

BRIDGE HOUSE Medical Practice Friends and Family Report

September 2016

In September we had 49 patients respond to our Friends and Family Survey

Summary of the Scores



63% of patients surveyed would recommend this practice to their family or friends



20% of patients surveyed would not recommend this practice to their family or friends



17 % of patients do not know whether they could recommend this practice to their family or friends

Please take the time to read a selection of comments made by patients taking part in this survey

Improvements

You made us aware how difficult it was to contact the surgery by phone. We have recently installed a new phone system and have prioritised 4 out of 8 lines for patients to call into the surgery. This is a very busy practice and we do ask you to be patient if you are in a queue. Please be assured that we working as fast as we can to deal with your call.

The system does also allow the reception team to record calls for training and quality purposes.

CHANGES

Dr Rafiq is now on maternity leave having safely delivered a little girl

Dr Julie Thomas is joining us from the 18th Oct to cover Dr Rafiq's maternity leave. Please welcome her.

FFT Monthly Summary: September 2016

Bridge House Medical Practice
Code: Y03135

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
19	10	5	3	6	3	0	0	0	46	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: 182

Responses: 46

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	19	10	5	3	6	3	46
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	19	10	5	3	6	3	46
Total (%)	41%	22%	11%	7%	13%	7%	100%

Summary Scores

 63%  20%  17%

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:

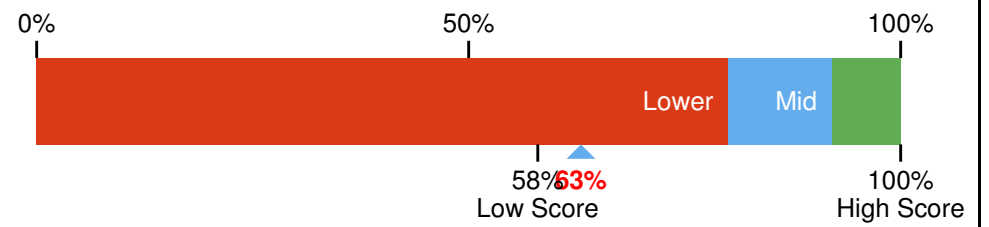
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: **63%**

Percentile Rank: **0TH**

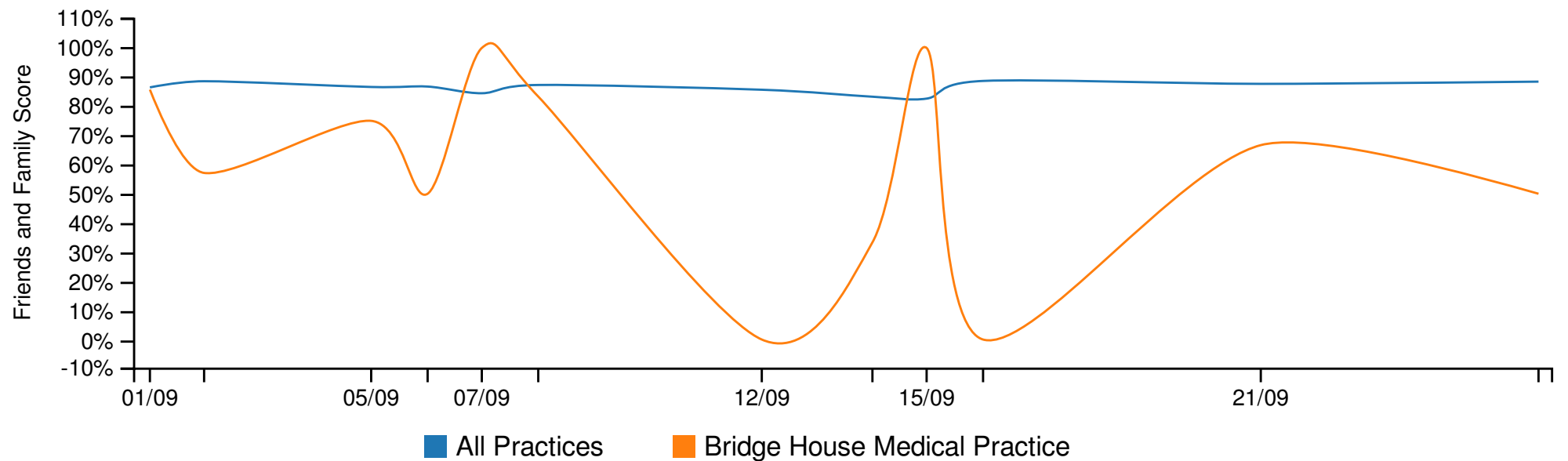


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

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 0th percentile means your practice scored above 0% 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.

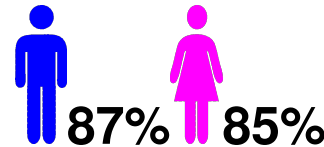
Practice Score: 'Recommended' Demographic Analysis

Age

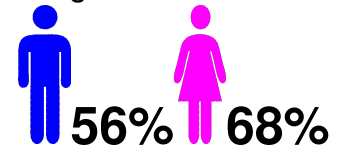
	< 25	25 - 65	65+
All Practices	79%	86%	90%
Bridge House Medical Practice	43%	64%	100%

Gender

All Practices



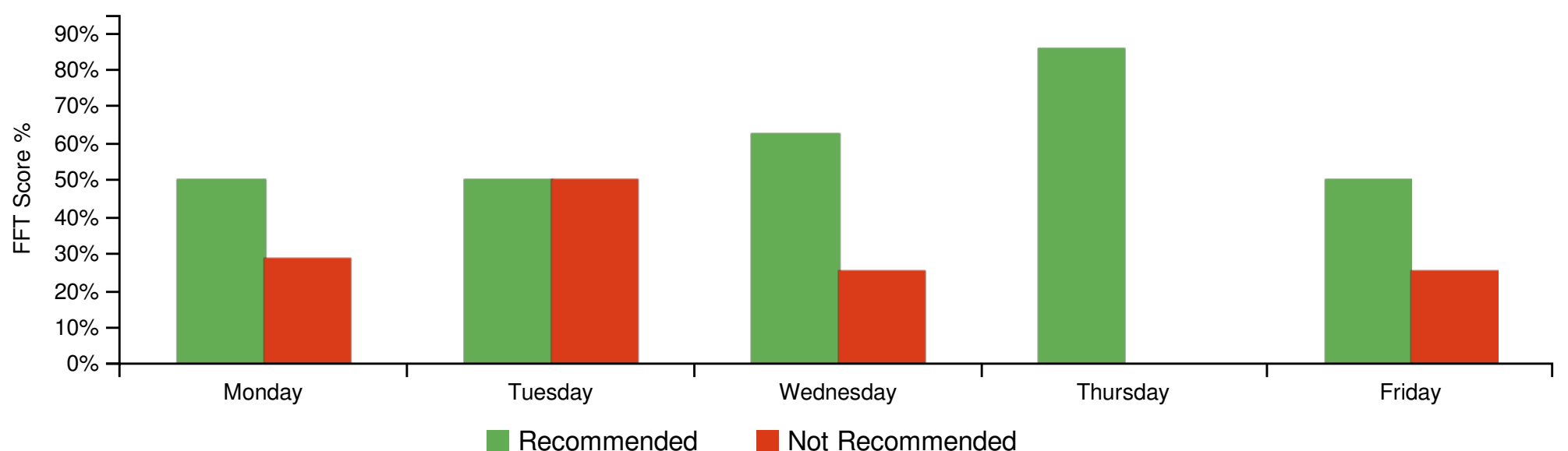
Bridge House Medical Practice



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

