

FFT Monthly Summary: April 2024

Bryant Street Medical Practice
Code: G82631



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
62	17	3	2	7	0	0	0	0	89	2	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: 353

Responses: 91

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	62	16	3	2	6	0	89
SMS - User Initiated							
Tablet/App							
Web/E-mail	0	1	0	0	1	0	2
Manual Upload							
Total	62	17	3	2	7	0	91
Total (%)	68%	19%	3%	2%	8%	0%	100%

Summary Scores

87% 10% 3%

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:

$$\text{Recommended (\%)} = \frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

$$\text{Not Recommended (\%)} = \frac{\text{very poor} + \text{poor}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

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

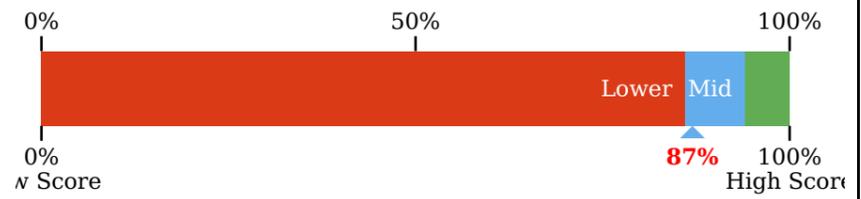
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

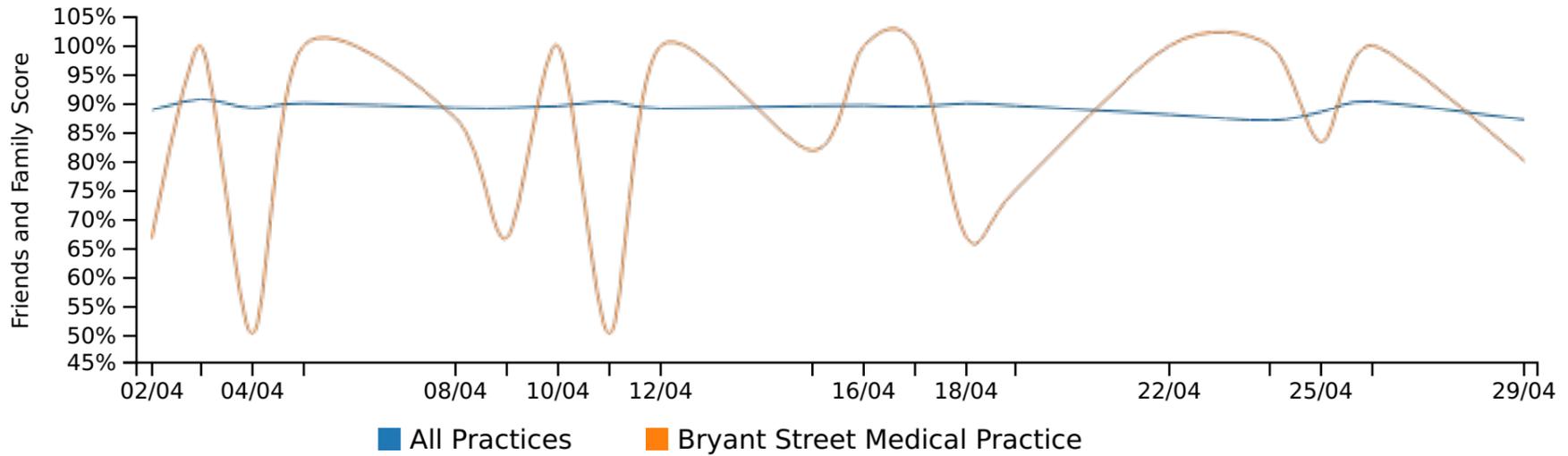
Your Score: 87%

Percentile Rank: 30TH



- 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



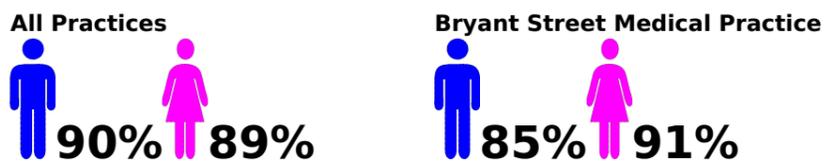
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

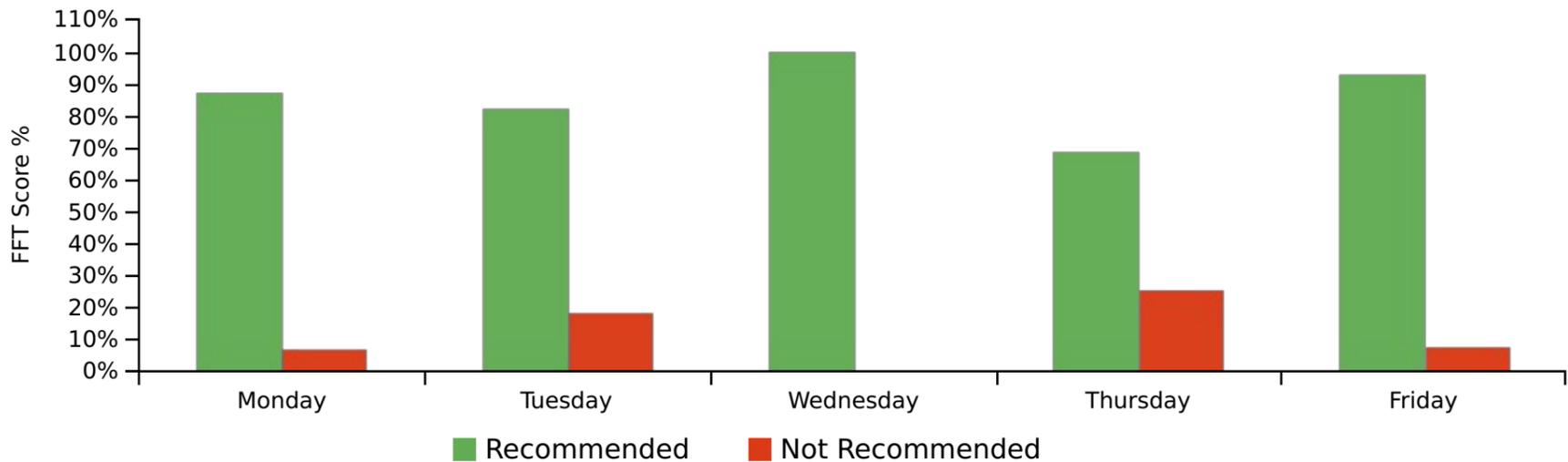
	< 25	25 - 65	65+
All Practices	84%	89%	92%
Bryant Street Medical Practice	82%	90%	85%

Gender



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

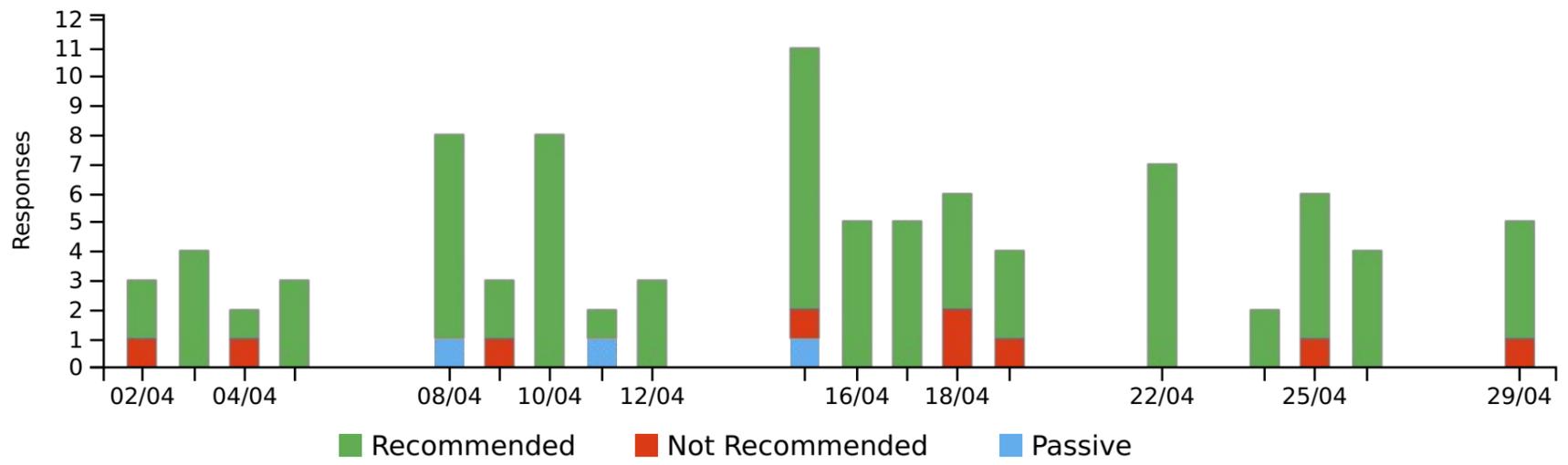
Practice Score: Day of the Week Analysis



- 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

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.

- ✓ I was pleased with the service, and the nurse was helpful
- ✓ *I don't know*
- ✓ Timely responses
- ✓ *Reception very good and appointment right on time*
- ✓ Ellie was a very pleasant and friendly lady
- ✓ *Siveysvy*
- ✓ Always helpful that's why I gave 1
- ✓ *Seen promptly and my concerns listened to*
- ✓ Because the staff is very polite and helpful.
- ✓ *The doctors surgery was very clean, Maggie the mental health lady I saw was amazing listened to everything I had to say and didn't try to fob me off and the reception was friendly and helpful changing where my prescription goes too*
- ✓ Efficient and dedicated staff aswell as short waiting time
- ✓ *Amie chauhan is lovley to her paitence very polite cheerful never have any bad to say abt the nurse*

Not Recommended

- ✓ Because each time I place a repeat prescription in I have to wait longer than the 72 hours that is told
- ✓ *Because you can't see a doctor they only do phone calls*
- ✓ It's important to do it
- ✓ *Rude receptionist, poor service and slow to non existent approach to patient care and diagnosis*
- ✓ I didn't get any call
- ✓ *Not very helpful concerning repeat prescriptions*
- ✗ Would not be describe my repeat prescription Could not get a doctor's appointment to talk to someone Then when I did get the prescription repeated, half, my medication was not on there What I requested So had to wait another week for that What medication is heart pills? Thyroid Blood pressure HRT Which all the above cannot be stopped taken straight away. I explained that I only had a weeks left of medication. I'd like to speak to the doctor As when I went onto HRT, she did say to me do not ever just stop taking this But when it's convenient for the doctor not to see me and to not give me my prescription, it's quite fine to stop taking it Don't understand Why it's so difficult to speak to someone When you do to speak to someone, they can't help you there. Hands are tied. You cannot request to speak to the doctor So it makes it very difficult to move forward with any problems that you have

Passive

- ✓ Sorry I mean 2
- ✓ *I don't use the surgery very often at all, so when I ring for an appointment it's because I need to see a doctor instead I'm told the doctor will call me or I can have a phone appointment but it will be 2 weeks away. This is a joke I have paid my NI for 30 odd years yet can't see a doctor !!!!!*
- ✓ Takes for ever to get an appointment