

FFT Monthly Summary: October 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
73	17	2	1	4	0	0	0	0	97	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:	346						
Responses:	97						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	73	17	2	1	4	0	97
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	73	17	2	1	4	0	97
Total (%)	75%	18%	2%	1%	4%	0%	100%

Summary Scores

93% 5% 2%

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:

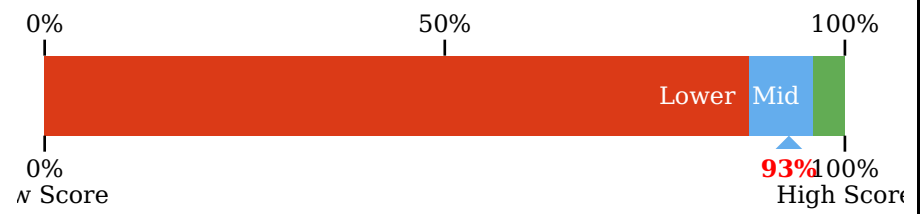
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

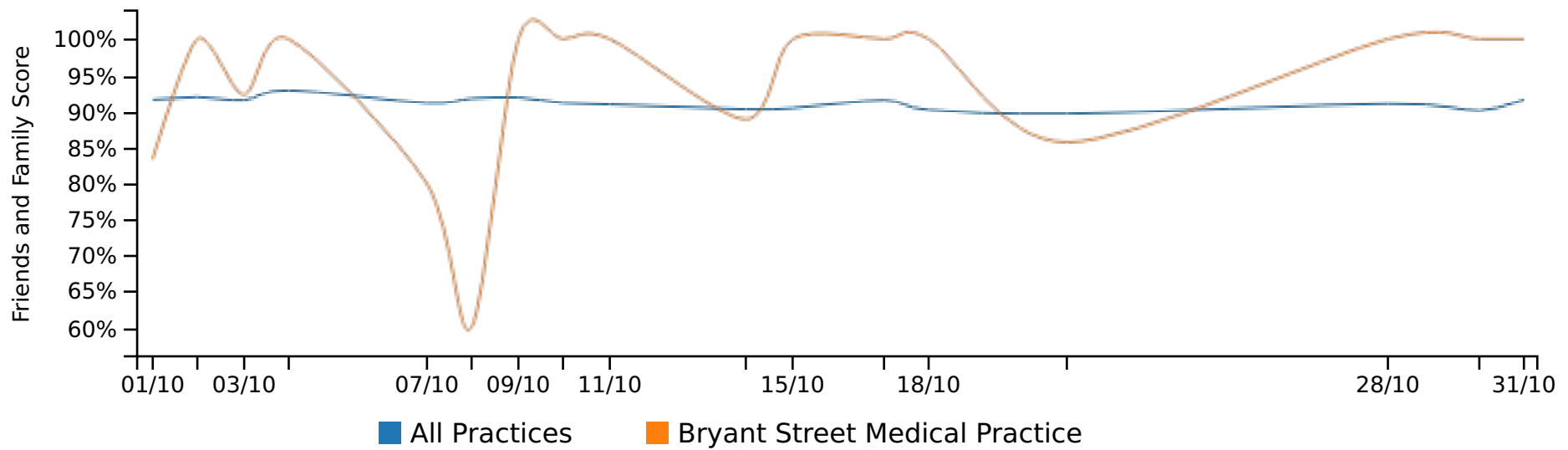
Your Score: 93%

Percentile Rank: 55TH



- 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 55th percentile means your practice scored above 55% of all practices.

Practice Score: 'Recommended' Comparison



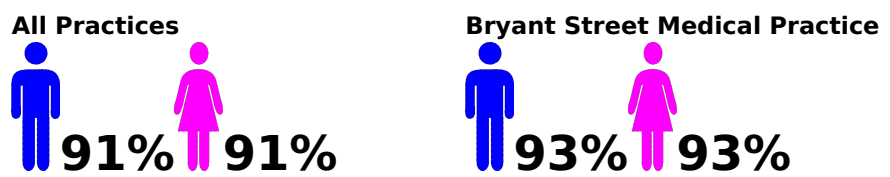
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

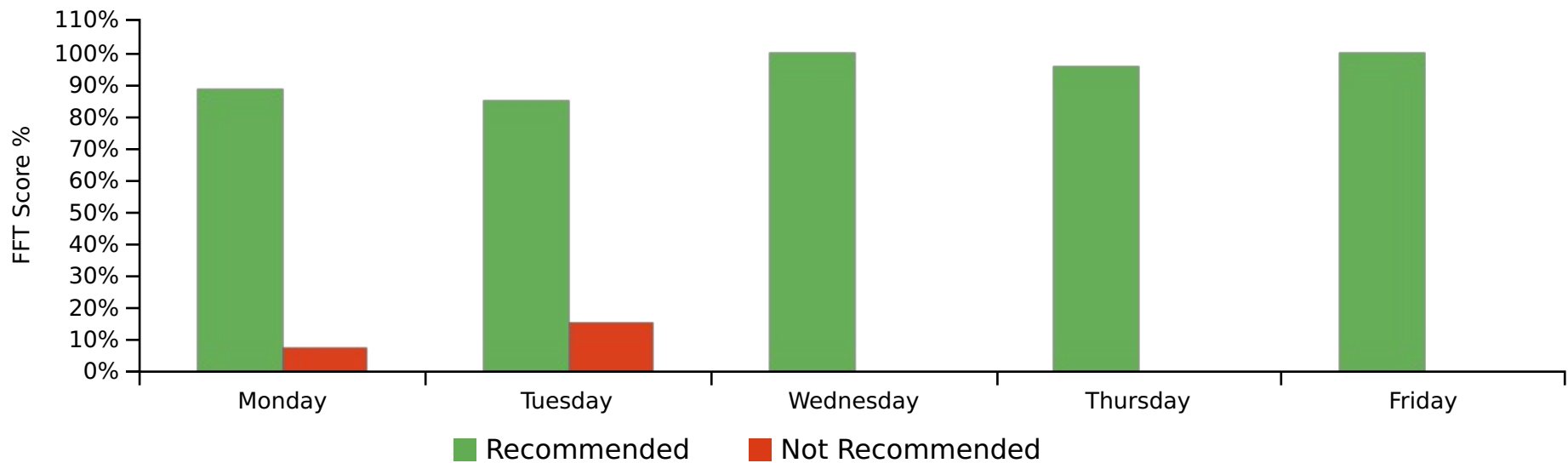
	< 25	25 - 65	65+
All Practices	85%	90%	94%
Bryant Street Medical Practice	83%	92%	96%

Gender



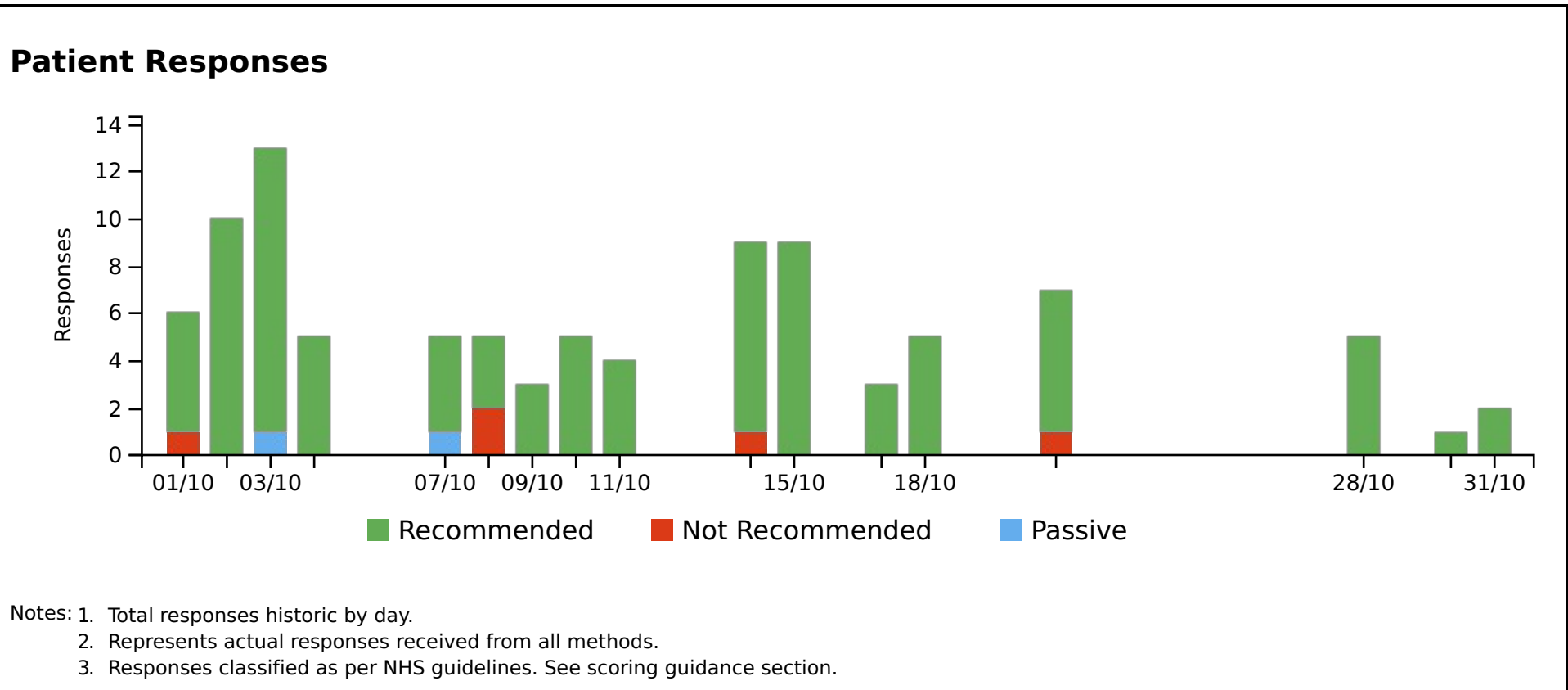
- Notes:
1. Scores for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.

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



SECTION 5 Patient Free Text Comments: Summary

Thematic

Reception Experience	13
Arrangement of Appointment	12
Reference to Clinician	23

- Notes:
1. Thematic analysis for current reporting month.
 2. Thematic analysis covers the most discussed themes by analysing sentence fragments and is not an exhaustive analysis of all talking points.
 3. Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and adjectives where the word frequency is reflected in text size.

Tag Cloud



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

- ✓ Friendly and make you feel at ease.
- ✓ *It was very good, pleasant and friendly.*
- ✓ Myself and my Husband had appointments with nurse ms Amie Chauhan she was efficient and helpful we were very impressed
- ✓ *Arrived for appointment- reception reminded me to log my car (which I was grateful for) then as soon as this was completed nurse was ready to see me - was prompt for appointment - professional/friendly/supported with the appt and made me feel at ease - was in and out in 10mins / timely and effective*
- ✓ Timeous, courteous and painless
- ✓ *Such good people and nice*
- ✓ Because I've had a message to give my experience when I had an Asthma checkup with Amy today.
- ✓ *Because you asked me for it...*
- ✓ I was greeted with a smile and my wait was not long.
- ✓ *Ami had time to talk regarding my brother who is disabled. She also gave him a flu jab as well as blood pressure and made me another appointment.*
- ✓ The doctor was very good and she made the time to see me and sent me for an x-ray and took my blood test today thank you for your time
- ✓ *On time very efficient and helpful went above and beyond what I went in there for.*
- ✓ Arrived early got seen early. The Nurse is very friendly and a credit to your practice
- ✓ *Arrived and whole experience completed with 10 minutes. All staff I came into contact with professional and polite, especially the nurse.*
- ✓ Friendly and professional practitioner, seemed experienced.
- ✓ *I gave this answer because the surgery & the nurse are always very good to me & always very helpful xx*
- ✓ Always helpful and kind.
- ✓ *Seen on time. Very kind and empathetic nurse.*
- ✓ I was seen very quickly and the nurse was very nice and put my mind at ease
- ✓ *Have always been seen when needed and also gp ring back when I need them*
- ✓ Because of the promptitude in responding to my visit and adequate medical prescription
- ✓ *Very quick and conscientious*
- ✓ On the whole the Doctors are pretty good apart from one. Dr Khan is very abrupt and doesn't show any compassion or any bedside manners when consulting with her patients
- ✓ *They Lady that attended to me was detailed, compassion and experienced*
- ✓ Quick and friendly service
- ✓ *Very nice people*
- ✓ Ms Maggie Will is so lovely and sweet to me
- ✓ *Fast, efficient and timely.*
- ✓ On time good service friendly
- ✓ *Better service and the nurse seems to understand*
- ✓ Maggie was amazing thank you so much
- ✓ *She was really pleasant*
- ✓ We were warmly and promptly attended to. The staff was cautious and professional.
- ✓ *I got there early but was seen by the right time but the seat could be a bit more comfortable as you might have older people visiting the practice.*
- ✓ because today's appointment was done professionally, I am very happy Ewa Jedrzejka
- ✓ *I can not say anything I do not go often*
- ✓ Excellent service provided by the Nurse
- ✓ *I was happy with both the doctor and nurse and felt they were professional*
- ✓ Very quick & efficient
- ✓ *Receptionist are polite and helpful. And I like how the e-consult work*
- ✓ Nice helpful staff
- ✓ *Had dealings with Ami the nurse, at the surgery ans has always been good.*
- ✓ I have no problems with doctors or staff, yes it can take time getting appointments at times but overall a very good surgery
- ✓ *I was attended to at my exact appointment time, staff were really sweet, my toddler feels very comfortable*
- ✓ The nurse who took my blood pressure was very efficient and pleasant.
- ✓ *Seen on time amie was very professional put me at ease and explained the procedure to myself and when I would receive my results*
- ✓ I went for a blood test, the staff were very kind and considerate. We were able to get our flu jabs included in our appointment today.

- ✓ *Nurse is very good listens to you and very thorough, she actually cares.*
- ✓ *Amie is always so helpful xx*
- ✓ *I had an appointment with Aimee she's always so lovely*
- ✓ *Its always good there*
- ✓ *In and out quickly*
- ✓ *Went straight into the appointment without waiting. In and out in 2 minutes.*
- ✓ *Beautiful, caring and dubious doctors nurses and receptionists.*
- ✓ *There was nothing bad*
- ✓ *The doctor was very understanding of my concerns regarding taking existing medication, also sent me for relevant checks promptly..*
- ✓ *Everything was done professionally and on time*
- ✓ *The service was quick, the waiting time was reasonable.*
- ✓ *Dr very thorough*
- ✓ *Seen very quickly for my condition and treatment booked.*
- ✓ *reception very helpful*
- ✓ *Lovely stuff! Felt very comfortable.*
- ✓ *No waiting went in on time*
- ✓ *Friendly receptionists, clean, warm and welcoming surgery. Doctors and nurses are brilliant*
- ✓ *Made comfortable and at ease*
- ✓ *Very helpful*
- ✓ *You asked me to evaluate the service I got and that is the marke*
- ✓ *Because everything Was very good and on time*

Not Recommended

- ✓ *You never get an appointment to see a doctor and you always get pulled from pillar to post*
- ✓ *nurse very good can not see or speak to a doctor*
- ✓ *Because my appointment was changed without my knowledge, when I called the surgery to confirm my appointment this afternoon they said it was never booked, and said I booked it for the morning g when I never as I need to do the school run, reception basically called me a liar*

Passive

- ✓ *Could not get a drs appointment after been referred by the pharmacist, was told to do an e consult only to find they may only get back to me tomorrow at 6:30. I have have to take another day off work due to this as according to the pharmacist I may be infectious and should not go in , have not been told what I may have besides this the receptionist was polite*