

# FFT Monthly Summary: April 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
24	10	1	4	2	0	0	0	0	41	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

**Surveyed Patients: 204**

**Responses: 41**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	24	10	1	4	2	0	41
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>24</b>	<b>10</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>41</b>
<b>Total (%)</b>	<b>59%</b>	<b>24%</b>	<b>2%</b>	<b>10%</b>	<b>5%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

 83%  15%  2%

## 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:

$$\text{Recommended (\%)} = \frac{\text{extremely likely} + \text{likely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

$$\text{Not Recommended (\%)} = \frac{\text{extremely unlikely} + \text{unlikely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

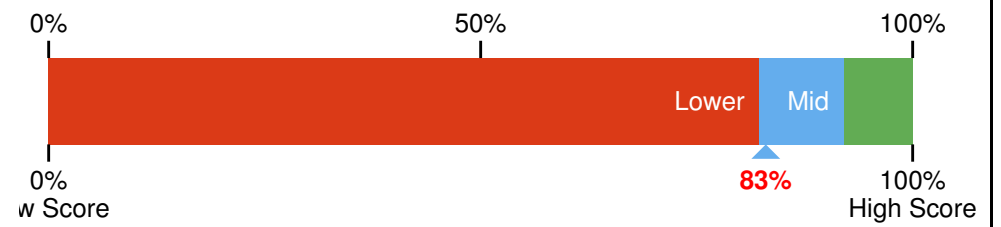
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

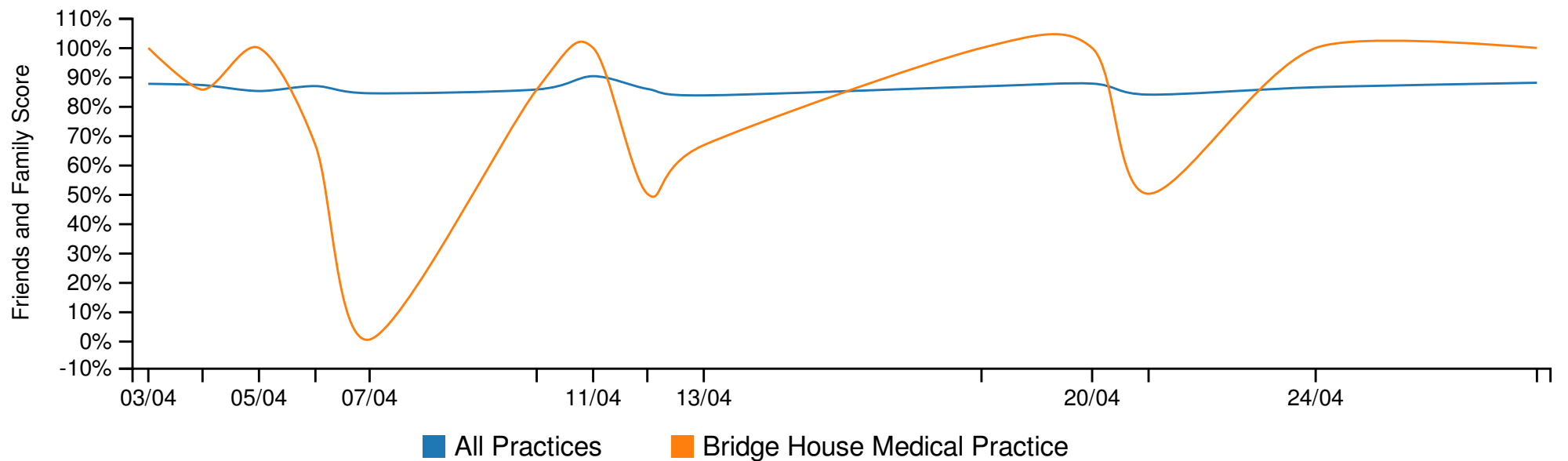
### Practice Score: 'Recommended' Rank

**Your Score:** 83%  
**Percentile Rank:** 30<sup>TH</sup>



- 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 30th percentile means your practice scored above 30% 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.

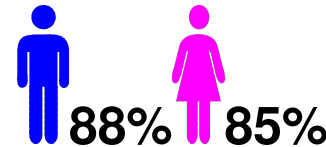
### Practice Score: 'Recommended' Demographic Analysis

#### Age

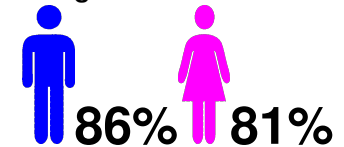
	< 25	25 - 65	65+
All Practices	82%	86%	91%
Bridge House Medical Practice	88%	85%	71%

#### Gender

##### All Practices

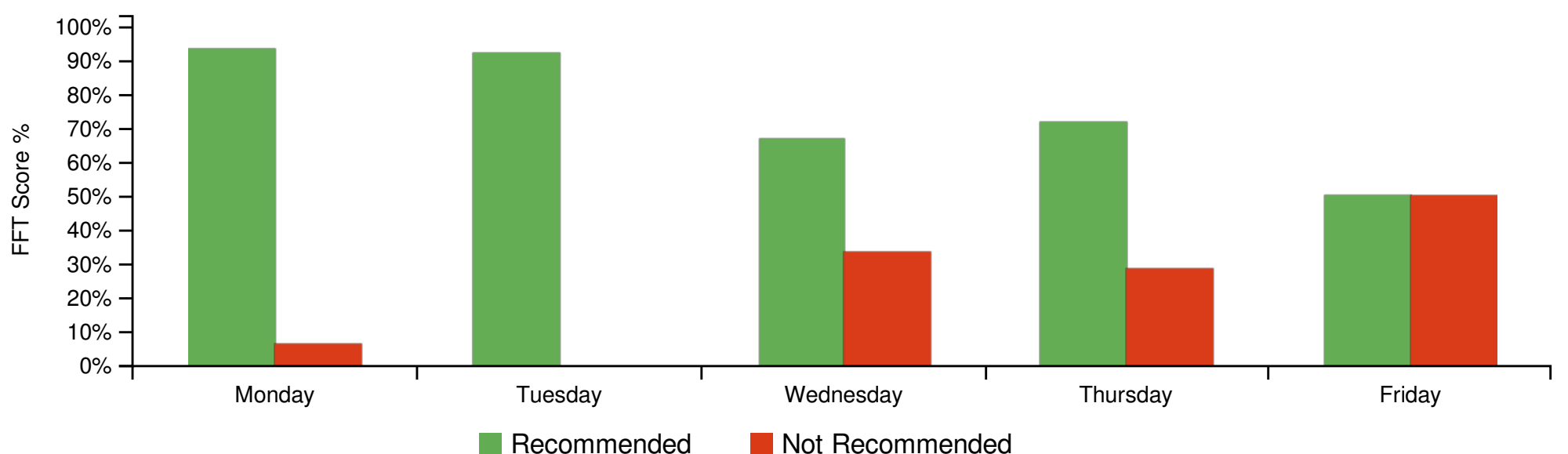


##### Bridge House Medical Practice



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

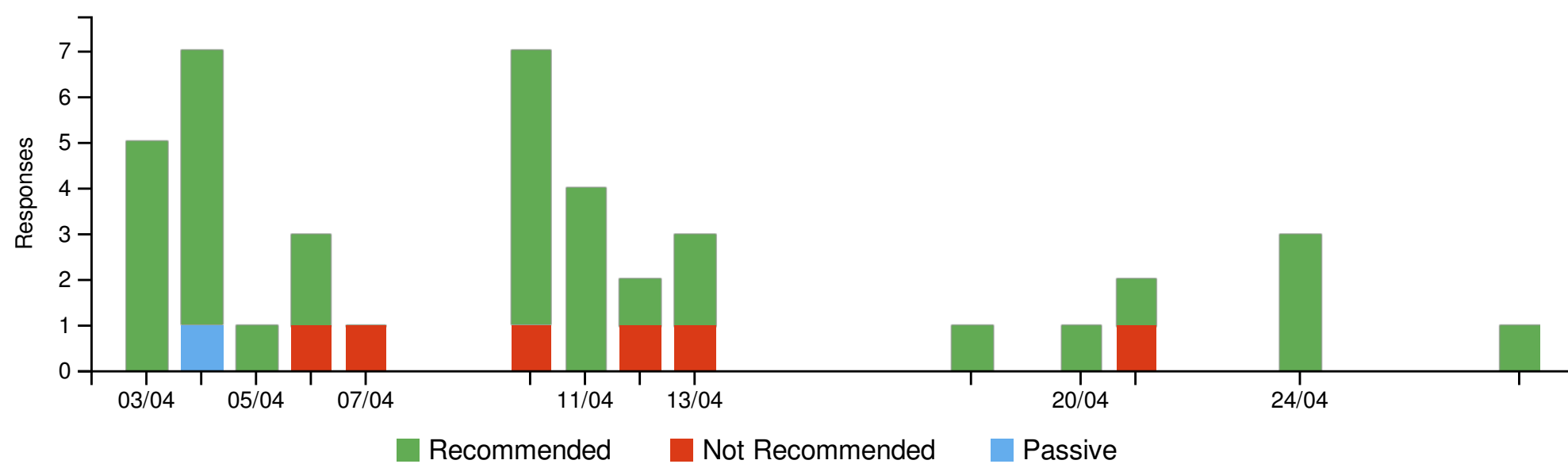
### Practice Score: Day of the Week Analysis



- 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.

## SECTION 5

### Patient Free Text Comments: Summary

Thematic	Tag Cloud
Reception Experience 7	
Arrangement of Appointment 2	
Reference to Clinician 11	
Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most discussed themes by analysing sentence fragments and is not an exhaustive analysis of all talking points. 3. Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and adjectives where the word frequency is reflected in text size.	

### Patient Free Text Comments: Detail

- Notes: 1. Free Text Comment received for current reporting month.  
2. Classification based on initial response to Q1 rather than content of message.  
3. Legend: ✓ Consent to publish comment / ✗ No consent to publish comment

#### Recommended

- ✓ Although the surgery is sometimes very busy, I've always felt that any serious or emergency issues are prioritised effectively and doctors always listen and are helpful
- ✓ Dr Haas is an icon and the new nurse downstairs is a plus to the surgery
- ✓ VERY CLEAR ON BLOOD TESTS RESULTS GIVEN GOOD ADVICE TO AVOID MORE TABLETS EXLENT SERVICE
- ✓ Verygood
- ✓ Excellent staff and GPs. Very caring and try to help everyone.
- ✓ I'm very happy with my gp they help me alot and everyone is very friendly right down to reception.
- ✓ Friendly reception even though I was late and attentive gp
- ✓ Because today was good but not always consistent.
- ✓ Friendly and efficient staff and doctors are like
- ✓ Dr Hass is very understandable and patient.
- ✓ Caring doctor
- ✓ Both doctors I saw were friendly
- ✓ Dr Brothers listens, remembers, cares and believes what I say. She does her utmost to find out what's wrong and has NEVER been dismissive. Also she follows up. And she has great bedside manners. You need more doctors like her she deserves a big bonus.
- ✓ Very helpful and nice staff.
- ✓ Recently improved service.
- ✓ Ruby at reception was extremely helpful, friendly and polite.
- ✓ Great staff, both medical & reception
- ✓ My problem was dealt in a very understanding and professional way .
- ✗ Wait to long

#### Not Recommended

- ✓ No appointments close only available after 3 weeks.
- ✓ AXA requested my medical records and instead of sending it to them directly they gave them to me to send and it cost me money in which I could not afford as I am a stay at home mum. I asked them politely to send them as that was the deal but they made me do it. Not happy at all
- ✓ The doctor I saw was waffling and wasting time speaking about irrelevant things. I didn't have much confidence in her. I also saw a nurse who's manner was quite dismissive. It doesn't seem like a well run GP surgery.

#### Passive

- ✓ appointments very difficult to obtain: on this occasion the doctor 's examination was inadequate/negligent