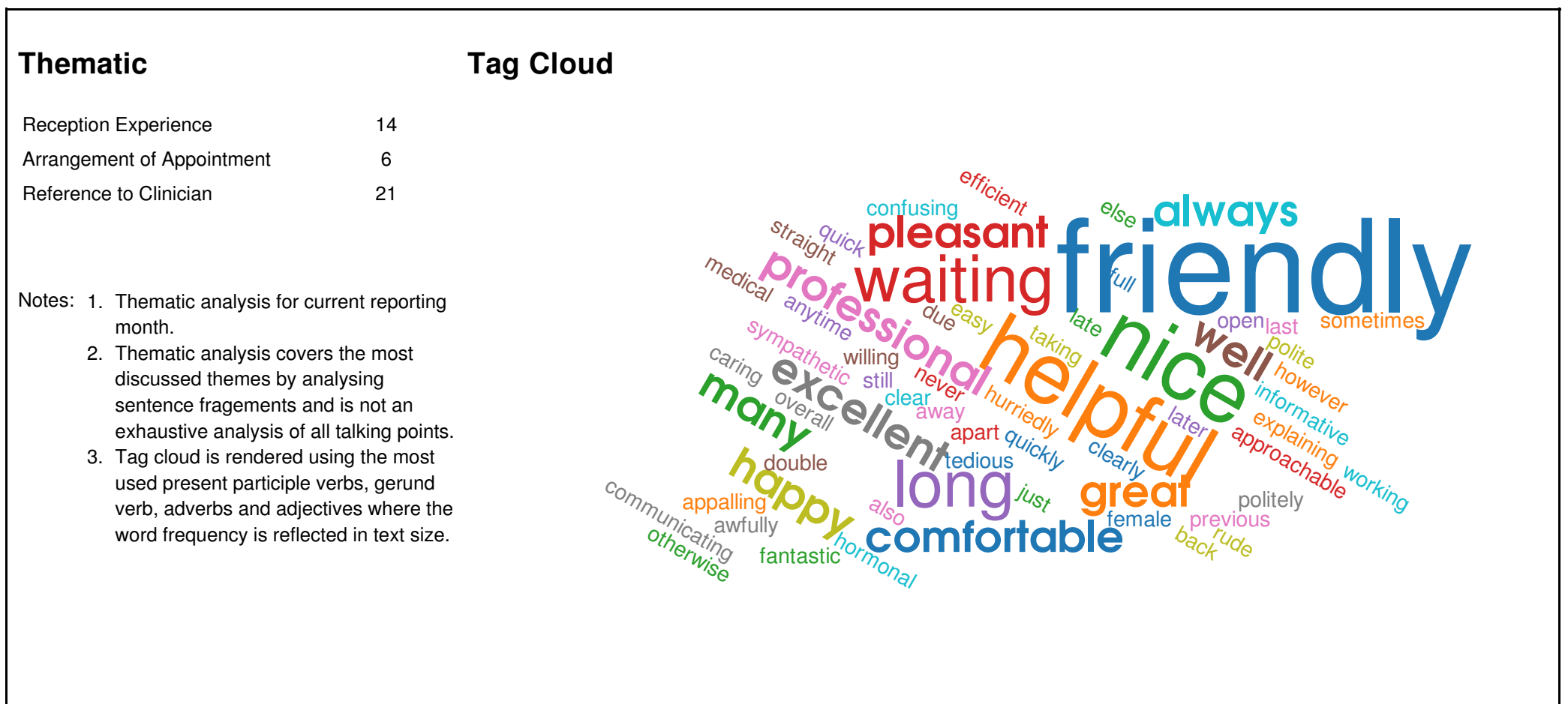
Patient Responses



- 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



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

- ✓ Waiting time was 5 minutes which is very good and doctor was friendly as well which meets my expectations
- ✓ Very good service today. Quick to be seen and very friendly and professional staff. Only reason not selected 1 is due to previous cancelled appointments.
- ✓ Cause every time I come there the good service is there to help, communication is good and politely
- ✓ Quality of care
- ✓ Advice I got before taking my menopause hormonal tablets, 2 all the doctors i have seen explains everything right from the illness to the medication clearly
- ✓ Your service is always excellent
- ✓ Our G P is excellent that is the reason
- ✓ I am happy about the doctors and the treatment i get
- ✓ Prompt and friendly service
- ✓ Did not wait so long
- ✓ Very good
- ✓ Hospitality from staff to patients good
- ✓ staff were friendly and informative and put me at ease.
- ✓ Waiting time and need more female doctor.
- ✓ Well looked after by the Doctor and makes you feel comfortable.
- ✓ Great staff....approachable and understanding
- ✓ I hav been with u for many years i hav no problems an many of my other members of my inlaws are happy an my daughter had a still born an she had great help frm docter giriga
- ✓ I asked for an appointment for my children and they gave it straight away and they were very kind.They kept my child very comfortable by communicating to them
- ✓ I liked the way we attended
- ✓ All staff helpful an polite very professional.
- ✓ Surgery Manager, doctors and staff are so efficient & kind to treat the patients.
- ✓ Anytime
- ✓ Staff are pleasant with friendly smile, always willing to help with any issues I have. Dr Bhasi & Dr Giriji are pleasant, take the time to listen are sympathetic to my health issues
- ✓ Overall a good service is provided
- ✓ Kind doctors and staffs,Good service.
- ✓ Front desk staff very helpful ,appointment easy to get when needed and the doctor i saw was very clear with my test results from the lab and listened to what i asked her and gives me good advice.
- ✓ Doctor is good Staff is nice but they can improve care service to patients when they ask something to staff they should give full attention and focus while explaining to patient like good customer care with smile and in a very nice way just lack of that apart from that is good thanks
- ✓ Nice open medical Center, good staff. Phone system could be improved.
- ✓ I think , last 25 year I'm with my GP , all ways I get BEST SERVICE
- ✓ One of the reception staff was helped me a lot. I would like to thank her.
- ✓ Very helpful staff and caring doctors
- ✓ Good to get 7.00an appt. Fits in with working life
- ✓ The service works best for me
- ✓ I was seen to very quickly although I had made an appointment and Dr Griga is very very nice
- ✓ You get to see the doctor on the same day
- ✓ Some times you have to wait to long for a appointment an would like it if you could speak to the doctor over the phone sometimes thank you
- ✓ Excellent doctors and a very good service by all that work there
- ✓ Because the people like me works on weekday only Saturday get chance to see doctor otherwise we have to take day off from work
- ✓ Helpful staff
- ✗ No 1

Not Recommended

- ✓ Discipline and organisation problem doctors service not good at all
- ✓ Service appalling. If we are late doctor refuses to see us. When we are on time doctor never calls us on time we always called in 20 minutes later. Double standards! Head nurse is also awfully rude to patients!
- ✓ Overwhelmed with facts not supported by papers. Was rushed and hurriedly seen. No time digest info. N rushed out for someone else to wrap up with.
- ✓ We booked the appointments at 11.00 am but we went there but they says that counter been closed. Then I came back without check up.

Passive

- ✓ Surgery waiting time is very long and bookings system is very confusing and tedious. The GPs however are fantastic.
- ✓ Hi. because the staff reception is not friendly and the nurse didn't changed the gloves.thanks