

FFT Monthly Summary: June 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
61	14	3	2	2	0	0	0	0	82	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:	344						
Responses:	82						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	61	14	3	2	2	0	82
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	61	14	3	2	2	0	82
Total (%)	74%	17%	4%	2%	2%	0%	100%

Summary Scores

91% 5% 4%

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:

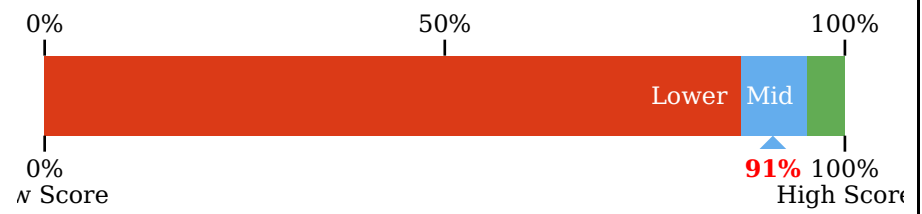
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

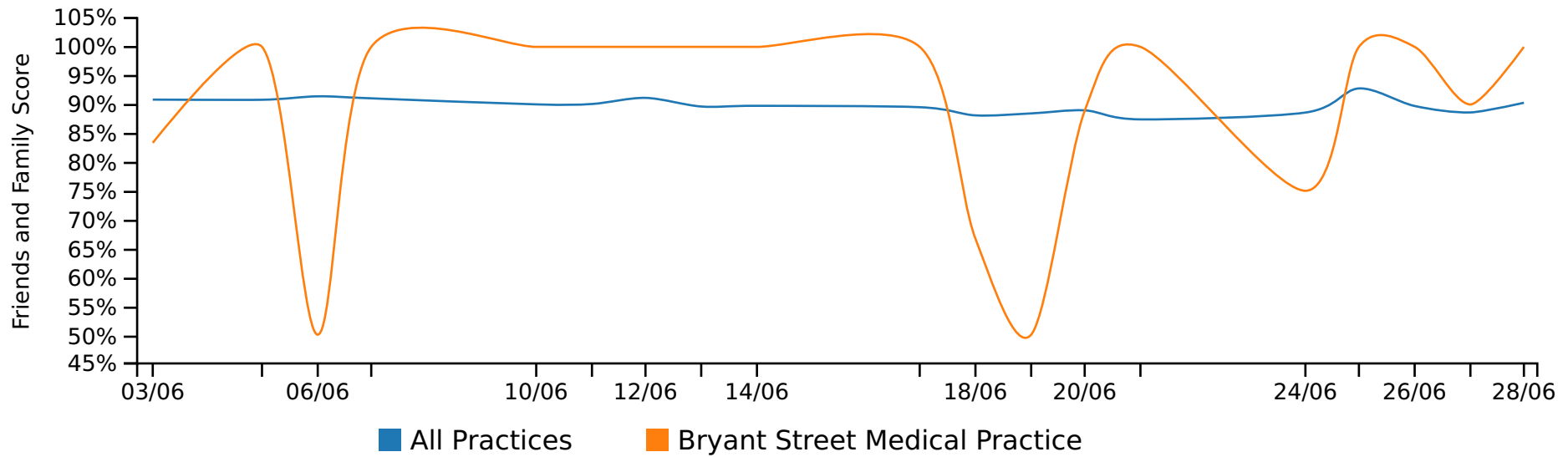
Your Score: 91%

Percentile Rank: 45TH



- 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 45th percentile means your practice scored above 45% 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.

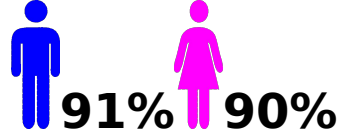
Practice Score: 'Recommended' Demographic Analysis

Age

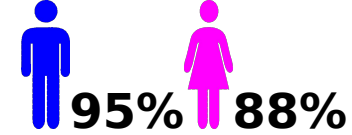
	< 25	25 - 65	65+
All Practices	84%	90%	92%
Bryant Street Medical Practice	100%	92%	88%

Gender

All Practices

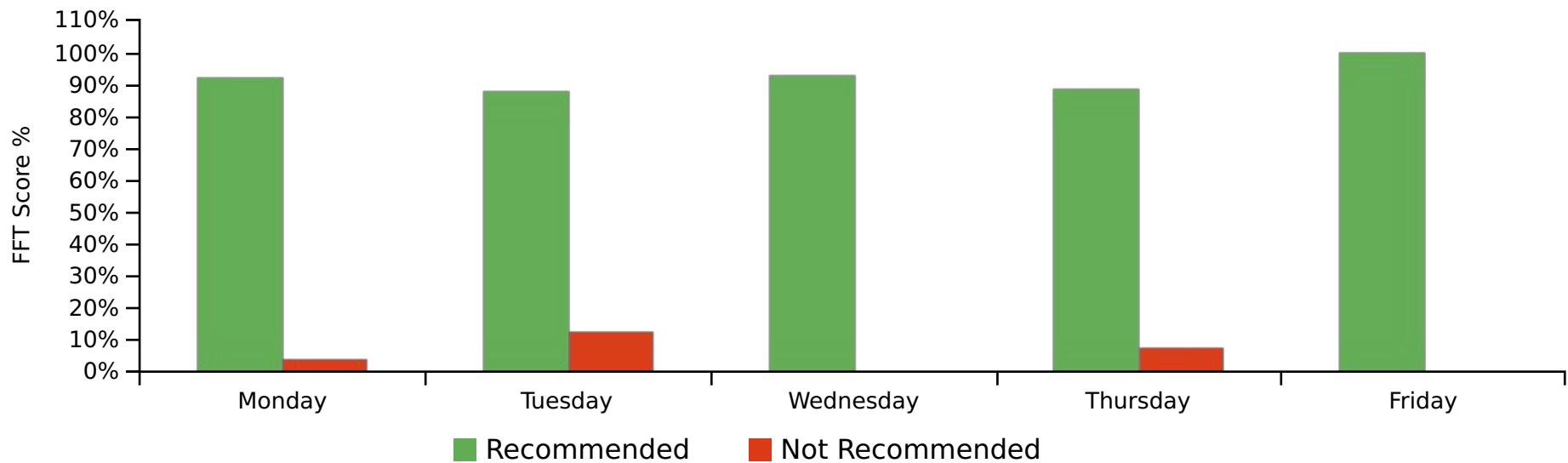


Bryant Street Medical Practice



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

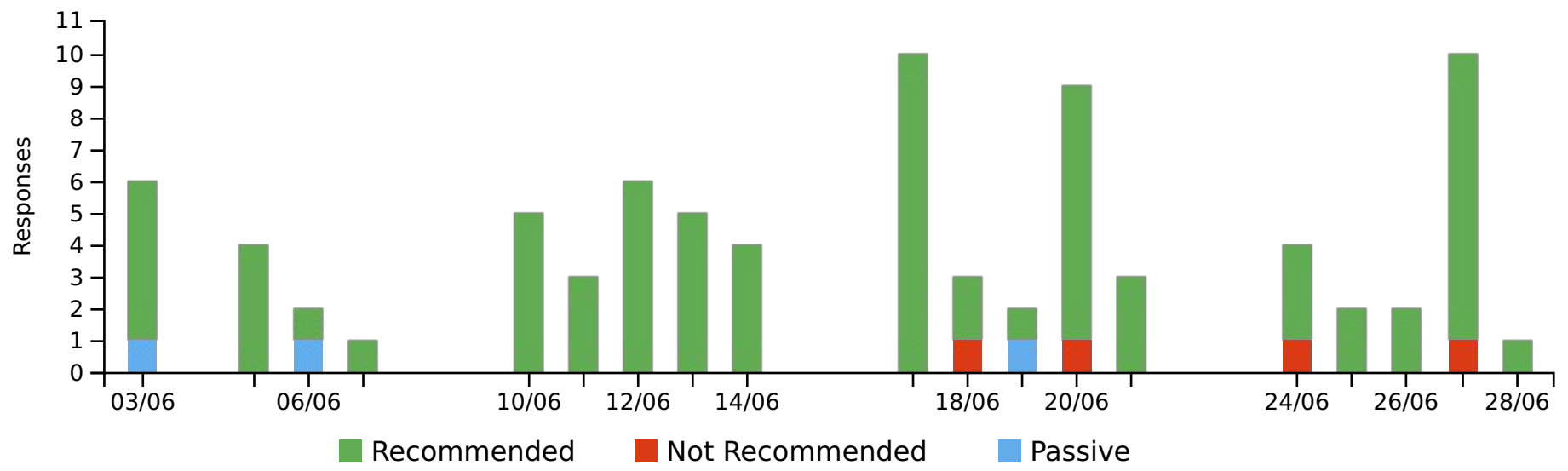
Practice Score: Day of the Week Analysis



- 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.

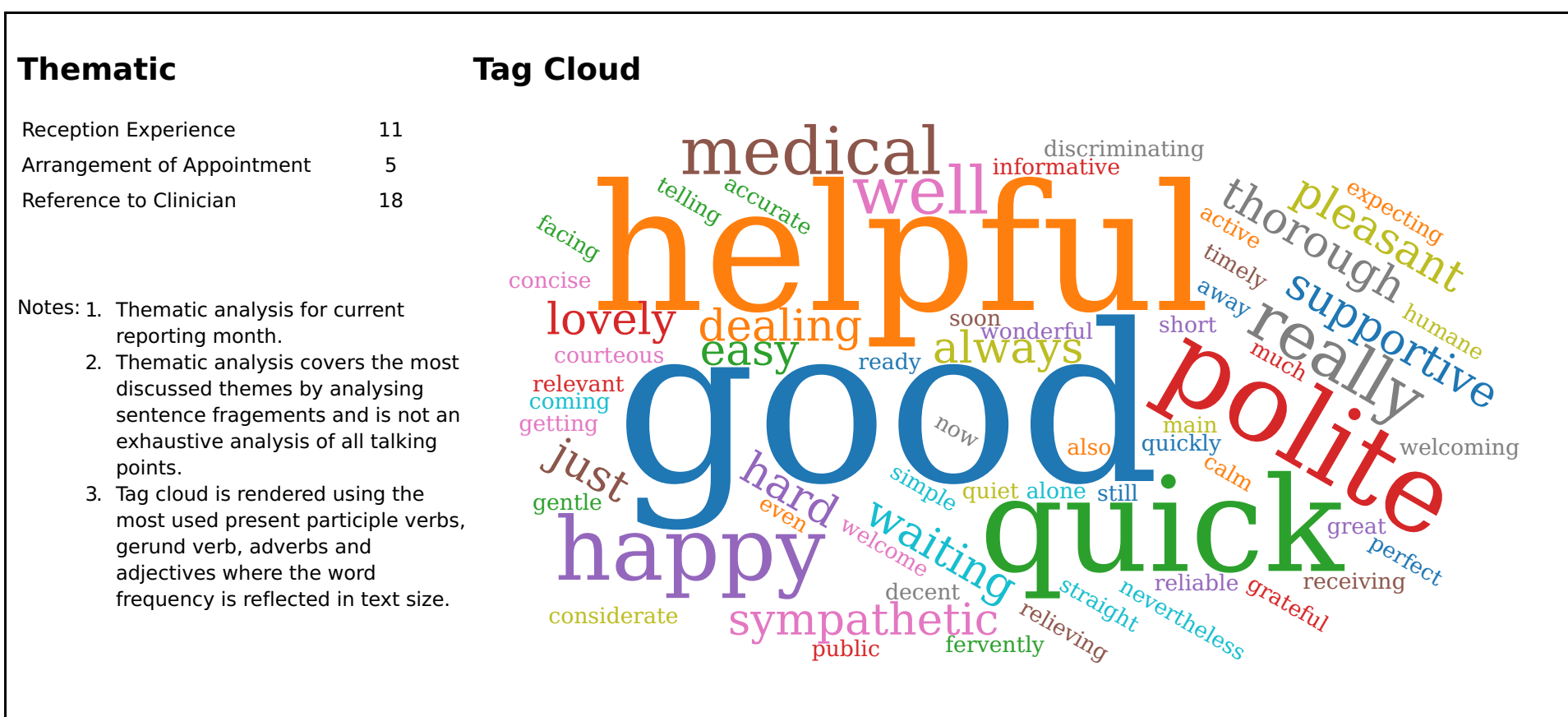
SECTION 4 Patient Response Analysis

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

- ✓ Very friendly and professional colleague that I saw.
- ✓ Nurse very helpful
- ✓ Quick and simple
- ✓ The nurse who performed my blood test was very professional and polite
- ✓ Friendly staff, I was seen very quickly.
- ✓ Doctor was very patient with me and very helpful thank you so much
- ✓ Because it was good
- ✓ Because I like the professionalism of the staff
- ✓ The receptionists were very helpful and friendly and efficient. My blood pressure check was quick and efficient. I can't fault anything about my appointment. All the staff I saw today were wonderful.
- ✓ The nurse was friendly, plus they was no waiting around the appointment was on time
- ✓ For your timely, courteous and friendly approach.
- ✓ It's on time very friendly explain problems
- ✓ Very polite and all went well.
- ✓ Good customer service.
- ✓ Because I've always had good service...
- ✓ My appointment was on time, reception were helpful and polite, the nurse was very professional and polite
- ✓ Doctor was friendly, was a quick visit and felt we had a decent experience all in all.
- ✓ Staff friendly and supportive
- ✓ Very good experience
- ✓ Service was very good
- ✓ Went in to see Ellie on time, she was very helpful and efficient.
- ✓ Curtious and friendly
- ✓ Because they dealing with quiet good response. I can understand professional decisions that they did in my case.
- ✓ All was spot on.
- ✓ Appointment was at 9 got seem straight away, nurse is very friendly put me at ease
- ✓ They reassured me when I was scared and made me feel calm
- ✓ The staff are efficient, gentle, friendly and very informative.
- ✓ Because it was very efficient
- ✓ All went well
- ✓ Easy to park , receptionist friendly . Doctor was on time explained everything
- ✓ Quality service
- ✓ Lovely people
- ✓ Because staff work very hard and they should know you're happy with the service you get
- ✓ Very quick service
- ✓ Great staff, good advice.
- ✓ Because she was quick and listen to my problems
- ✓ Efficient
- ✓ Doctors call very soon as I requested
- ✓ Because they made me fell welcome and delt with my problem without discriminating me
- ✓ The medical doctor was very sympathetic, helpful and considerate in his discussion with me. Not that alone , he was ready to hear and suggest way f. This really helped me a lot and the drugs recommended are really very active, accurate, relevant and reliable and relieving. I'm getting relievedthe sciatica pain as I walk very well now and I'm happy for this. This is the first time a medical doctor has been so humane and sympathetic to my It's appreciated nevertheless I'm still expecting the physiotherapist as planned and the hernia issue that he promised to fervently look into as tthe surgery was postponed. I'm very grateful once
- ✓ No waiting time. Friendly staff and problem solved in a short period of time
- ✓ The nurse was easy to talk to, and she was very thorough
- ✓ I was given the information and guidance I needed for future reference.
- ✓ I am happy with all the services that I am receiving.

- ✓ Dr khan was very helpful
- ✓ *I was happy with the doctor*
- ✓ Because I was seen on time and the lady that did my blood pressure was pleasant, professional and listened.
- ✓ *Service was lovely and concise!*
- ✓ Very supportive, gave helpful information and guidance. Very welcoming and professional.
- ✓ *Nurse was very polite and understanding*
- ✓ You asked me to respond to your message that is my answer
- ✓ *I was helped with anything I needed and more*
- ✓ Since it's my first time , the main purpose of coming today was sorted out and the health care assistant did perfect and also she cleared my doubts whichever I was facing with my health .
- ✓ *Quick and very good service*
- ✓ Because it was a very good service from the nurse
- ✓ *Because she was thorough, patient, very pleasant, I've been to this surgery before and in my opinion she has the best personality in your surgery and that's why I found her really professional in her job in dealing with the public.*

Not Recommended

- ✓ Because they are and you cant even get to speak to them and get appointments. The receptionist is always telling you what to do they think that they are medical trained so whats the point having a GP
- ✓ *It was a mistake for that number which 5*
- ✓ nurse very good just very hard to see a doctor

Passive

- ✓ It was ok they just done their job
- ✓ *No reason. That is what I think.*