

BRIDGE HOUSE Medical Practice Friends and Family Report

FEBRUARY 2017

In September we had surveyed 214 patients and had 45 patients responded to our Friends and Family Survey

Summary of the Scores



58% of patients surveyed would recommend this practice to their family or friends



29% of patients surveyed would not recommend this practice to their family or friends



13% 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.

New members of staff:

We have employed two new receptionists Teresa and Milana please be patient while they are being trained and we welcome them to our team.

We are also taking part in a new trainee nurse scheme and we have Ellen Rungay who is a qualified hospital nurse but is training to be a primary care nurse we also welcome Ellen to our team.

Patients who would recommend the Practice made the following comments:

- **Very Helpful Doctors and some reception staff especially Ruby who always welcomes you with a smile**
- **As always even if I have to wait it's pleasant and family orientated Ruby always makes me laugh.**
- **Excellent doctors friendly helpful reception always ready to help.**

Those patients who did not recommend the practice said:

- **No comments were made for this question.**

Those patients who were not sure what they would say

- **No comments were made for this question**

FFT Monthly Summary: February 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	6	6	8	5	0	0	0	0	45	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: 214

Responses: 45

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	20	6	6	8	5	0	45
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	20	6	6	8	5	0	45
Total (%)	44%	13%	13%	18%	11%	0%	100%

Summary Scores

 58%  29%  13%

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:

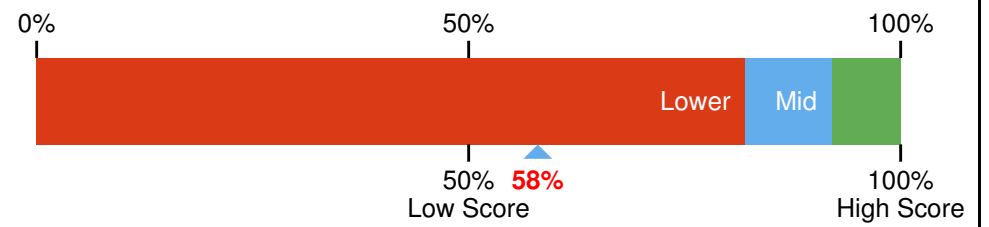
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: 58%

Percentile Rank: 0TH

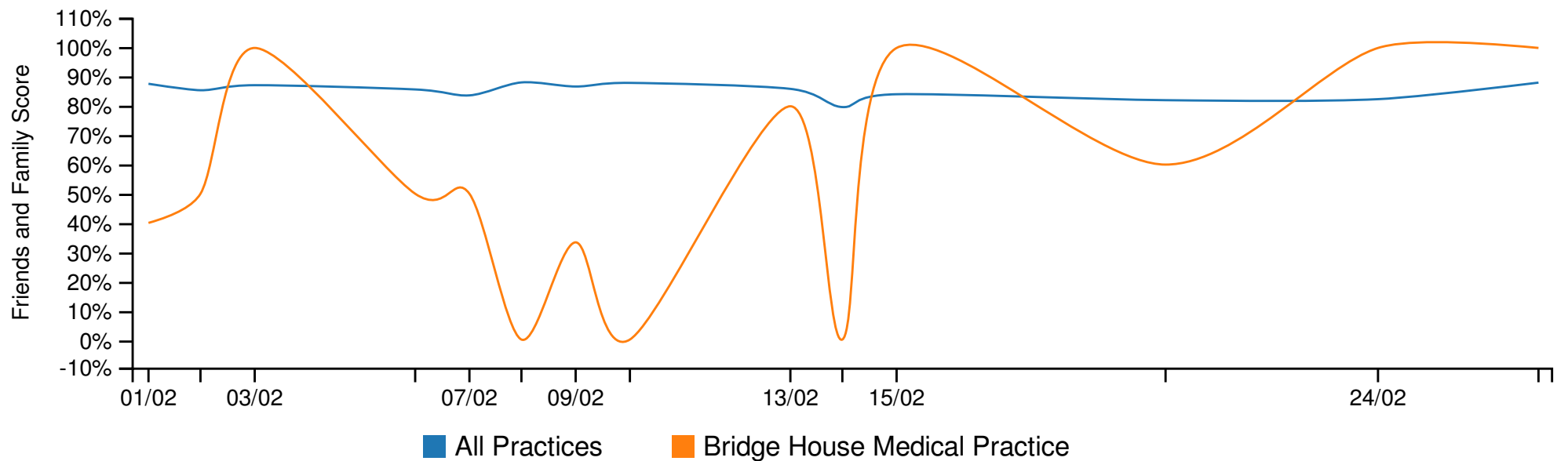


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

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.

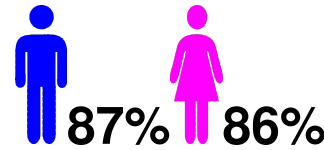
Practice Score: 'Recommended' Demographic Analysis

Age

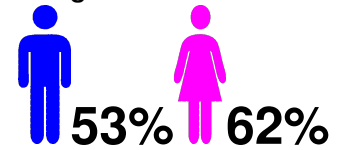
	< 25	25 - 65	65+
All Practices	80%	86%	93%
Bridge House Medical Practice	75%	57%	60%

Gender

All Practices



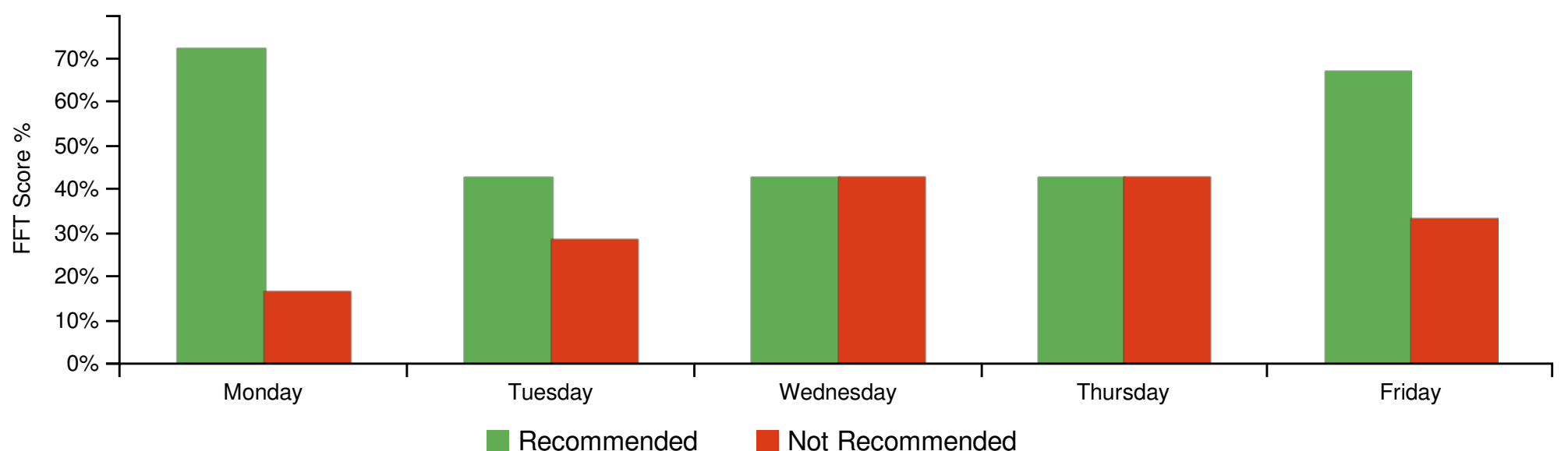
Bridge House Medical Practice



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

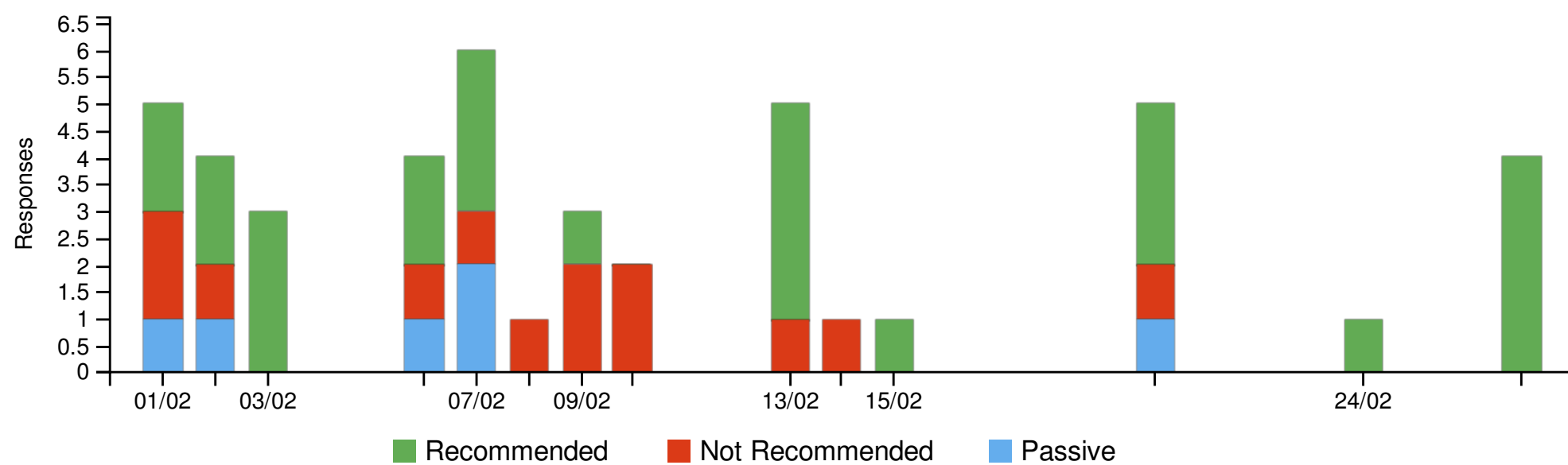


Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4 Patient Response Analysis

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.

