

FFT Monthly Summary: January 2024

Bryant Street Medical Practice
Code: G82631



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
58	12	4	4	10	0	0	0	0	88	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: 320

Responses: 88

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	58	12	4	4	10	0	88
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	58	12	4	4	10	0	88
Total (%)	66%	14%	5%	5%	11%	0%	100%

Summary Scores

80% 16% 4%

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:

$$\text{Recommended (\%)} = \frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

$$\text{Not Recommended (\%)} = \frac{\text{very poor} + \text{poor}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

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

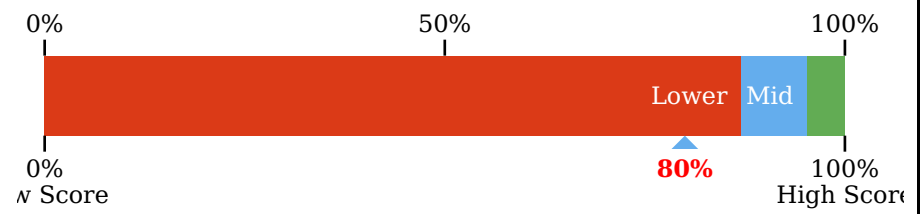
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

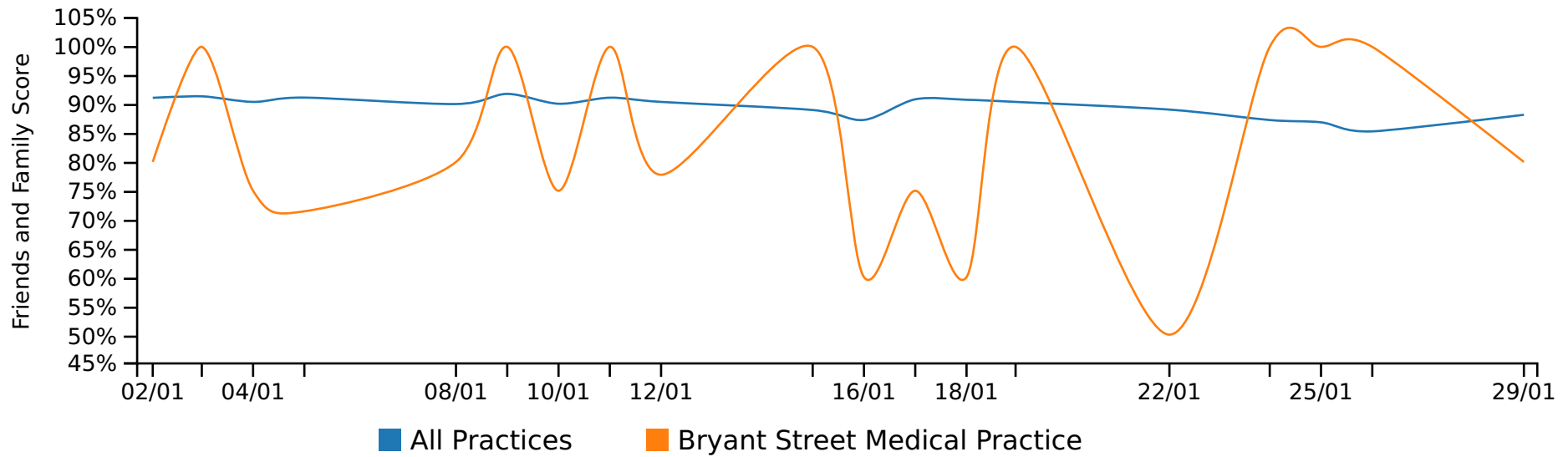
Your Score: 80%

Percentile Rank: 10TH



- 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 10th percentile means your practice scored above 10% of all practices.

Practice Score: 'Recommended' Comparison



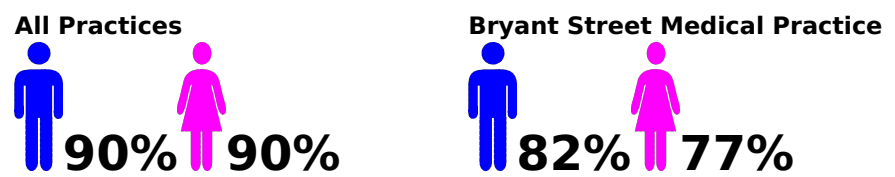
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

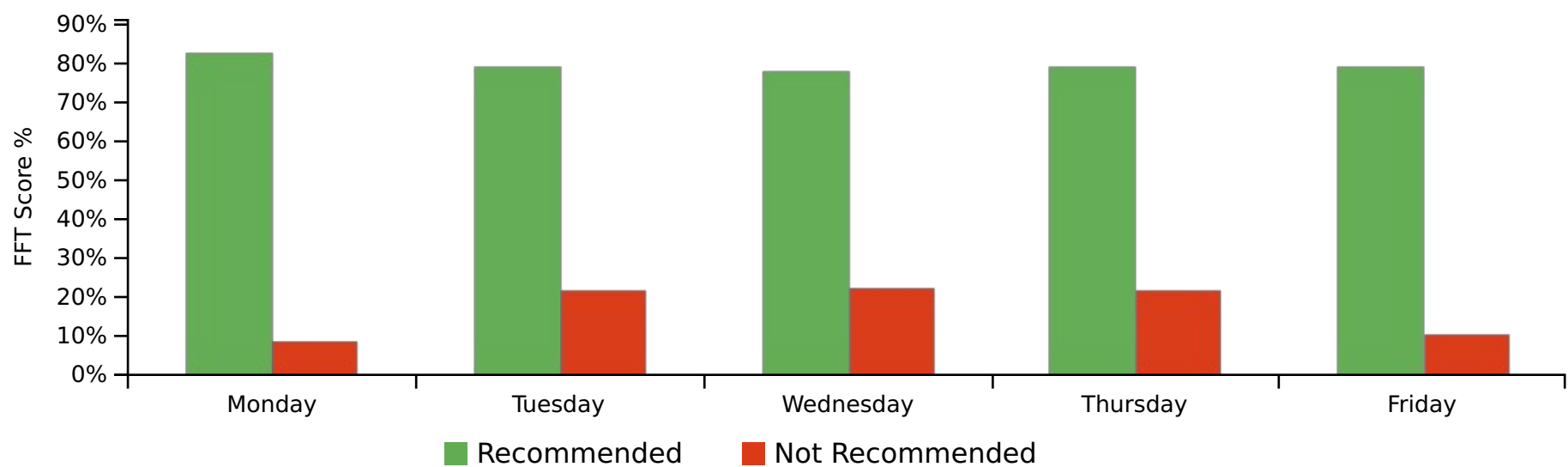
	< 25	25 - 65	65+
All Practices	85%	90%	93%
Bryant Street Medical Practice	63%	79%	87%

Gender



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

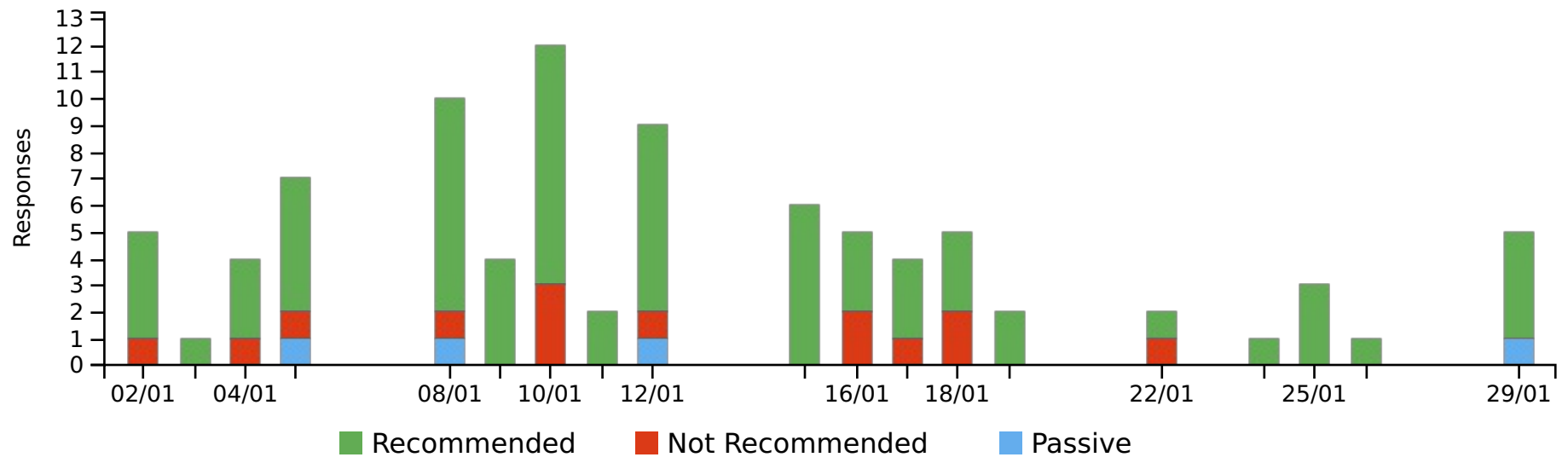
Practice Score: Day of the Week Analysis



- 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.

- ✓ *I am satisfied with the service's I got from the Surgery.*
- ✓ *Friendly helpful advice and guidance and not long waiting*
- ✓ *Friendly, helpful & professional nurse*
- ✓ *Good service from a good doctor*

Not Recommended

- ✓ *I want to see the doctor or even see the doctor. I couldn't! My blood pressure reading has been high for the last 2 wks. I have pkd gfr 50... I had to see the nurse not the doctor. Nurse said nothing but s wrong with your kidney.. I said pls check my file first and then discuss it!*
- ✓ *The doctor was really nice, accommodating and helpful.*
- ✓ *Poor meds ie not checking dosage don't listen to what I know works and has worked for me I feel like just a number*
- ✓ *Seen on time and very professional nurse*
- ✓ *My appointment was cancelled*
- ✓ *Very difficult to contact the surgery. Reception staff on phone constantly and I had to wait a long time for attention*
- ✓ *It was very good right from the reception to the treatment room. Nurse was friendly.*
- ✓ *Your doctors do not listen to the patients and just assume the patient wants medication and I do not believe the doctors look at the notes on the computer to see what kind of person they're talking to 1st*
- ✓ *Didnt get chance to explain to doctor on phone she was going on about i didnt need blood test i wasnt given chance to explain i did see nurse today*
- ✓ *The comunication ia very poor!My daughters 2years old and still hasnt had 1st check up. Went in for check up and she had vaccines to inject which i declined the first time so she ignored me. And still didnt do a general check up!! Fuming!!*
- ✓ *Nurse Amie was lovely. She was kind, gentle and patient*

Passive

- ✓ *I haven't had a response to my queries yet*
- ✓ *Two out of the three staff behind the desks were chatting and ignored me standing at the window.Had to wait for the staff member who was on the phone to finish her call to be acknowledged and I could give her my name so they knew I was there for my appointment.*
- ✓ *Gp very matter of fact. Not the greatest bedside manner. Personally didnt bother me*
- ✓ *Several times inmlast few months have waited a week for prescriptions xx*