

FFT Monthly Summary: November 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
64	15	4	2	1	0	0	0	0	86	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:	331						
Responses:	86						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	64	15	4	2	1	0	86
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	64	15	4	2	1	0	86
Total (%)	74%	17%	5%	2%	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:

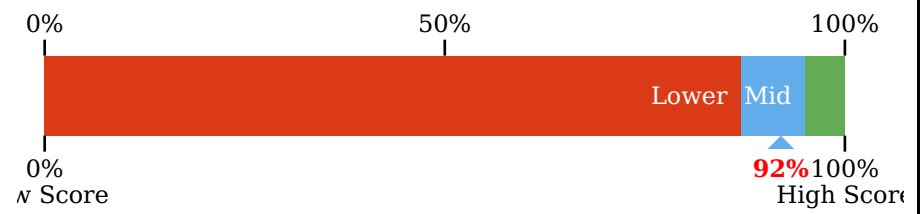
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

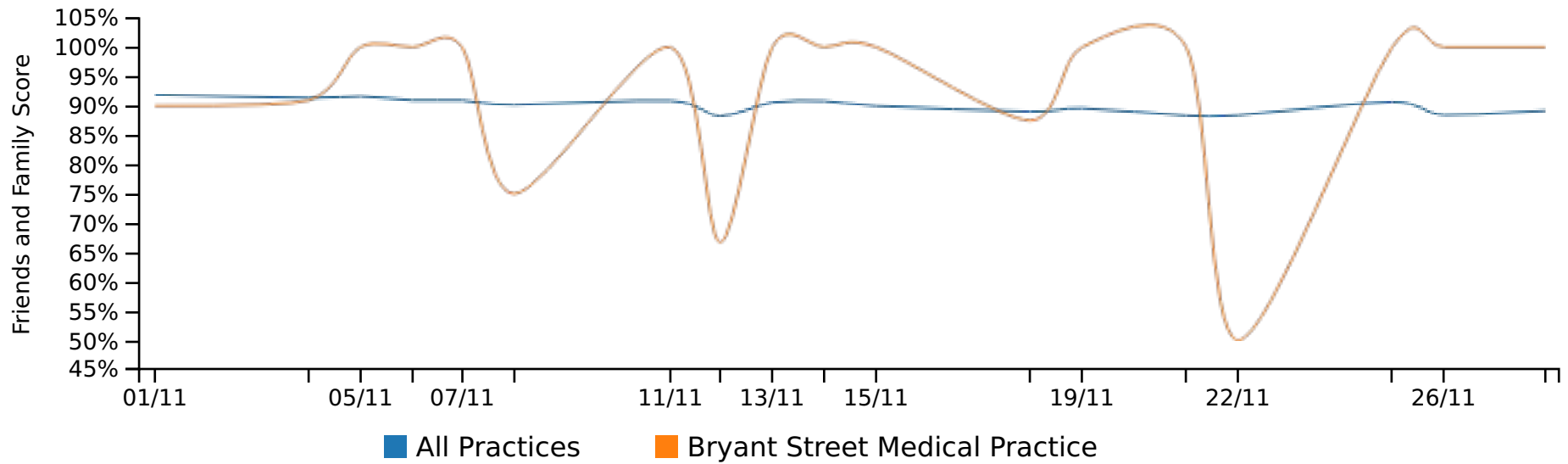
Your Score: 92%

Percentile Rank: 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



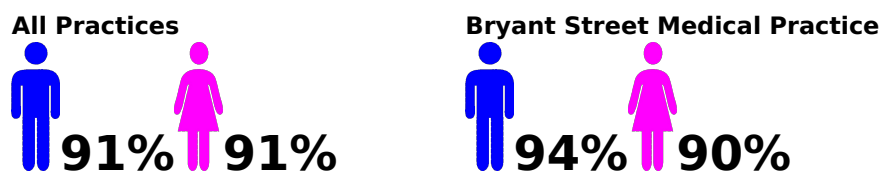
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

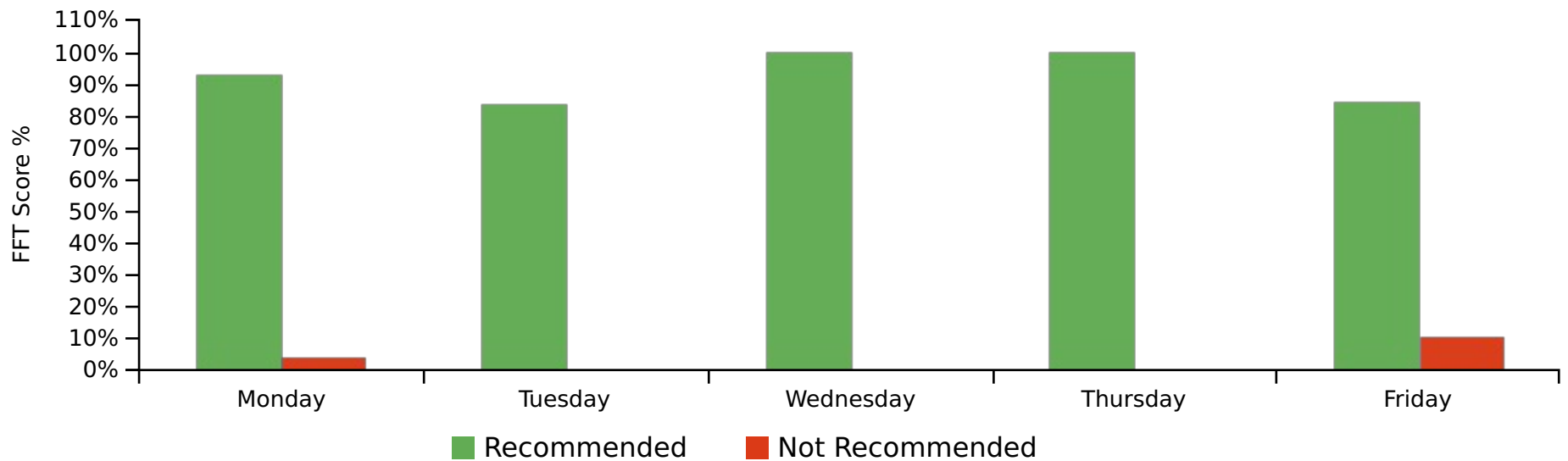
	< 25	25 - 65	65+
All Practices	86%	90%	93%
Bryant Street Medical Practice	67%	95%	87%

Gender



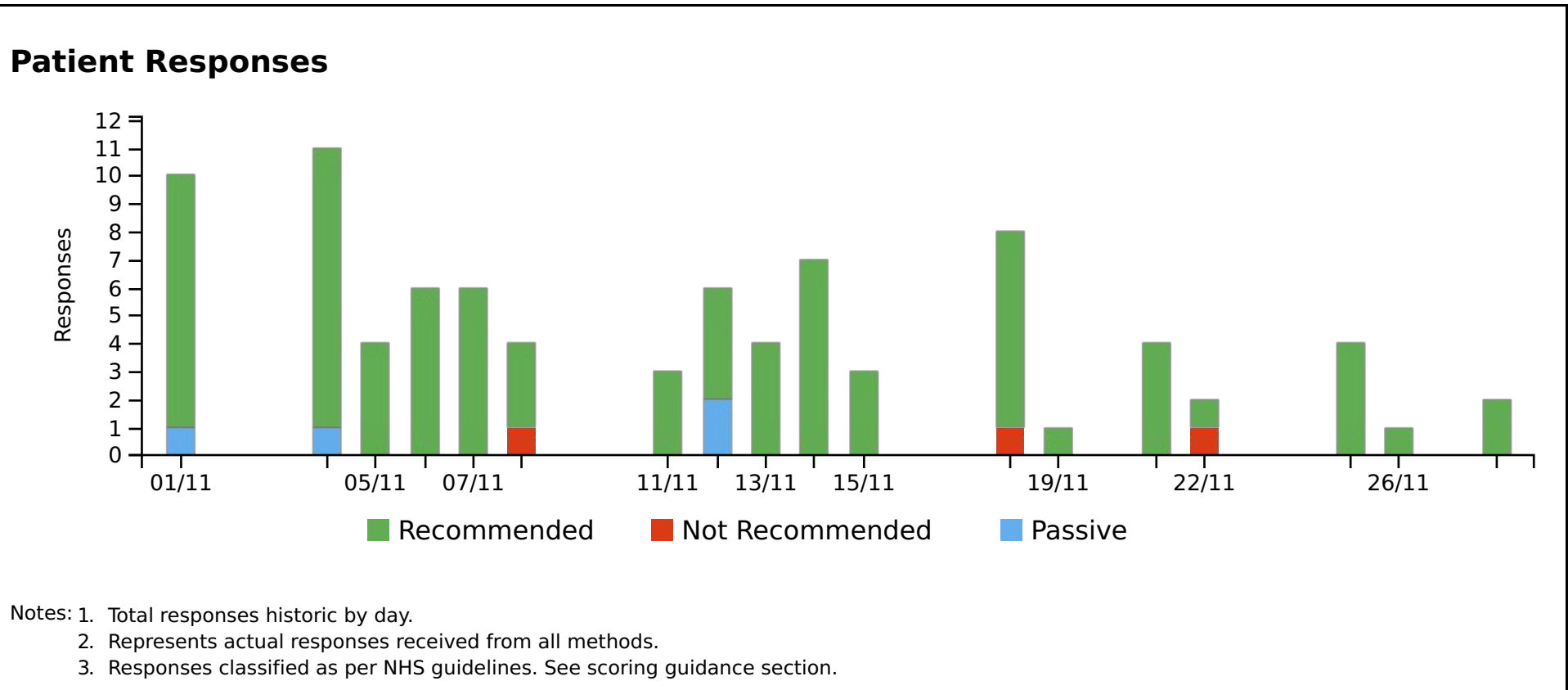
- Notes:
1. Scores for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.

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	7
Arrangement of Appointment	8
Reference to Clinician	22

Tag Cloud



- 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.

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

- ✓Service was Very good no complaints
- ✓ Very good efficient service.
- ✓Professional and caring
- ✓ My appointment was on time & I was dealt with efficiently .
- ✓Kind & friendly.
- ✓ I had an appointment with Aimee she would be a credit to any surgery. Helpful, unhurried and interested in her patient.
- ✓because I always satisfied with the services over the years I've been attending the surgery
- ✓Staff lovely and was talked through what was being done
- ✓Very polite, informative and helpful.
- ✓ I wasn't kept waiting long, the appointment was very professional and informative, I felt comfortable and at ease.
- ✓It was a pleasant experience.
- ✓ Very good service and very helpful staff and friendly
- ✓Punctual and Ellie is very good at her job and making me comfortable
- ✓ I was really attended to wellXx
- ✓Running a little late
- ✓ Cause the doctor was nice and able to relate to me well
- ✓Nurse not only quickly carried out her task, and very friendly but was happy to listen to any concerns I had
- ✓ Service good polite and attentive
- ✓The GP I saw today was very welcoming,engaging and made me feel very comfortable before my procedure was done.
- ✓ I was phoned .. an appointment was made, I asked for a different time, this was honoured, half hour later, I was in front of a doctor, can't say any better than that.Wonderful.
- ✓Ellie was approachable, professional, not judgemental and gave me 100% confidence
- ✓ Friendly, and waiting time was very short
- ✓ I came for blood test and for the first time ll did not feel the needle .She did a wonderful work
- ✓ Doctor was lovely. Listened, took action, didn't rush, very thorough. Made me feel valued. Great service
- ✓The doctor really helps me and make sure I get the right answer and am pls with it
- ✓Lovely nurse no waiting time for the nurse
- ✓It was my very first appointment at this surgery. Talking to both the receptionist and the Nurse, very polite, easy appointment and the issue I had with my medication has been resolved.
- ✓ Florence is lovely and really takes her time with you
- ✓Receptionist was helpful and Amie was very assuring .
- ✓ Cause I was satisfied with my care
- ✓Because she was very good I don't know what you want me to say
- ✓ I know that there are no face to face visits but whenever I have a problem or need something the doctor always helps me, today the nurse took my blood quickly for which I am very grateful, the ladies at the reception are also very helpful so I am satisfied. Best regards and I wish you all the best patients
- ✓Appointment given quickly and seen and dealt with efficiently and with care
- ✓ Because I received good service
- ✓Seen very quickly nurse was lovely very efficient.
- ✓ Late appointment Also, I am going through a horribly painful condition and MCH medics are puzzled about how to diagnose my condition! My blood pressure has risen. Probably because I have had NO RELIEF from pain for weeks now and I have to wait another 9 days for a face to face appointment for hopefully some pain management and BP answers.I am very concerned
- ✓Friendly and Professional GP
- ✓ I arrived in time and the reception was very good.Went to the t
- ✓Your services were very appropriate and efficient.
- ✓The nurse I see was very good. Made me relaxed.
- ✓The nurse is always lovely
- ✓Nurse attended with all diligence and professionally. Appears very clever at hereby job. No panic at all. Taking the blood was incredible quite simple, quickest draw I can imagine.
- ✓Dr Ebuloluwa Bamgbose at Bryant St Medical Practice was extremely professional and listened to my issue, and advised accordingly.
- ✓ I very good

- ✓ Because that's what I think x
- ✓ As I believe now we should be able to see the doctor and not phone call first. Should be able to see doctor in person
- ✓ Very friendly and understanding
- ✓ Very quick service and very nice staff
- ✓ I was listened to, everything was explained to me. Very pleased.
- ✓ The nurse is always nice and helpful.
- ✓ I was pleased with the service rendered by the doctor that attend to me today
- ✓ Everyone in the practice is very good at what they do, they are very friendly and helpful.
- ✓ I really appreciate Waiting time: 2min.

Not Recommended

- ✓ Poor patients care
- ✓ Can't get face to face appointments with doctors only telephone appointments

Passive

- ✓ Waiting time
- ✓ Just feel it neither