

FFT Monthly Summary: August 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 |
| 57 | 16 | 4 | 1 | 1 | 0 | 0 | 0 | 0 | 79 | 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: 379

Responses: 79

| | Very good | Good | Neither good nor poor | Poor | Very poor | Don't know | Total |
|----------------------|------------|------------|-----------------------|-----------|-----------|------------|-------------|
| SMS - Autopoll | 57 | 16 | 4 | 1 | 1 | 0 | 79 |
| SMS - User Initiated | | | | | | | |
| Tablet/App | | | | | | | |
| Web/E-mail | | | | | | | |
| Manual Upload | | | | | | | |
| Total | 57 | 16 | 4 | 1 | 1 | 0 | 79 |
| Total (%) | 72% | 20% | 5% | 1% | 1% | 0% | 100% |

Summary Scores

92% 3% 5%

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:

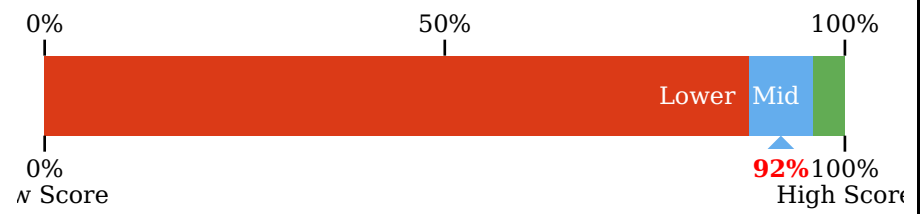
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

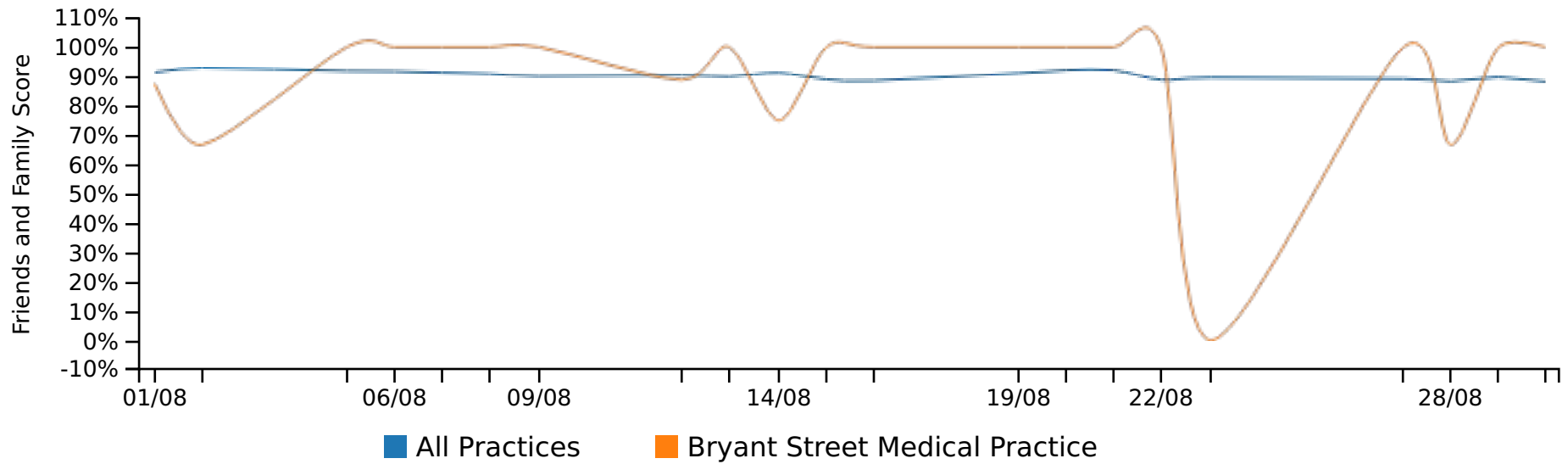
Your Score: 92%

Percentile Rank: 50TH



- 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 50th percentile means your practice scored above 50% of all practices.

Practice Score: 'Recommended' Comparison



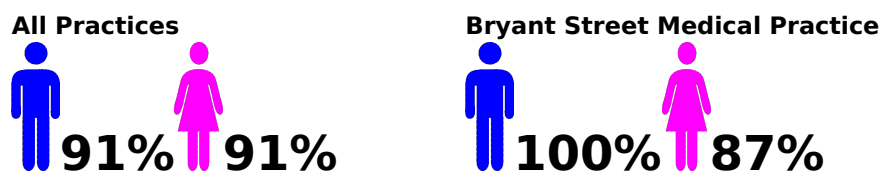
- Notes: 1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

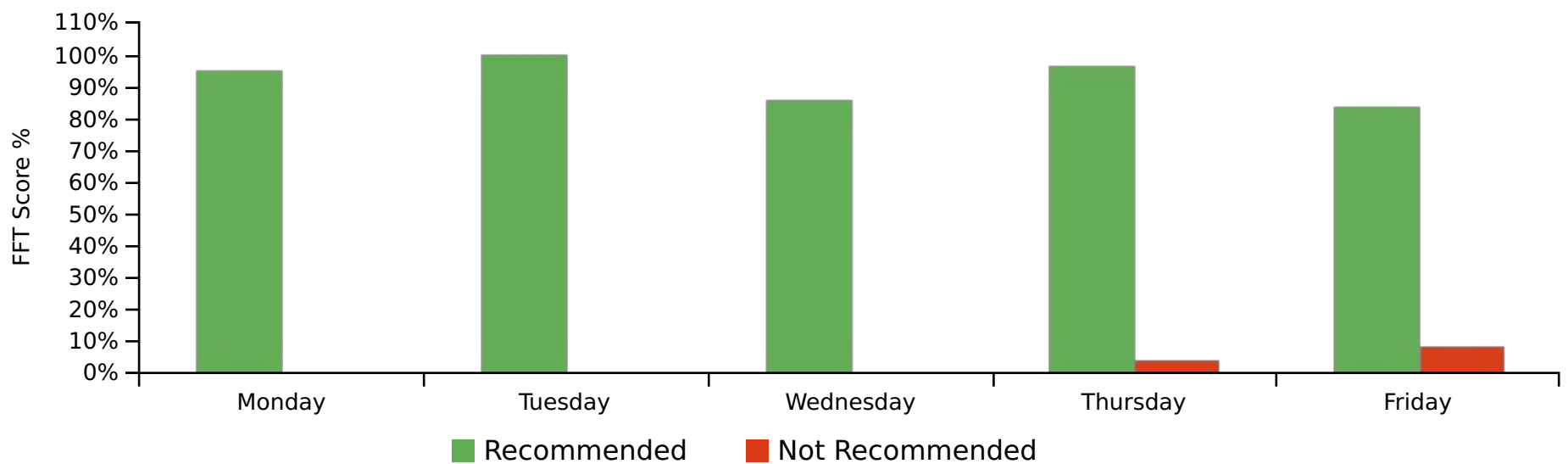
| | < 25 | 25 - 65 | 65+ |
|--------------------------------|------|---------|-----|
| All Practices | 85% | 90% | 94% |
| Bryant Street Medical Practice | 80% | 92% | 96% |

Gender



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

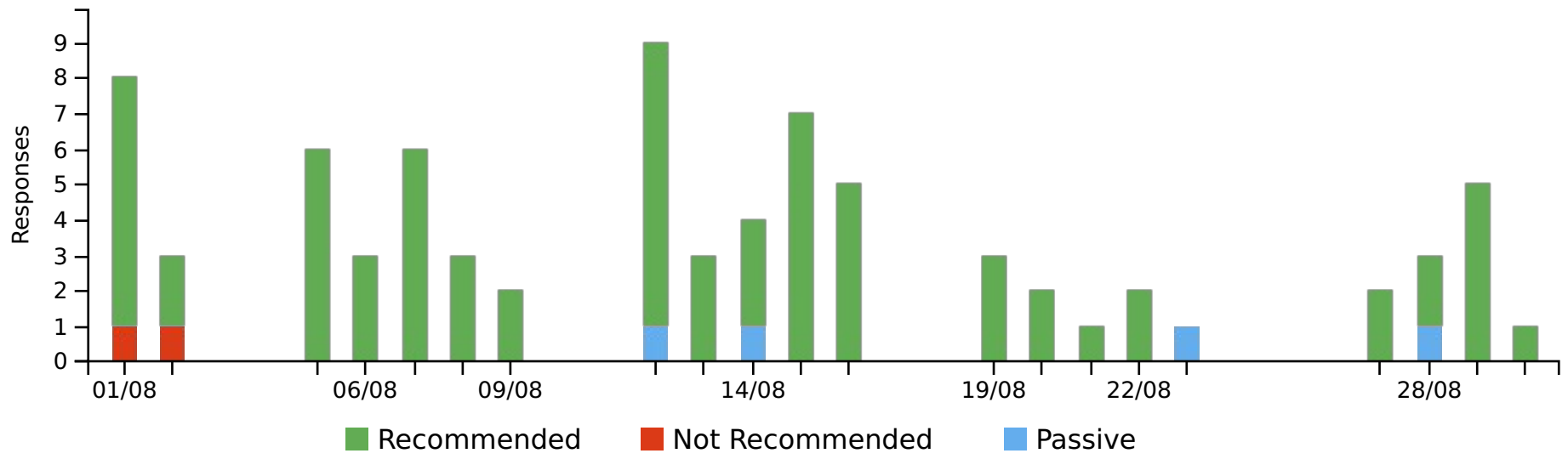
Practice Score: Day of the Week Analysis



- 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.

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

- ✓ I had good information about my problem with the practice today
- ✓ She is the only person I see face to face
- ✓ The nurse was very patient and understanding.
- ✓ I went for a blood test and I always find this service very good. Thank you Ms Amie Chauhan
- ✓ Prompt medical response and service effectiveness and efficiency
- ✓ Because she always listens ,caring and very professional.
- ✓ I got the impression that they were interested in me and I wasn't just another patient. Very helpful and gave honest, in depth answers to all my questions.
- ✓ Admin team were very efficient but medical appoint was cancelled by patient
- ✓ I felt listened too and my issues were taken seriously
- ✓ Because I was seen on time and Dr Ali always helpful.
- ✓ Nurse was very helpful and gave me good suggestions for my breathing problems.
- ✓ Ellie was exceptional was put at ease straight away and was very helpful
- ✓ I'm satisfied with service I got from the doctor that attended to me (Azreena)
- ✓ Staff was very friendly and welcoming
- ✓ Appointment was on time. Nurse was friendly and gave good advice
- ✓ Seen right away even though I was early for my appointment
- ✓ Because the nurse was very thorough in examining me and answering my questions, overall very helpful and thorough.
- ✓ Amy is one of the best nurses I ever had
- ✓ The receptionist was nice and the my consultant listened to all my health issues and helped to provide a solution
- ✓ Because they were very good
- ✓ Long wait for the receptionist to attend me to register my arrival but the nurse was friendly.
- ✓ Because I know the nurse very well and I trust her.
- ✓ Staff really prepared ,professional and kind.
- ✓ Very efficient service
- ✓ Professionalism and attention to detail with no time waste
- ✓ Seen on time good service
- ✓ I did not wait too long to be called & first class service.
- ✓ To improve and get better in your practice and organisation.
- ✓ Got the advice I was looking for, and was offered extra support too
- ✓ Because of time spent being registered with practice cnever had any major problems x
- ✓ Really good service and on time
- ✓ They were quick to respond, kind and empathetic
- ✓ Friendly, informative, punctual and efficient.
- ✓ Saw the diabetes nurse. Timeous, professional, thorough and "user friendly".
- ✓ I was seen on time very friendly and helpful staff .
- ✓ Kind and friendly.
- ✓ Went to see the nurse, she is lovely always puts you at ease
- ✓ Welcoming reception and highly professional assistance that i got.
- ✓ Excellent.
- ✓ Respect staff, quick service, helpful patients, grateful people, peaceful nice help staff,
- ✓ The receptionist was polite and friendly
- ✓ WHEN I GOT IN I WAS BEEN ATTENDED TO AT RECEPTION WITH SMILES AND THE NURSE THAT DID THE TEST WAS EXTREMELY NICE ALL THROUGH.
- ✓ The staff were friendly and helpful. From those in the reception to Miss Ellis.
- ✓ You are very good
- ✓ Maggie was very good and very understanding. Couldn't have done enough to help
- ✓ Didn't have to wait straight in to see the nurse on time
- ✓ Everyone I encounter is helpful, knowledgeable professional ans caring
- ✓ Nice and friendly
- ✓ Because they are good kind approachable and helpful.

✓ *Staff were friendly and professional. Building was clean and not busy. I was seen very quickly.*

✓ *Dr was very good. Hardly waited to be called in.*

Not Recommended

✓ *It's hard to get an appointment to see a gp.it is long to try and do e consultations for a call back that dosent end in a face to face appointment.and to book a blood test took five weeks .*

Passive

✓ *I thought the nurse was very good*

✓ *It was just a straightforward blood test*