

FFT Monthly Summary: March 2017

THE SHREWSBURY CENTRE
Code: F84006

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
73	29	7	3	5	0	0	0	0	117	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: 673

Responses: 117

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	73	29	7	3	5	0	117
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	73	29	7	3	5	0	117
Total (%)	62%	25%	6%	3%	4%	0%	100%

Summary Scores

 87%  7%  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:

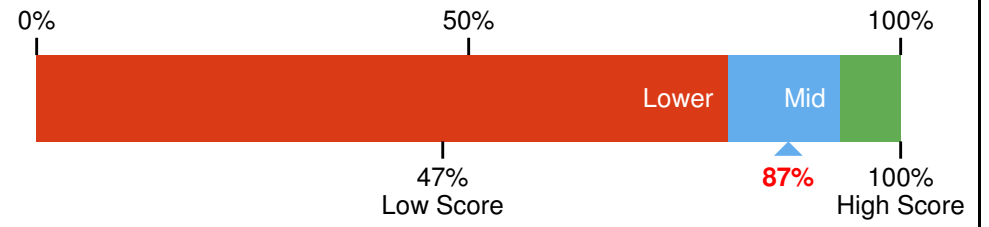
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: **87%**

Percentile Rank: **45TH**

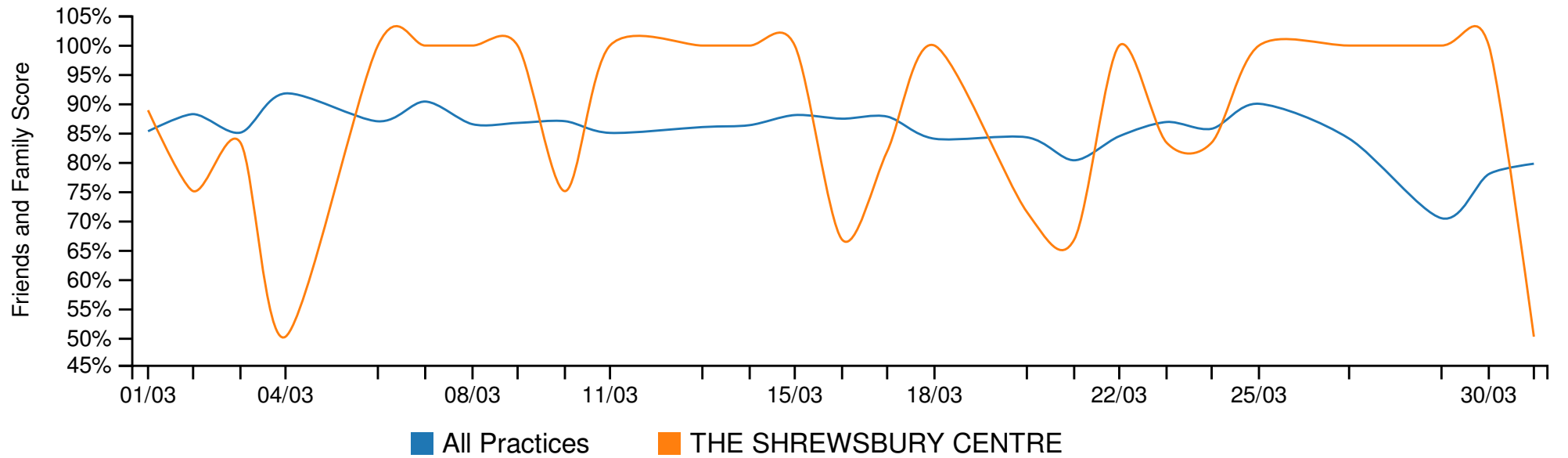


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

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.

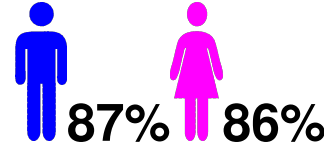
Practice Score: 'Recommended' Demographic Analysis

Age

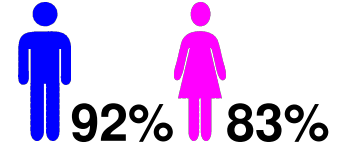
	< 25	25 - 65	65+
All Practices	78%	87%	91%
THE SHREWSBURY CENTRE	88%	86%	91%

Gender

All Practices



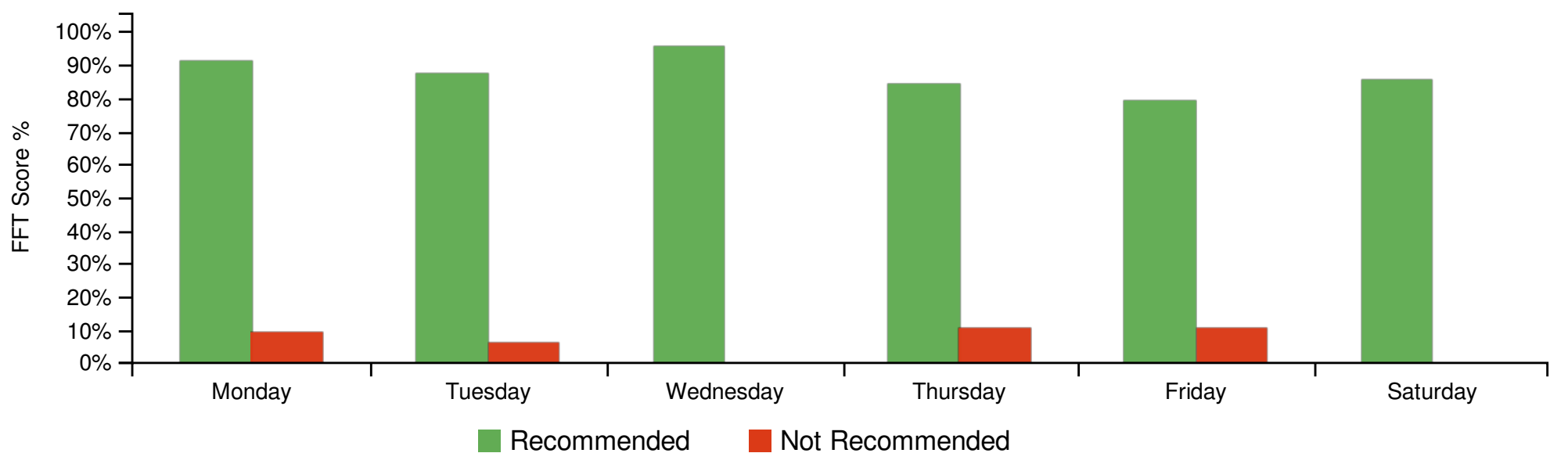
THE SHREWSBURY CENTRE



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

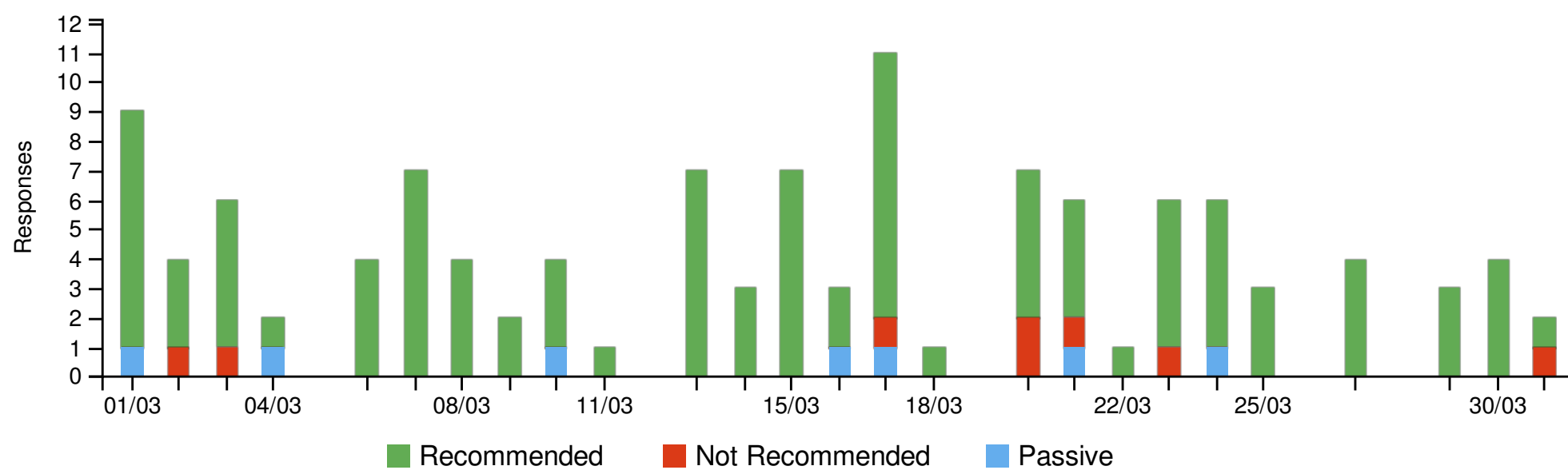


Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

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.

throughout the consultation period.

- ✓ Hi you explain everything very clearly and it's helpful
- ✓ *The service received by the staff on the desk and also the doctor who had the time to explain. I did not feel as rushed, and the atmosphere in the surgery was relaxed.*
- ✓ Very quick service and I get to choose my doctor
- ✓ *Today I was able to book an appointment with the doctor I wanted to see.*
- ✓ Easy and quick online access for appointment.
- ✓ *Dr Sonath and surgery's customer representative Ms Arshi. Both are very professional and caring.*
- ✓ Nice n polite receptionist, doctors, the system of works also clean environment, good facilities etc.
- ✓ *Good service and giving more information fast and friendly*
- ✗ Very good service and attentive care from all

Not Recommended

- ✓ *Unable to see doctors. I make appointments well in advance but getting cancelled on the day itself. All the preparations made for these appointments are being wasted. I am myself thinking to report to NHS*
- ✓ *Improve the service*
- ✓ *Not offered service for daily dressing change.*
- ✓ *front desk need to be bit more helpfull*
- ✓ *arrogance of some receptionist / bad communication between doctors about your case, where the fault is given to the patient only / long wait to see a doctor even after an online appointment is taken / result not updated on online portal after having raised the problem more than once. I think more personnel is needed*
- ✓ *bcz dr ganeshan is so cooperative that y i said likely and i hav meabmnt to wait so long date y unlikely*
- ✓ *It is a lengthy answer. This is not possible.*

Passive

- ✓ *Am not satisfied*
- ✓ *I had an 8am appointment no one turned up until 8:20 the lady opening up made no apology.*