

FFT Monthly Summary: May 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
23	13	2	7	2	1	0	0	0	48	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: 185

Responses: 48

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	23	13	2	7	2	1	48
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	23	13	2	7	2	1	48
Total (%)	48%	27%	4%	15%	4%	2%	100%

Summary Scores

 75%  19%  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:

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

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

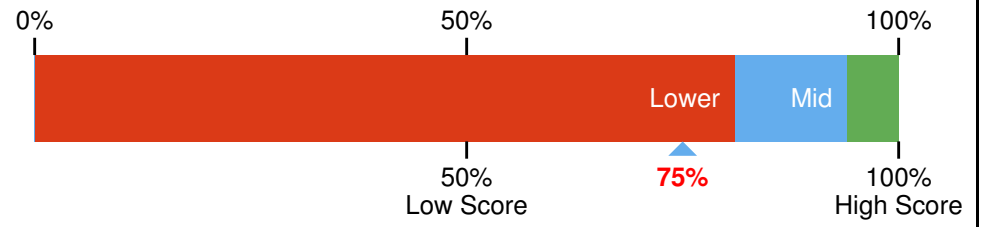
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

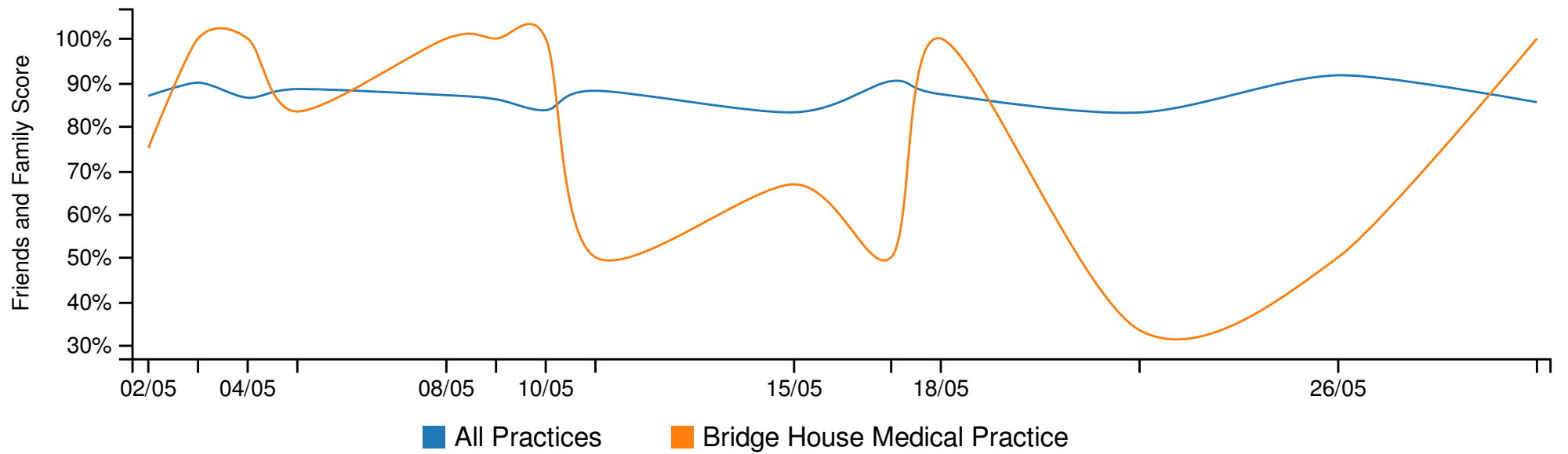
Practice Score: 'Recommended' Rank

Your Score: 75%
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.

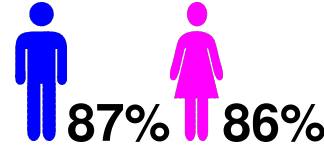
Practice Score: 'Recommended' Demographic Analysis

Age

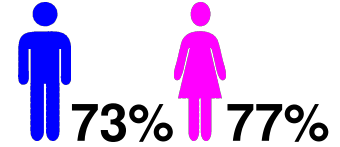
	< 25	25 - 65	65+
All Practices	80%	87%	91%
Bridge House Medical Practice	80%	72%	100%

Gender

All Practices

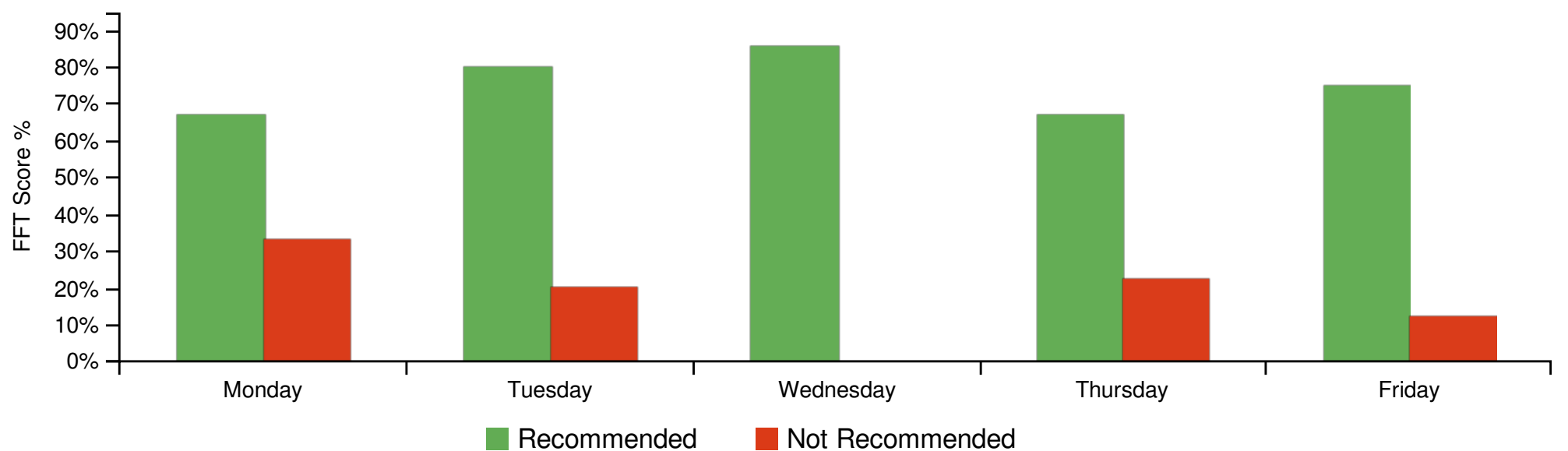


Bridge House Medical Practice



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

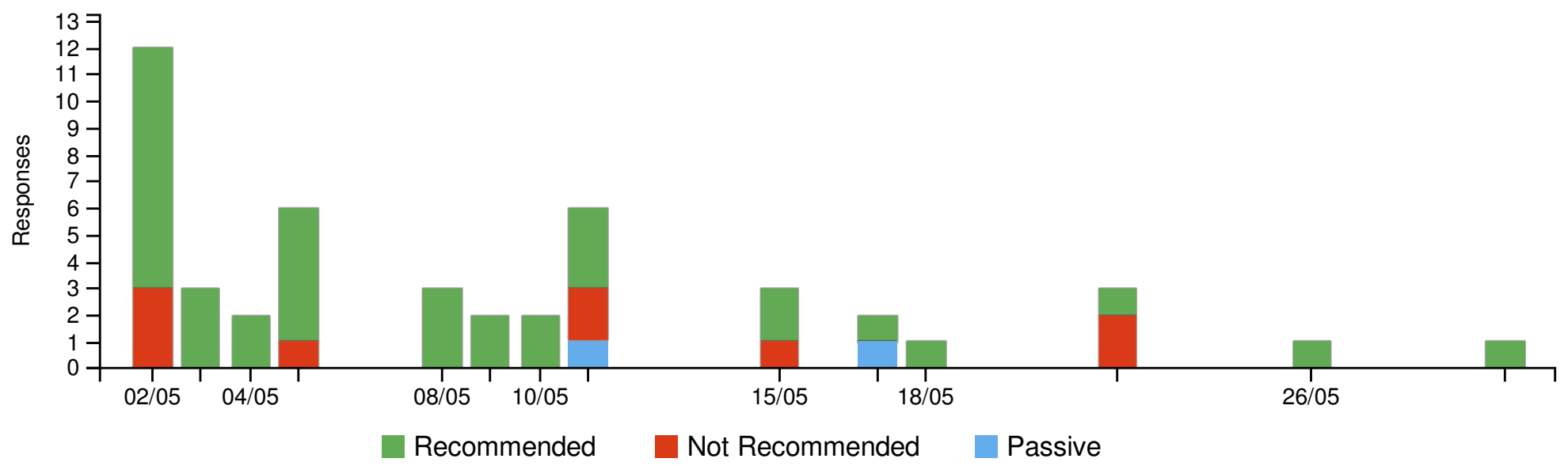
Practice Score: Day of the Week Analysis



- 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

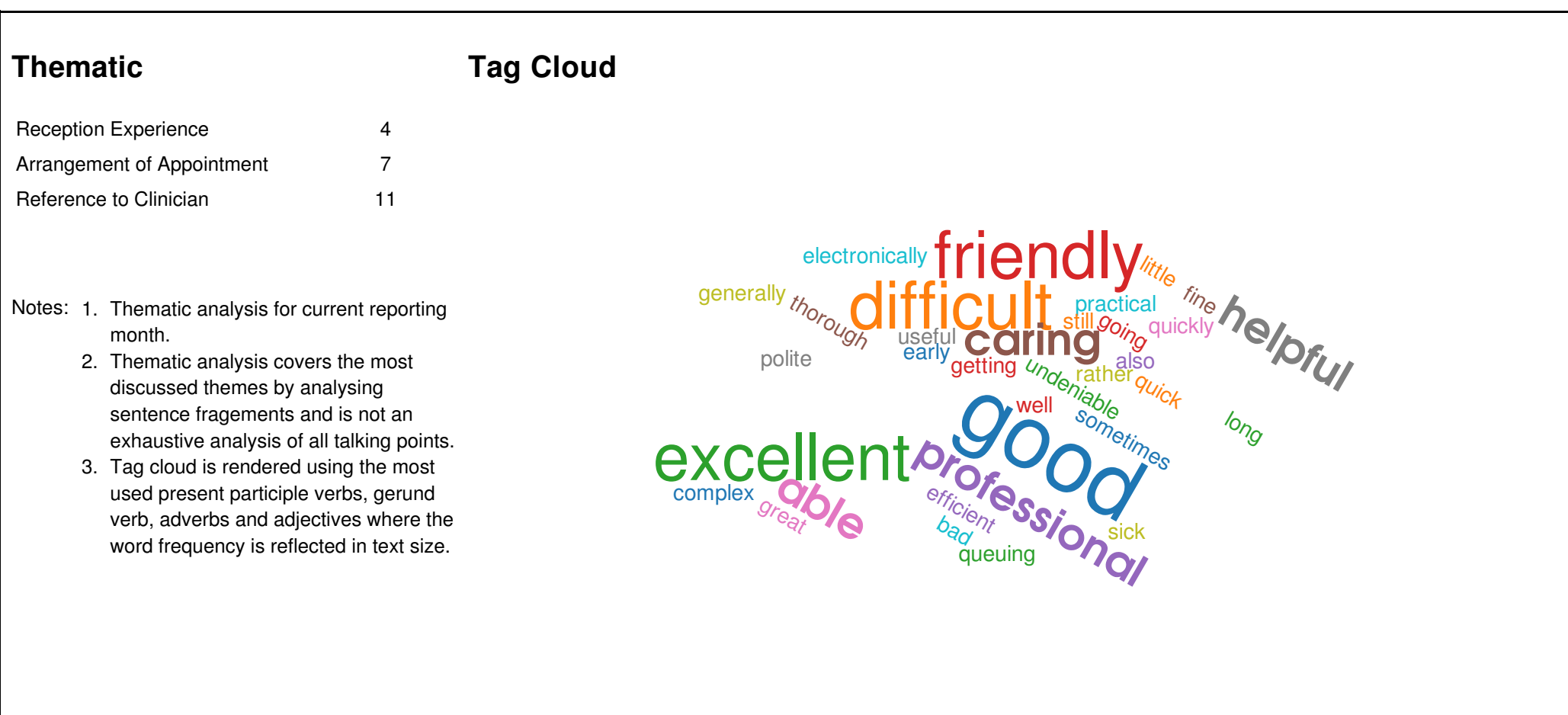
Patient Responses



- 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



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

- ✓ There is no doubt that Dr Haas is a very experienced practitioner. Sometimes she may come across as a little bossy, but her knowledge and care are undeniable.
- ✓ *Excellent, caring, efficient, thorough visit with GP.*
- ✓ Dr Haas is professional and patient but the reception staff should improve on customer service
- ✓ *You asked for it*
- ✓ Got seen quickly. Nurse was very friendly
- ✓ *It was useful to be able to deal with a prescription over the phone rather than having to come in in person.*
- ✓ Practical support for complex challenges .
- ✓ *Appointments and quick to get regiester*
- ✓ The doctor was so helpful
- ✓ *Prompt and friendly care!*
- ✓ It's good but not excellent.
- ✓ *2 HEPL ME FILL A FORM*
- ✓ I was told it was going to be difficult to book an appointment that was within 2 weeks but when I explained the time constraints that I had the receptionist tried to accommodate me. The examination itself was also fine.
- ✓ *Doctor was great and caring and listened. Staff on reception were helpful and friendly*
- ✓ To get an appointment is very difficult.
- ✓ *on time and very polite*
- ✓ I have been looked after well by Dr Brothers. She is an excellent GP.
- ✗ *Doctors listen & are professional*
- ✗ *Good service*

Not Recommended

- ✓ *Good experience today but generally difficult to get through on phone, appointment system bad, the good doctors seem to have left.*
- ✓ *Difficulty getting an appointment.*
- ✓ *A doctor called in sick on the day of my appointment and I wasn't informed. I checked in electronically 10 minutes early and I still waited 40 mins in the surgery and only discovered the issue after queuing up at the reception desk.*

Passive

- ✓ *The long wait for an appointment.*