FFT Monthly Summary: February 2024

Bryant Street Medical Practice
Code: G82631

iplato
connecting patients
transforming healthcare

SECTION 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
56	26	1	5	2	0	0	0	0	89	1	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: **347**

Responses: **90**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	56	26	1	4	2	0	**89**
SMS - User Initiated							
Tablet/App							
Web/E-mail	0	0	0	1	0	0	**1**
Manual Upload							
Total	**56**	**26**	**1**	**5**	**2**	**0**	**90**
Total (%)	*62%*	*29%*	*1%*	*6%*	*2%*	*0%*	*100%*

Summary Scores

👍 91% 👎 8% ☜ 1%

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:

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

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

For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:
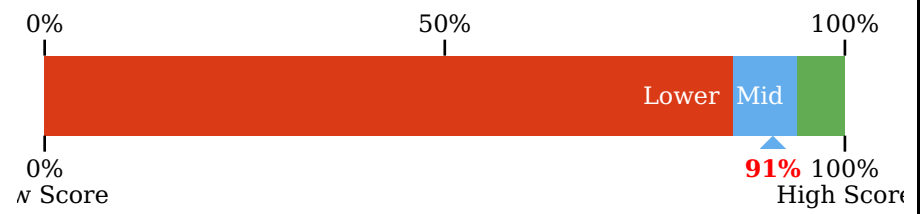
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Practice Score: 'Recommended' Rank

Your Score: **91%**

Percentile Rank: **55TH**

0%   50%   100%

Lower Mid

0% **91%** 100%
ℕ Score   High Score
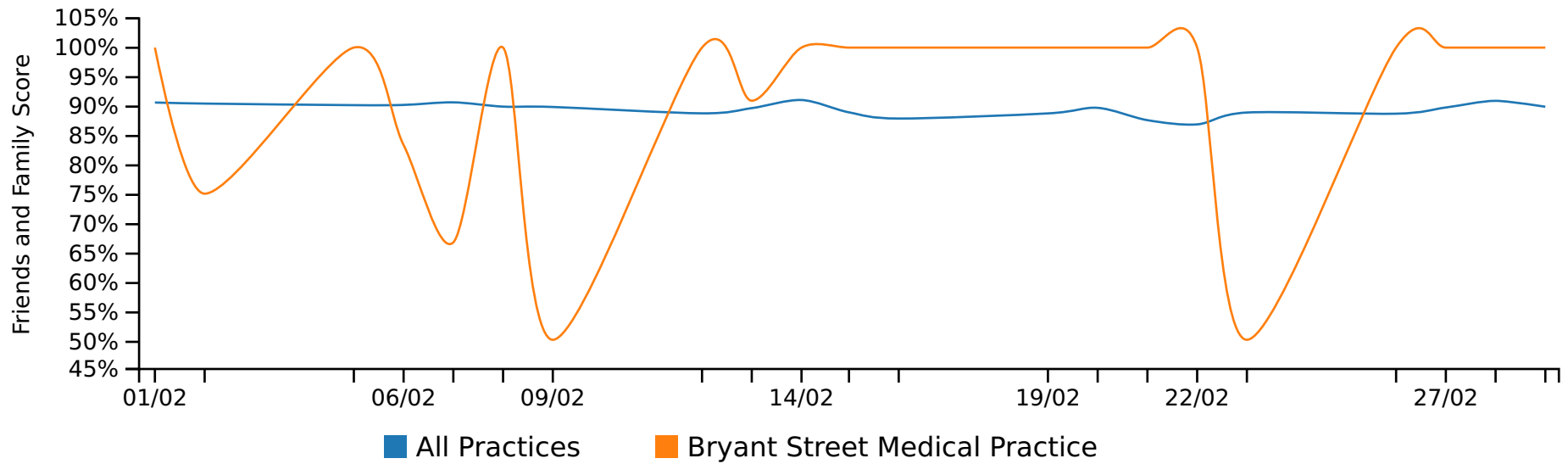
Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 55th percentile means your practice scored above 55% of all practices.

Practice Score: 'Recommended' Comparison

■ All Practices   ■ Bryant Street Medical Practice

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%	89%	93%
Bryant Street Medical Practice	100%	91%	91%

Gender

All Practices   **Bryant Street Medical Practice**

90% 90%   **93% 91%**
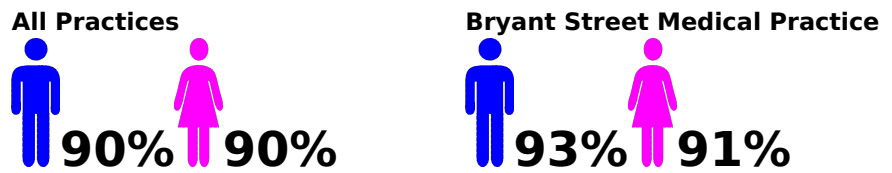
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

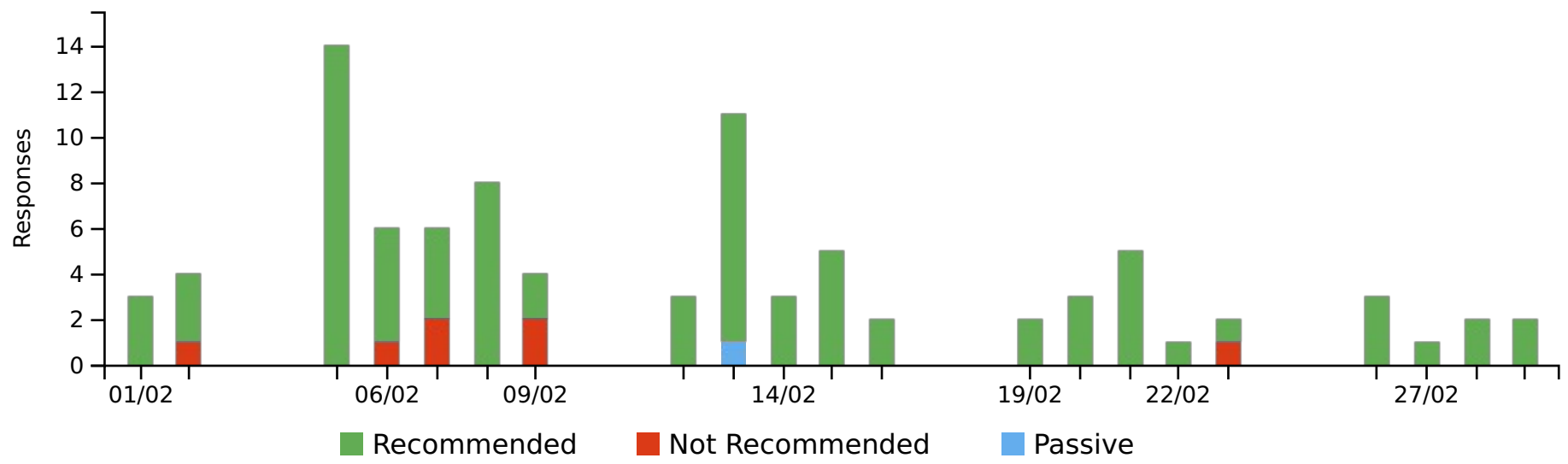## Practice Score: Day of the Week Analysis

■ Recommended   ■ Not Recommended
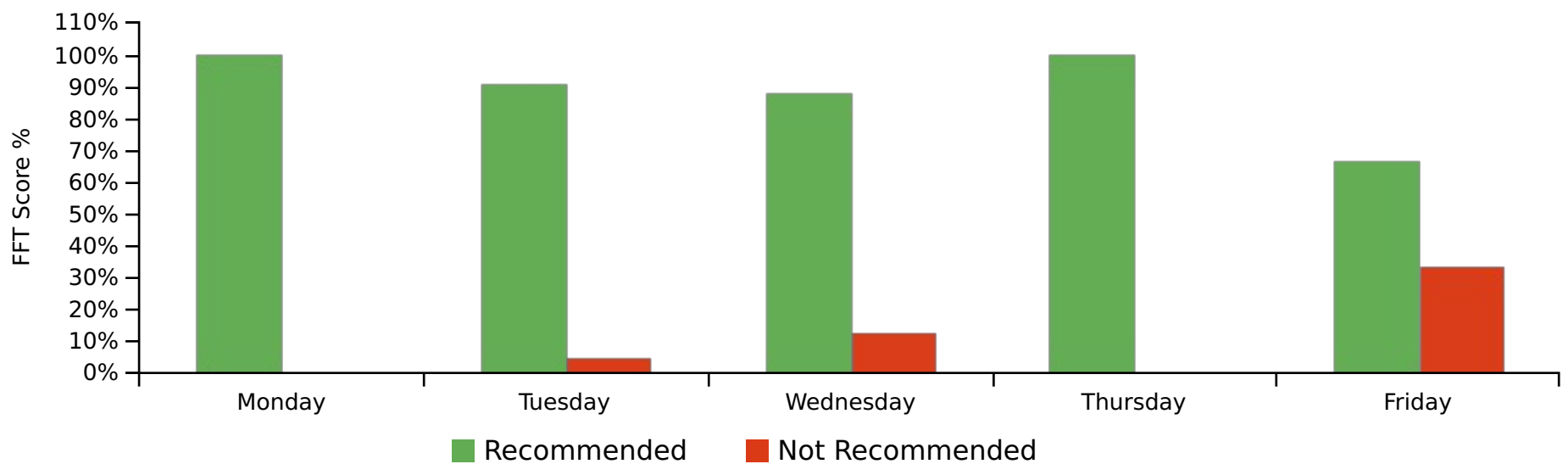
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.
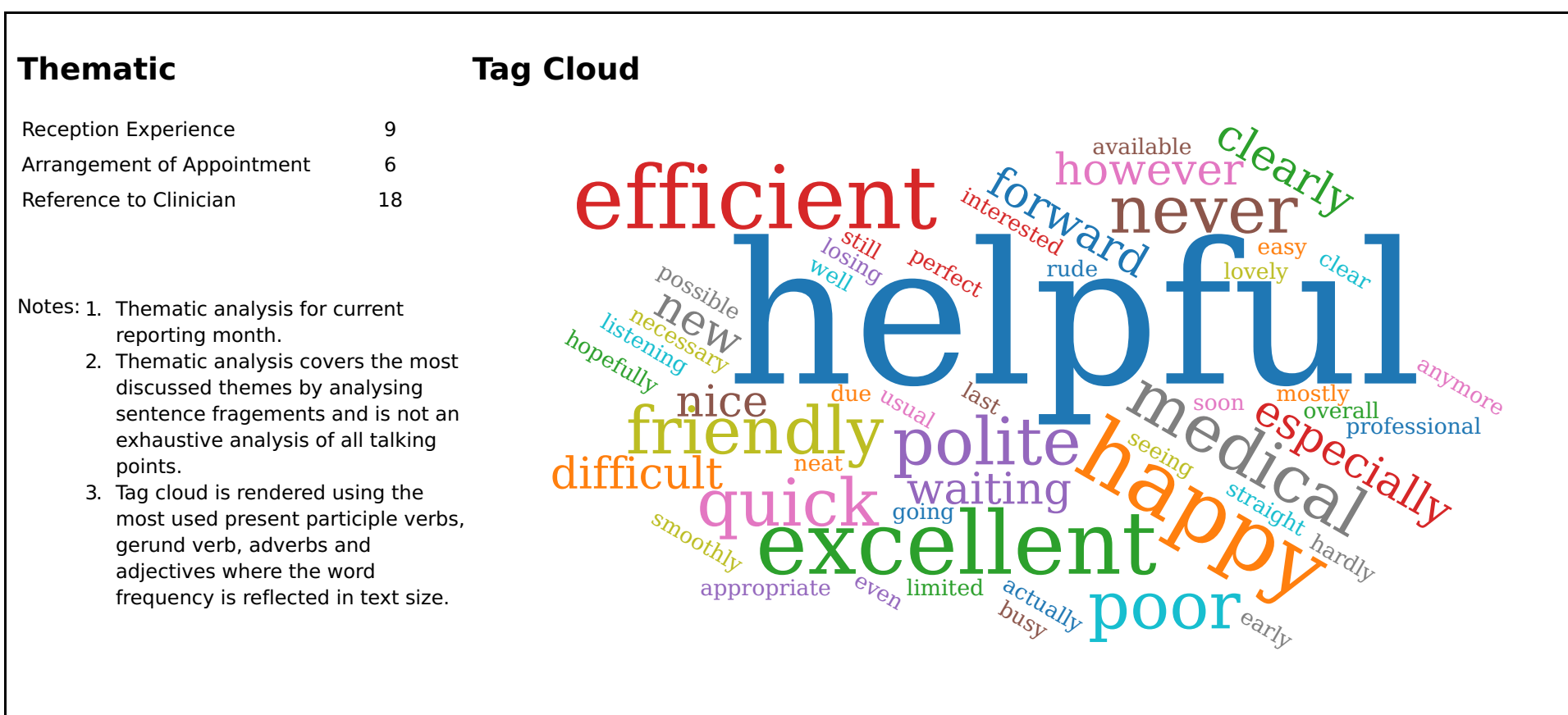
Patient Responses

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.

Patient Free Text Comments: Summary

Thematic		Tag Cloud
Reception Experience	9	
Arrangement of Appointment	6	
Reference to Clinician	18	

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

✓I appreciate that Dr Ali he is care for me concerned what happened to me thank you

✓*The staff are always helpful*

✓Today it was a helpful service, the receptionist that dealt with me was very helpful and done lots to help me, seeing the GP was very straight forward and I came over feeling accomplished and that things was actually being dealt with.

✓*Always Polite and helpful*

✓It was very very difficult to get an appointment when the pharmacy that they sent me to clearly stated my daughter needed to be seen by a doctor.

✓*I am happy because I managed to explain my problem within the allotted time, but due to limited time, I could not examine my other problem for my ed I need another appoin*

✓Because I love the service in this gp

✓*Excellent service from all especially the nurse Amie.*

✓Because of the way the lady woz today

✓*Because I get always a good respond , helpful , kind service and better attitude never had a problem with staff. Thanks*

✓Excellent patient care

✓*Was a quick and efficient experience*

✓I was happy with the treatment I received today.

✓*,the nurse was very efficient and uped my dose of blood pressure tablets*

✓Because I was happy with service frm the nurse and did not have to wait

✓*Good service*

✓Because it was perfect!

✓*Because all of medical centers the are doing excellent work.*

✓You requested

✓*Excellent job by Ami as per usual*

✓Very helpful

✓*Hardly any waiting, good visit with doc*

✓I saw the nurse . She was lovely n so was the receptionist.

✓*I never have any problems when I see the nurse*

✓tment was on time with no waiting,and I was in and out within 7

✓*Good with listening and helpful*

✓Because it ok good

✓*Prompt efficient service received*

✓Because the nurse who attends to me, she leasten to my complain about GP call and she make a change .

✓*No one at reception to see me when I first arrived*

✓Because that's what I think of you all

✓*Very satisfied with service*

✓Very happy with my treatment today, no delays and everything taken care of!

✓*Quick and on time*

✓Polite, friendly and on time

✓*Despite being a very busy practice I have always been seen as soon as possible*

✓It was good but not very good or poor.

✓*The attention of the employees and they carried out all our necessary transactions without any problems.*

✓Made a phone call this morning an appointment was made for me to see a physiotherapist within a few hours plan put in place painkillers prescribed

✓*All went as expected during the appointment.*

✓Was kept well informed, very professional manner.

✓*Because doctor was good to me*

✓I've never had any problems with the surgery. And always helpful

✓*Friendly, efficient, and understood my problem*

✓Quick appointment. Doctor explained everything clearly. A check was done before prognosis

✓*Polite receptionists*

✓Because all staff was nice, easy parking,

✓*Got served on time*

✓Seen on time good service provided

✓*Overall I am pleased with the medical service. But I consider it's still difficult to get an appointment- face to face- on the same day. Even if you call at 8am, you have to wait more than 20-30min for someone to answer and tell you there is no slot available anymore.*

✓Ellie did not rush me, she took time to listen to one of my worries

✓*It was good on this occasion as I saw the nurse, and she is always prompt, friendly and helpful. However, I would have to rate the service provided by the doctors at the surgery as poor. You have to jump through hoops to get a face to face appointment.*

✓Seen early. All went smoothly. Was given clear information about what to do going forward.

✓*Time consciousness, neat environment and politeness of the staff that attended to me*

✓I got to see the doctor face to face

Not Recommended

✓You keep losing my persecutions every time I put them in, the last one I put in you lost it between the front door & your office

✓*Medical practitioners especially Doctors offer very poor service No time for Patients Not patient focus Not interested to progress referrals to appropriate professionals Not child led focus Practice should close down*

✗I do not have a problem with the doctors, most of the receptionists are very nice. However I believe a "new" receptionist was very rude! Mostly my experience is good . Hopefully the rudeness can be put down to being new in the job .

Passive

✓Because i am not satisfied with service.