

# FFT Monthly Summary: September 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	23	7	2	14	3	0	0	0	104	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

**Surveyed Patients: 576**

**Responses: 104**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	55	23	7	2	14	3	104
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>55</b>	<b>23</b>	<b>7</b>	<b>2</b>	<b>14</b>	<b>3</b>	<b>104</b>
<b>Total (%)</b>	<b>53%</b>	<b>22%</b>	<b>7%</b>	<b>2%</b>	<b>13%</b>	<b>3%</b>	<b>100%</b>

### Summary Scores

 75%  15%  10%

## 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:

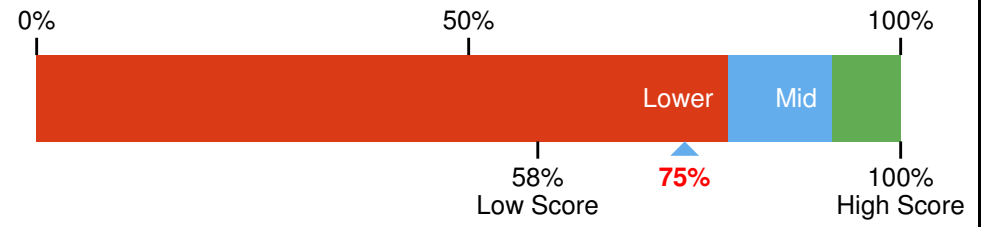
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

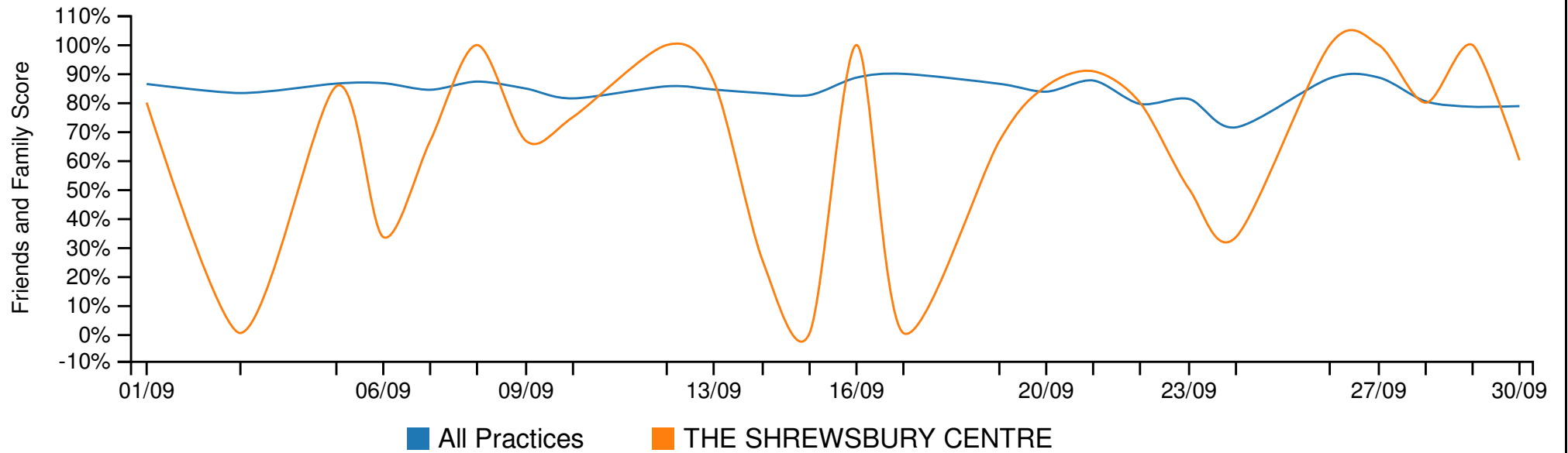
**Your Score:** **75%**

**Percentile Rank:** **15TH**



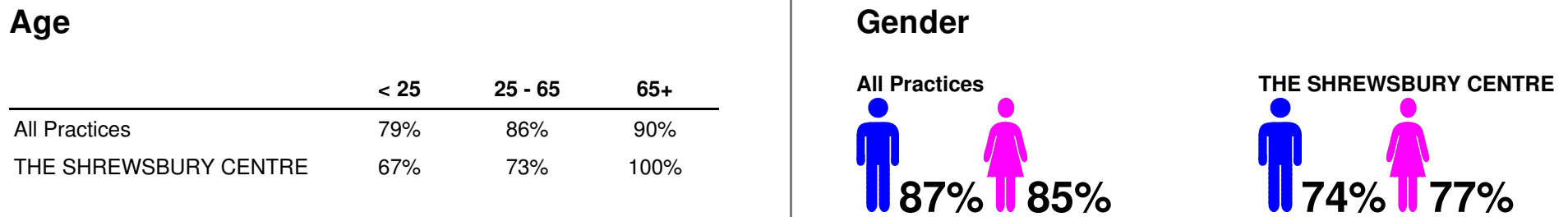
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
  2. Score calculated as per NHS requirements. See scoring guidance section.
  3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 15th percentile means your practice scored above 15% of all practices.

### Practice Score: 'Recommended' Comparison



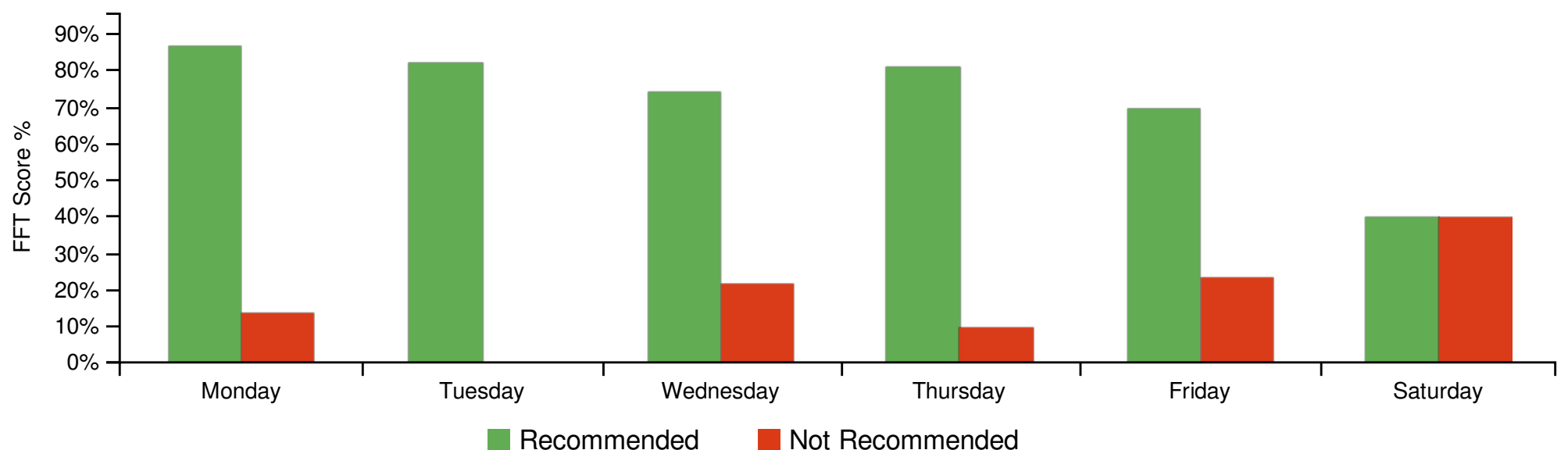
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



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

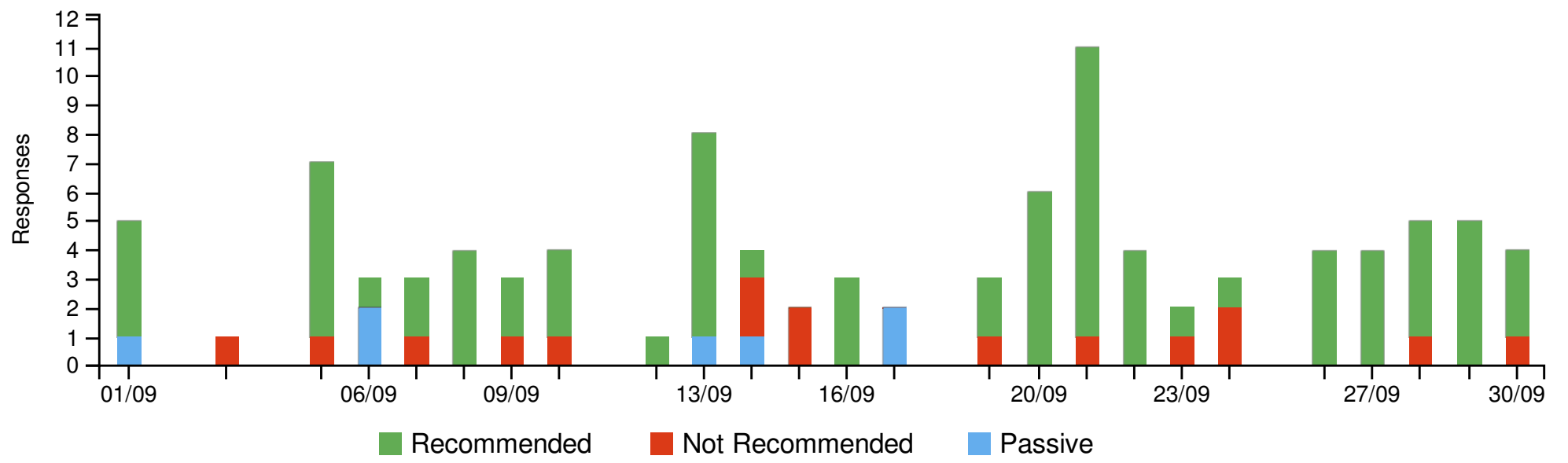
### Practice Score: Day of the Week Analysis



- 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.



- ✓ 1-extremely likely
- ✓ *Have been waiting for my arraigned appointment for 30 min, and didn't get my treatment because they skip me as I didn't told I'm waiting. Lost one day of work and have to came again*
- ✓ Hygiene
- ✓ *Rude reception staff -lady with headscarf and glasses*
- ✓ Quick service
- ✓ *Telephone waiting times and no answering the phone during working hours*
- ✓ Already completely over stretched with number of patients and funding.
- ✓ *Extremely likely ignore the first answer .*
- ✓ Every time I was waiting for 3hours to see the GP that needs to b improved. Sumtym I felt like that I hav bn rushed not listening to my problems.

### **Passive**

- ✓ Staff and doctors are helpful and friendly but there is normally such a long wait. There wasn't today because I had a timed appointment but to see a GP usually entails waiting for well over an hour.
- ✓ *There are some GP's that don't know what wrong with patients and sometimes the receptionist are rude.*
- ✓ I had a nurse appointment at 1 and was there on time but I was only called at 1:30...my husband was waiting and because of this delay he has to be go to his work 30mins late and lost his 1hour pay...