

FFT Monthly Summary: February 2017

THE SHREWSBURY CENTRE
Code: F84006

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
66	22	4	4	11	2	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: 597

Responses: 109

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	66	22	4	4	11	2	109
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	66	22	4	4	11	2	109
Total (%)	61%	20%	4%	4%	10%	2%	100%

Summary Scores

 81%  14%  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:

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

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

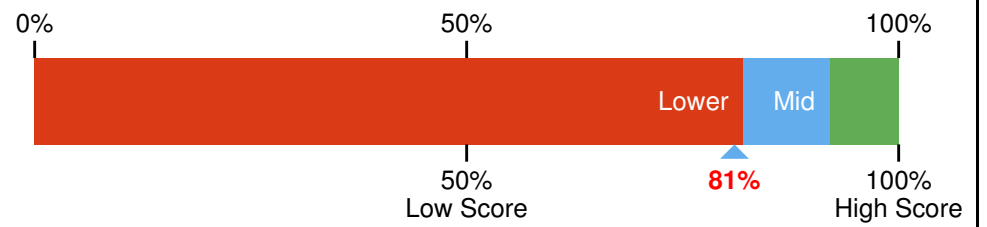
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

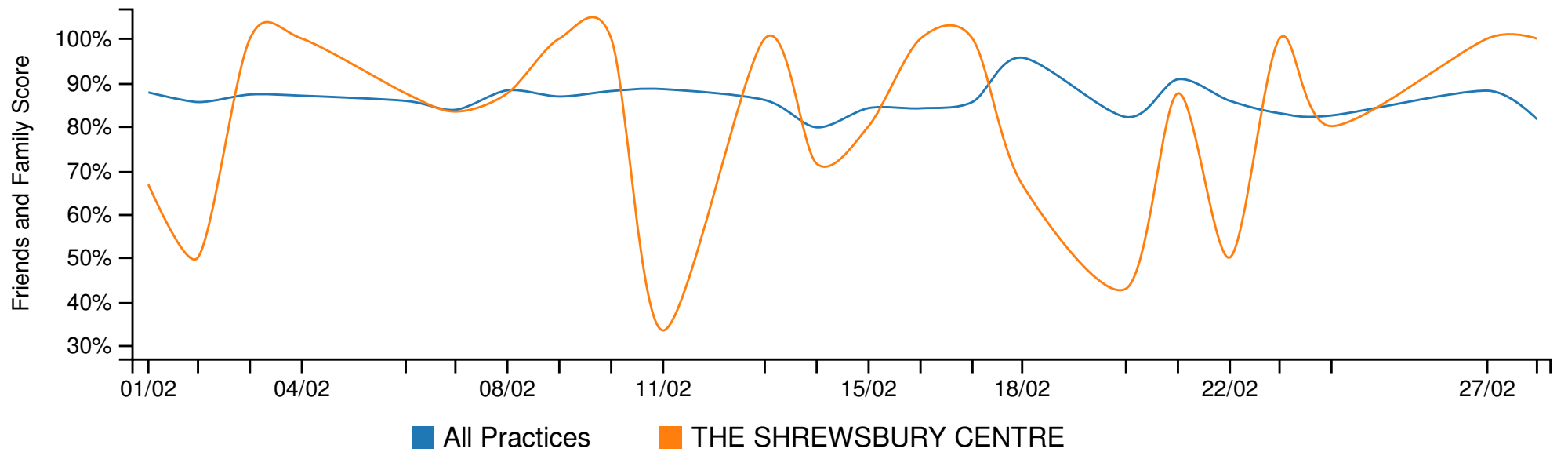
Practice Score: 'Recommended' Rank

Your Score: 81%
Percentile Rank: 25TH



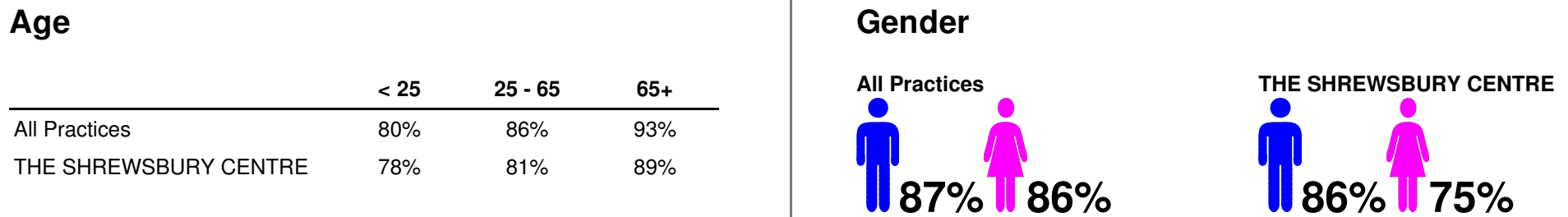
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 25th percentile means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

Practice Score: 'Recommended' Comparison



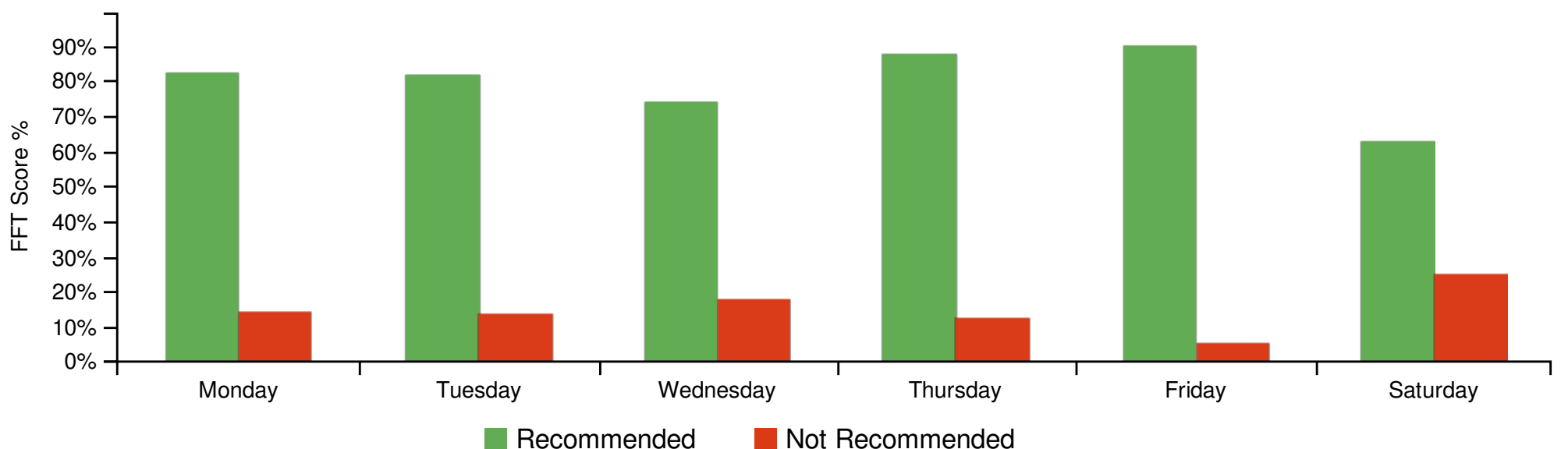
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

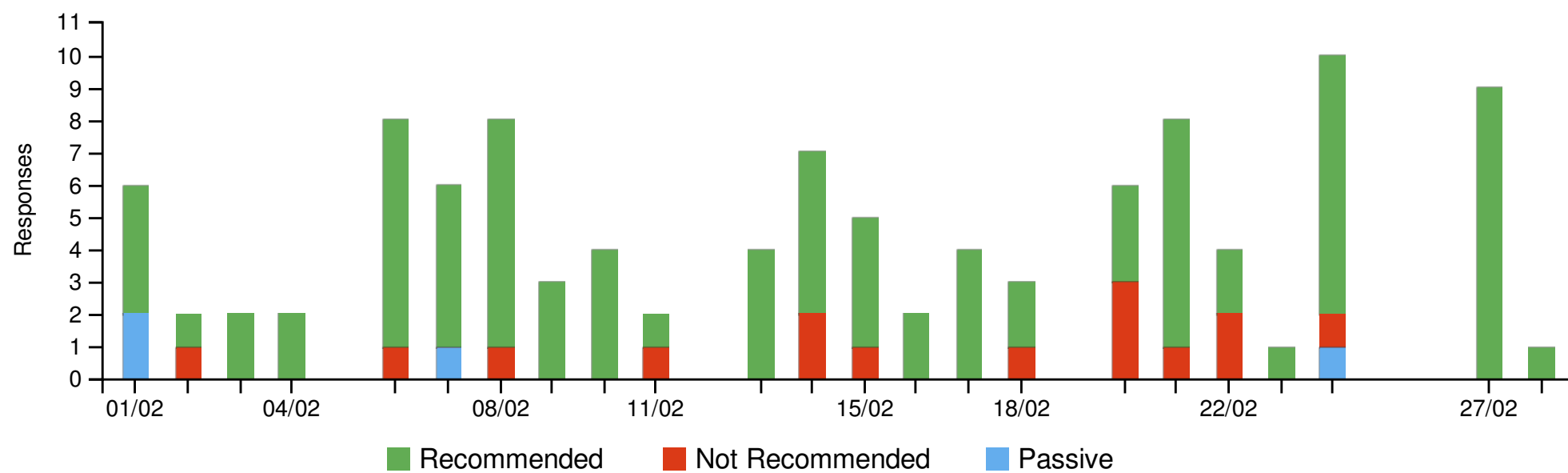
Practice Score: Day of the Week Analysis



- 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

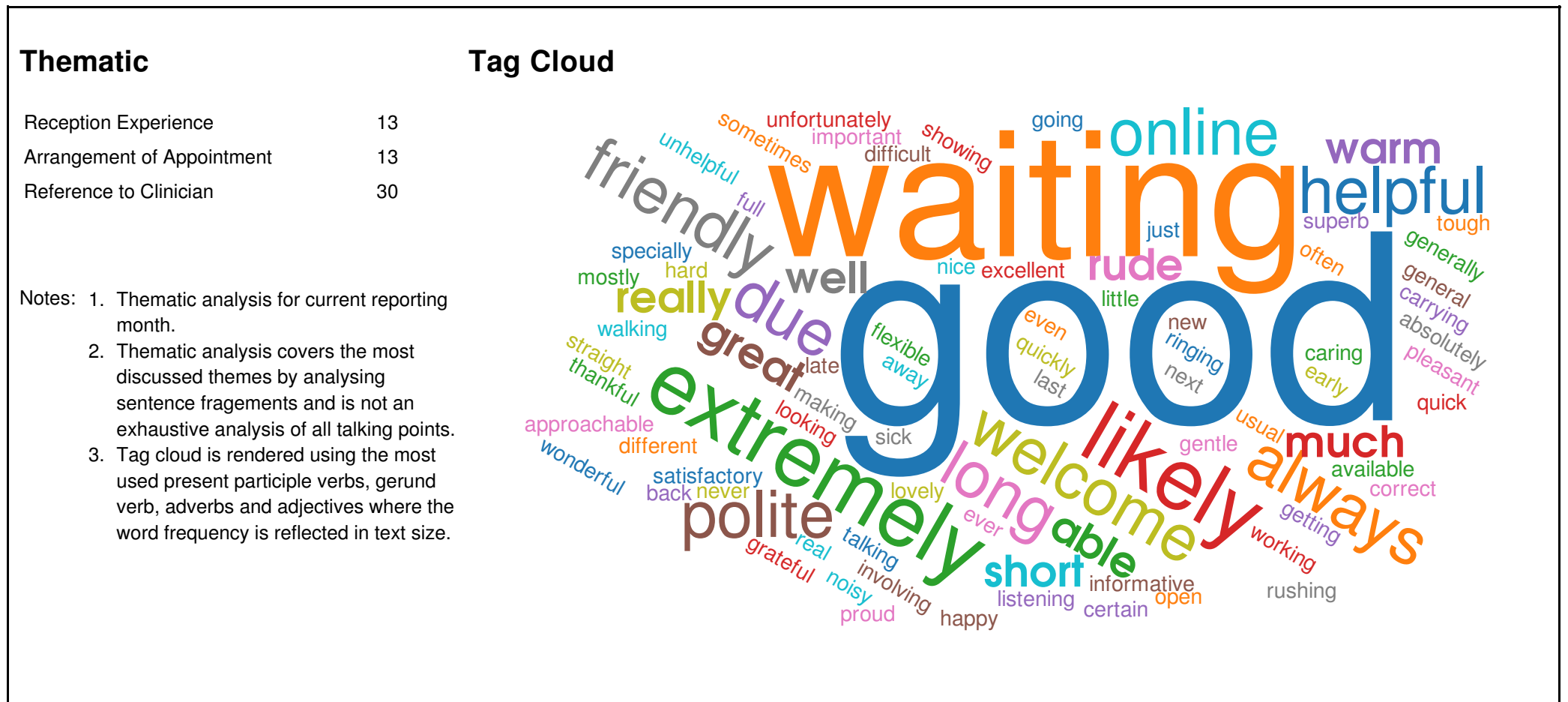
Patient Responses



- 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



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

- ✓ Deficit to find gp room due to the display is not showing the room number. Only my name was displayed.
- ✓ My appointment was on 01/02/2017 in the afternoon with the nurse. she explained what procedure she would be carrying out which she did in an informative and gentle manner.
- ✓ Very satisfactory service
- ✓ Due to work during the week, I was able to see the Doctor today. Thank you.
- ✓ Even on Saturday we can see our GP
- ✓ On line booking service is much better and lots of time served.
- ✓ Polite staff
- ✓ The wait was too long. I booked an appointment at 12 but the doctor called me at 1. They should have either informed me about the wait or book a time which doctors are able to check within 15 mins.
- ✓ Friendly service And less waiting time.
- ✓ I got screening test with good explanations and better guidelines. Receptionist gave warm welcome.
- ✓ Based on generally looking at the services given to the people. Thank you
- ✓ Online booking service was great. Thanks.
- ✓ Good service and friendly staff.
- ✓ G P Listening to the Patient. Involving the patients in decisions about their health care.
- ✓ Because when ever I visit my Surgery Receptionist and DOCTORS TREAT ME LIKE A FAMILY PERSON
- ✓ I HAV BEEN WITH U 50 YRS WAS NOT GOOD 4 APPTS 4 THE LAST 10YRS BUT THINGS HAV CHANGED 4 ME I CAN GET A APPT QUICKLY.
- ✓ Been with doctors for years best thing is you can get an emergency appointment by walking in from what I hear other doctors you have to keep ringing and then often miss any available appointments if you work like me you can't sit on the phone please don't change
- ✓ Extremely likely
- ✓ Although I was seen after 10 mins of appt time, the dr was excellent
- ✓ Online appointment booking and professionalism of GP
- ✓ All the staff and doctors are very pleasant and helpful
- ✓ They give you good explanation to why you are sick and they tell you what to do straight away. Specially we are a different language and some doctors our language help us such as Dr Navan Dr Sunanth and Dr Girija and their services are good which provides us with all the help we need due to sicknesses this surgery has helped us a lot and we are very thankful
- ✓ I like new walk in Appointment system. We don't need to wait and waste our time (more than half day) to see the doctor like before
- ✓ I register online service
- ✓ Good service and friendly reception
- ✓ The doctor we saw today was very approachable, patient, good listener, was not rushing me and explained everything well.
- ✓ Reception staff and the nurse were polite and made the experience easier. It's never nice going to the doctors so this helped.
- ✓ Open on Saturdays help lots of people
- ✓ This centre offers very good service
- ✓ Correct booking system, trust in D-r Ganesh
- ✓ Likely too much the service and absolutely lovely the staff so that's why I select extremely likely thanks again and take care and GOD BLESS AND GOOD HEALTH ALWAYS...
- ✓ Staff and doctors wel warm welcome all the time
- ✓ The prompt care and the wonderful receptionists were so helpful.. you have the best receptionists... Dr Ghirija as usual was very caring and I really appreciate all that she does for me.. I'm very grateful for the superb care I get from this practice.. thank you... xxxx
- ✓ It was a good experience.
- ✓ I like doctor naven. He always listens to me and we come to mutuallal
- ✓ Good service
- ✓ 1-extremely likely.
- ✓ Dr Basi is tough little lady!. Love her !

- ✓ The doctors don't waste time very quick in getting care for me
- ✓ I can get appointment on the same day to see my doctor
- ✓ Gp nurse is a kind lady
- ✓ Reminders you send and willingness to listen to my concerns
- ✓ Staff & GP are Polite, helpful always happy to help out
- ✓ Any time I come in the staff welcome me with smile and all my enquiries are satisfied with good explanation to help me understand they answers. I have been there this afternoon the service was great Thanks
- ✓ My doctor is very kind to me and knowledgable person.i am proud of him
- ✓ Waiting time was short
- ✗ I feel the doctor I saw was understanding and kind

Not Recommended

- ✓ for the misslogic of your sistem. and making that hard for people who have real problems to can see a doctor
- ✓ You have a rude manger, u booked me for a appointment for something that u had no Sellitti facility
- ✓ My apologies in my answer as I thought 5 is the best
- ✓ Gp failed to send prescriptions to chemist!
- ✓ Waiting for atleast an hour for every appointment
- ✓ No flexibility for working people need to take a half day if not full day off work to sit there for over 3 hours
- ✓ Waiting times
- ✓ I could not attend health check session today because your line mostly bzy or don't pickup or on the break ...Reminder link you sent me..unfortunately that link did not work to call u back to extend my health check session...it's really difficult to get the appointment as well. So m extremely disappointed...thx
- ✓ Rude unhelpful staff
- ✓ Been waiting for 2 weeks to get a appointment with the nurse it's important and it's was today and got cancelled and there is no appointment till next Tuesday very disappointed
- ✓ My appointment was changed by phone and letter 3 times. I arrive early for my 10 o'clock but had been waiting an hour before I was seen. A given appointment time ought to be prompt. I can appreciate that difficulties arise to cause a short delay but a long delay in a noisy waiting room just causes raised blood pressure.
- ✗ The Shrewsbury Centre need to improve their service in general

Passive

- ✓ Surgery limits patients to talking about two problems per appointment. Sometimes we have a lot that we need to speak about,they need to learn to be more flexible.
- ✓ The waiting time for the appoinment is too long