

BRIDGE HOUSE Medical Practice Friends and Family Report

JANUARY 2017

In September we had surveyed 230 patients and had 47 patients responded to our Friends and Family Survey

Summary of the Scores



81% of patients surveyed would recommend this practice to their family or friends



13% of patients surveyed would not recommend this practice to their family or friends



6% 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

We are getting used to our new phone system and welcome any feedback regarding your experiences getting through to the practice.

CHANGES

We are pleased to introduce Dr Julie Thomas who is an experienced local GP who is new to our practice. Dr Thomas a special interest in child safeguarding and Domestic violence and takes the lead role for Haringey.

Patients who would recommend the Practice made the following comments:

- Very Good
- The staff here always go the extra mile nothing is to much they need a medal for all they do
- Staff very helpful

Those patients who did not recommend the practice said:

- Had to wait half an hour past my appointment time to see doctor they need to get more efficient doctors and more receptionists.

Those patients who were not sure what they would say

- No comments were made for this question

FFT Monthly Summary: January 2017



Bridge House Medical Practice
Code: Y03135

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
20	18	2	2	4	1	5	0	0	42	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 cqrs servicedesk@gdit.com. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients: **230**

Responses: **47**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	18	16	2	1	4	1	42
SMS - User Initiated							
Table/App							
Web/E-mail							
Manual Upload	2	2	0	1	0	0	5
Total	20	18	2	2	4	1	47
Total (%)	43%	38%	4%	4%	9%	2%	100%

Summary Scores

👍 81% 🗨️ 13% ➡️ 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/>

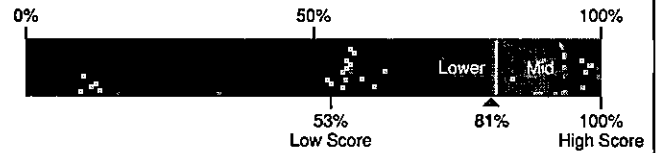
SECTION 3

Practice Scoring

Practice Score: 'Recommended' Rank

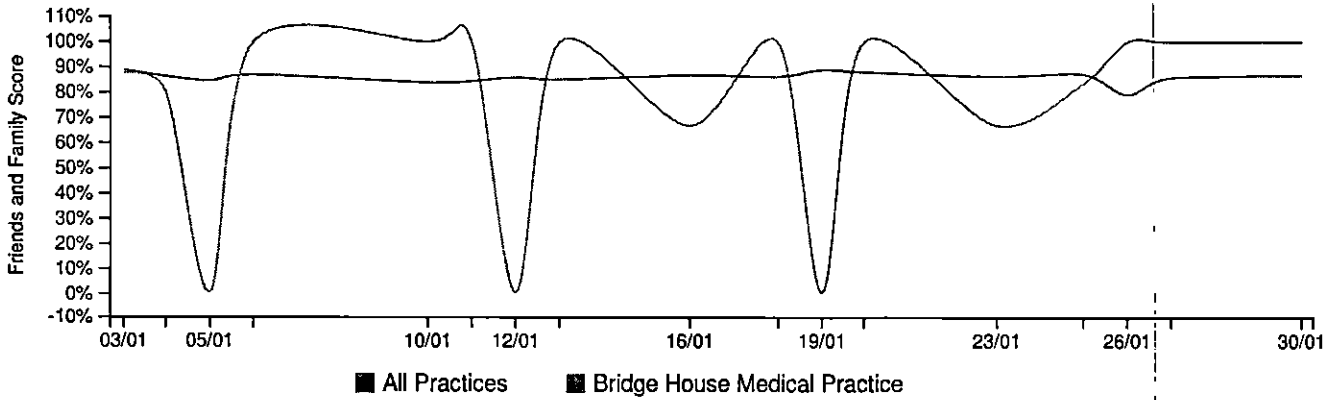
Your Score: **81%**

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



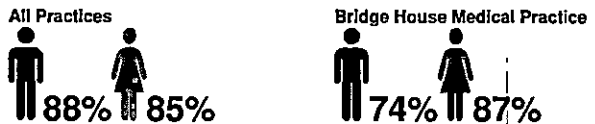
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

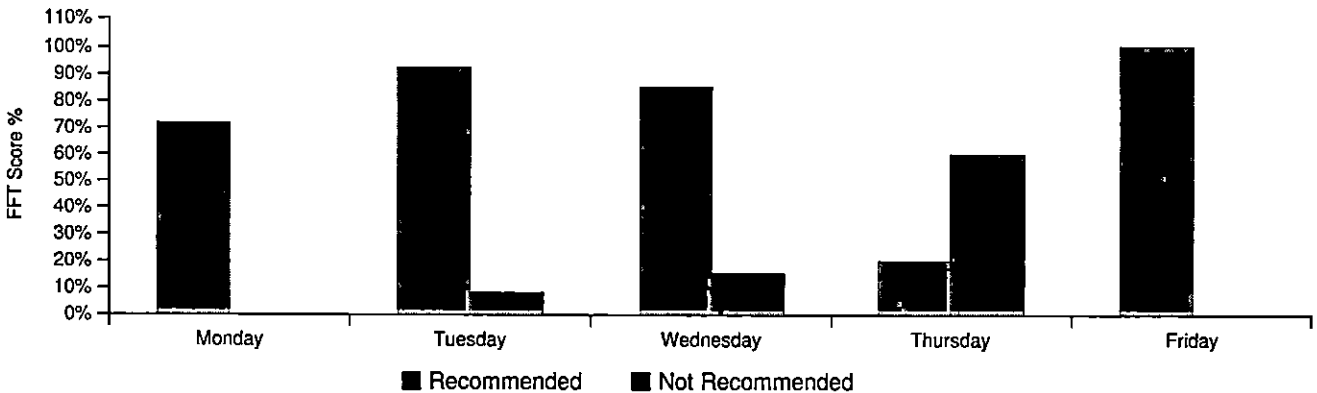
	< 25	25 - 65	65+
All Practices	80%	86%	92%
Bridge House Medical Practice	50%	81%	100%

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

