

# FFT Monthly Summary: June 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	14	3	4	5	1	0	0	0	47	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

<b>Surveyed Patients:</b>	<b>181</b>						
<b>Responses:</b>	<b>47</b>						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	20	14	3	4	5	1	<b>47</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>20</b>	<b>14</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>1</b>	<b>47</b>
<b>Total (%)</b>	<b>43%</b>	<b>30%</b>	<b>6%</b>	<b>9%</b>	<b>11%</b>	<b>2%</b>	<b>100%</b>

### Summary Scores

 72% 
  19% 
  9%

## 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:

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

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

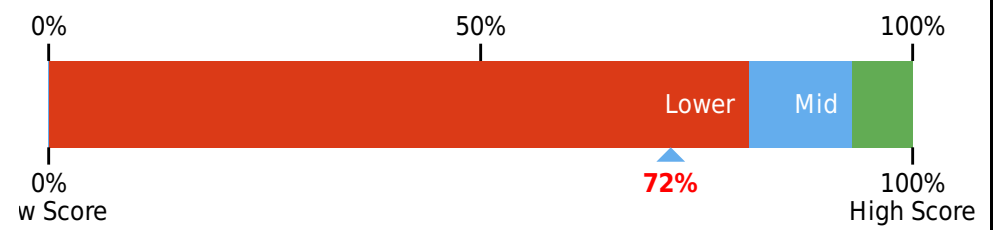
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

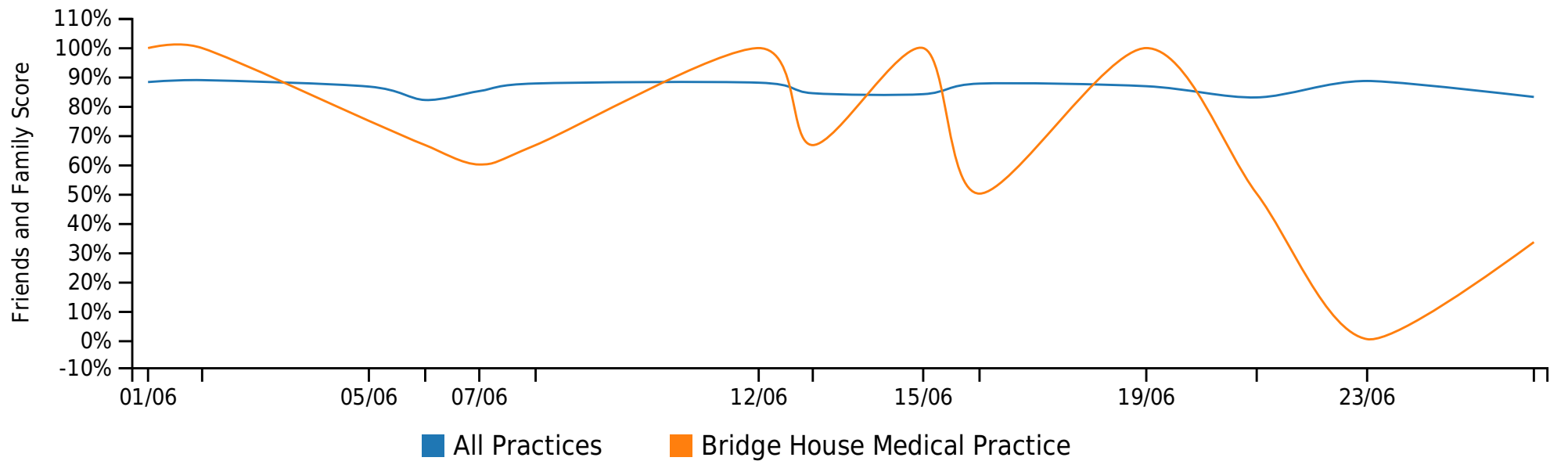
### Practice Score: 'Recommended' Rank

**Your Score:** 72%  
**Percentile Rank:** 10<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 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

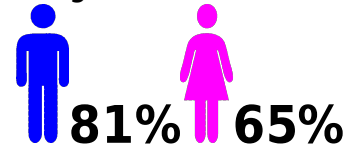
	< 25	25 - 65	65+
All Practices	81%	86%	91%
Bridge House Medical Practice	75%	75%	67%

#### Gender

##### All Practices

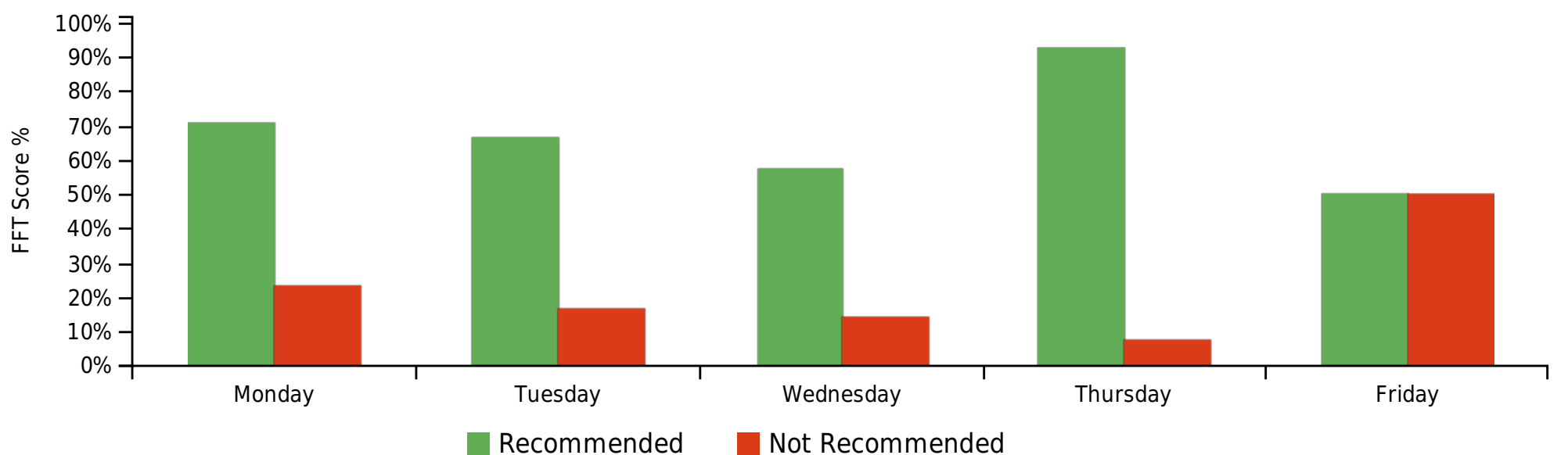


##### Bridge House Medical Practice



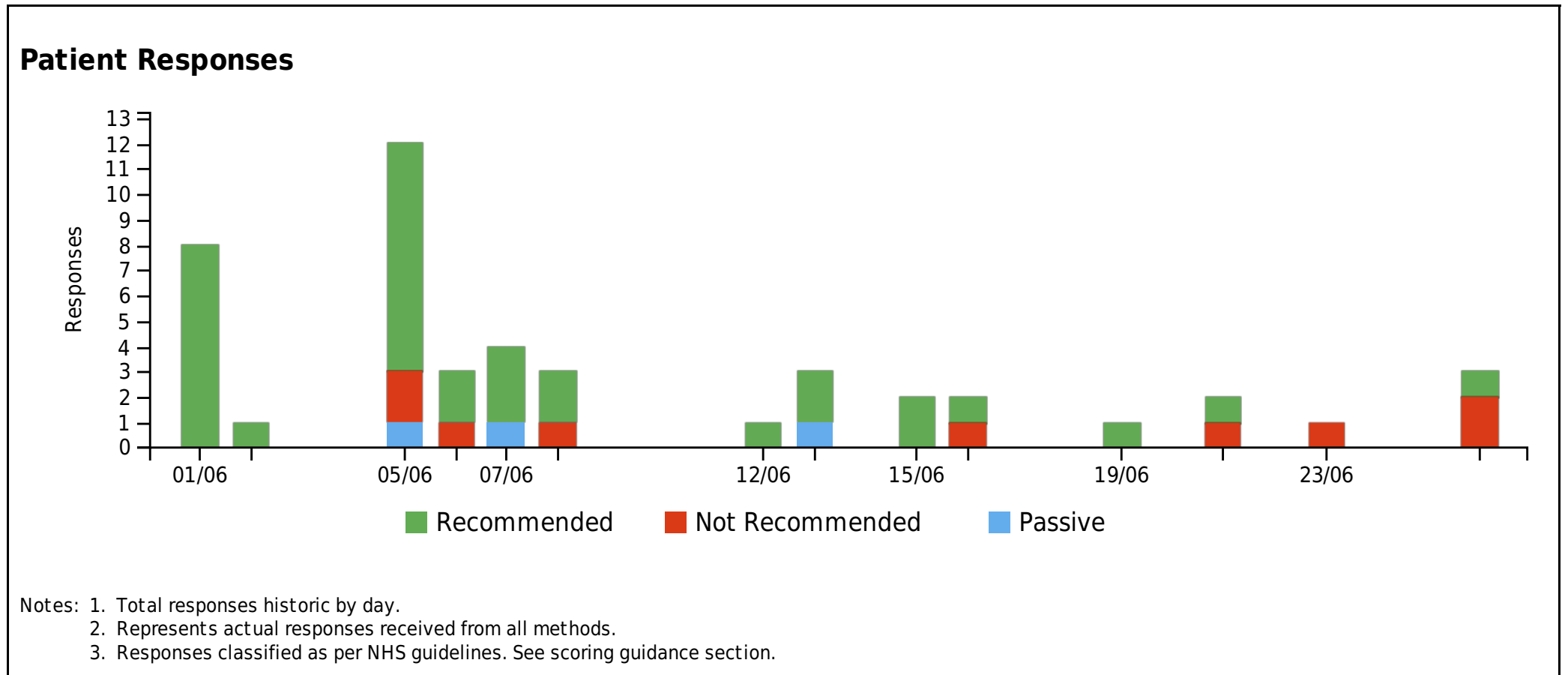
- Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: Day of the Week Analysis



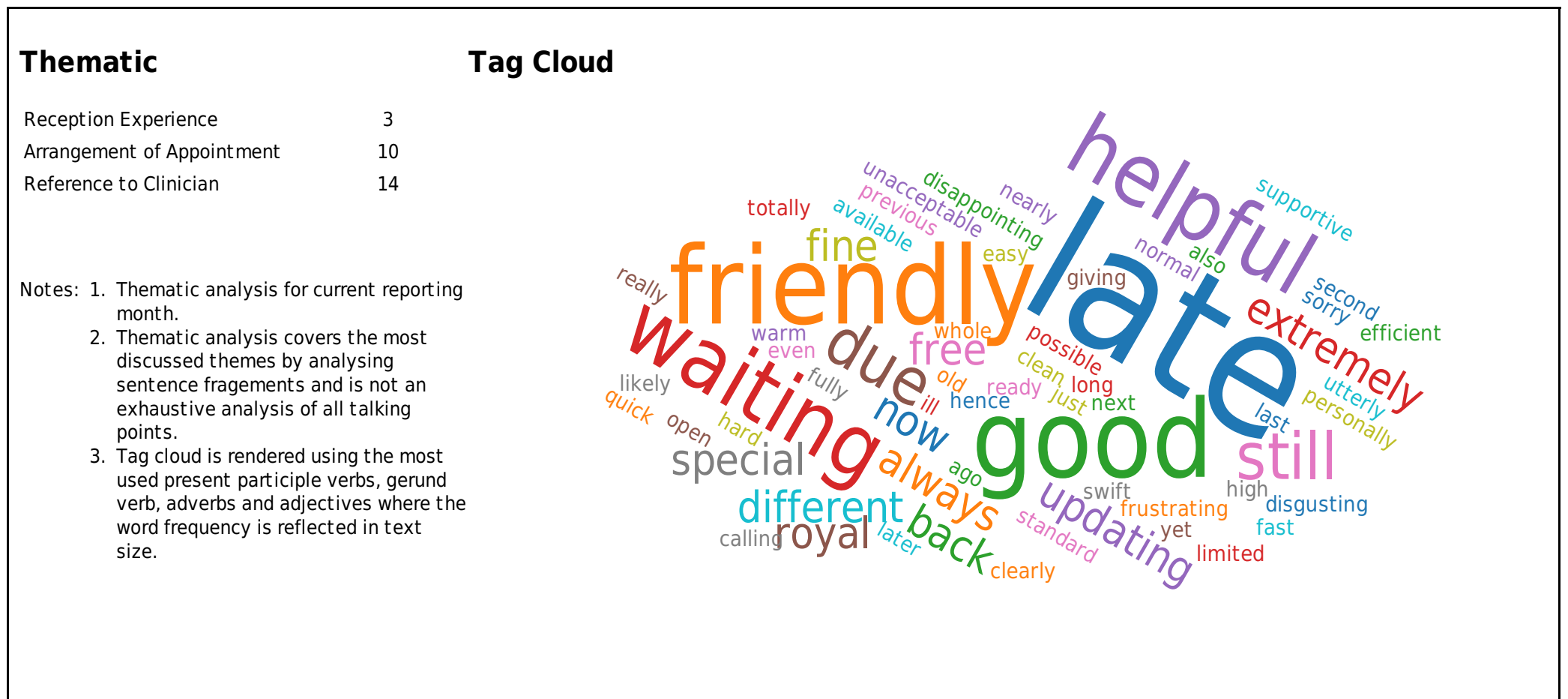
- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.  
2. Score calculated as per NHS requirements. See scoring guidance section.

## SECTION 4 Patient Response Analysis



## 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

- ✓ Has gone high tech. Friendly receptionist. Good GP. Clean waiting area with telly. Was kept waiting only a few minutes.
- ✓ Nurse was very helpful.
- ✓ The doctor was very helpful, supportive and patient.
- ✓ In the event of emergency or urgency staff and doctors have always been accommodating in giving me a same day appointment Thank you
- ✓ Good standard of expertise and good advice with swift testing and rd referrals
- ✓ I have a good and understanding doctor
- ✓ I was extremely late for my appointment, but was still accommodated with a warm and friendly attitude.
- ✓ Cos you are very helpful .
- ✓ Extremely likely
- ✓ The care is very good but it's hard to get appointments
- ✓ Dr Thomas acted fast to get a test done due to my operation in a weeks time. And she phoned me at 7pm with results.
- ✓ Very friendly and helpful
- ✓ We love dr. Brothers
- ✓ Quick, friendly and efficient but limited follow up advice

#### Not Recommended

- ✓ very kind people and knowledge about job
- ✓ My daughter had a surgery in the 2 hands last Tuesday due to trigger thumb and we been told at the hospital to go to our gp to change the Bandages on hands but today the nurse who attend our 4 years old daughter she also change the special plaster and my wife told her that if is fine that she put a different type of plaster her she been cut and she said yes that is fine, now we are in emergency at the whittington hospital because after one hour that she been change by the nurse at our gp she started to bleed and feel pain bcos the plaster came off, how can be possible that a nurse not that the difference between a normal plaster and special plaster after surgery!!!
- ✓ Different experiences over time!!! :(
- ✓ Surgery opened 25 mins late. Was waiting outside until 8.25, my appointment was 8.15 so I didn't get seen until 8.50 and because they opened late nothing was ready
- ✓ Appointments always late waited 2 hours once and the doctor wouldnt answer my second question due to the time constraint
- ✓ I waited over 2 weeks for my appointment which was at 12:50 on the 23rd of June and I get a call at 12:08 to tell me it was cancelled. I missed the whole morning of work and missed out on money to be told the next appointment I can get is on the 12th of July. Totally unacceptable I am very annoyed with the services.
- ✓ Appointment was 8.00 waited to open the door till 8.10 had to wait for nurse after that
- ✓ It took the surgery and dr julie thomas to send a referral to the Royal Free hospital 6 month, even though I was keep calling them to check if they have sent it or not, they should've sent it in January and at the end of June I went personally to the surgery took the referral and taken it to the Royal Free hospital. Utterly disgusting. It is a referral for a surgery by the way.

#### Passive

- ✓ It's not easy to make Physio appointment as Mr shah comes only once a week?! I hurt my knee on 17th of April Dr Hass see me on 27/4/17 and told to see mr shah. I got the first available appointment on 11/5/17 when I went there he said come back after 2 weeks. I made another appointment for 25/5/17 when I went there he gave me form for X-ray I told me to collect prescription from Dr Hass for injection. I went to Whittington hospital for X-ray on 26/5/17. My report still not come to surgery. I was there to inquire. Drs in your surgery are not qualified to give injection to the knee hence the earliest appointment is made to see Mr shah on 15/6/17. It is very frustrating and disappointing to wait so long for treatment, it will be about 2 months to have treatment.
- ✓ A few things have happened since I joined the surgery. But I fully appreciate that everyone is under a lot of pressure. I would just like to see the service improved. Yesterday the surgery was opened 20 mins late at 8.20am because the manager arrived late, there was a queue of people and staff waiting outside. My appointment was meant to be at 8am but wasn't seen until 8.35 and they saw people who had later appointments before me. When I was seen the staff were very sorry and friendly but the reason for being late was clearly because the manager woke up late. A few months ago I needed to have a referral letter updated and because my doctor was off ill I had to write a note for why it needed updating, the staff lost my letter and when I went back there was no record on my file for updating the letter so had to start again. Ive been at the surgery now for nearly a year yet my records still haven't been passed on or chased from my previous doctor.