

# FFT Monthly Summary: March 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	18	2	1	1	1	0	0	0	80	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>	<b>351</b>						
<b>Responses:</b>	<b>80</b>						
	<b>Very good</b>	<b>Good</b>	<b>Neither good nor poor</b>	<b>Poor</b>	<b>Very poor</b>	<b>Don't know</b>	<b>Total</b>
SMS - Autopoll	57	18	2	1	1	1	<b>80</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>57</b>	<b>18</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>80</b>
<b>Total (%)</b>	<b>71%</b>	<b>23%</b>	<b>3%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>100%</b>

### Summary Scores

94% 3% 3%

## 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:

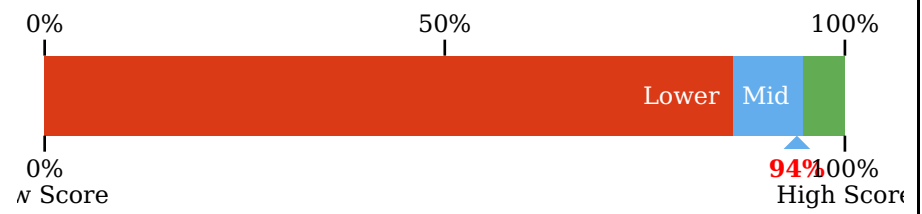
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

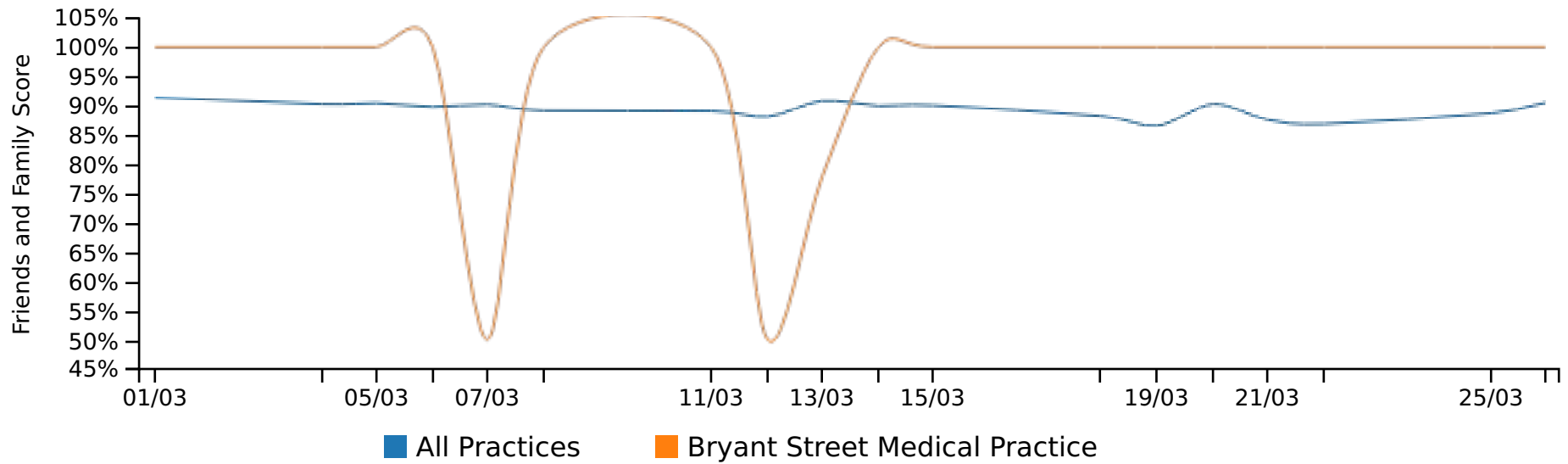
**Your Score: 94%**

**Percentile Rank: 75TH**



- 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 75th percentile means your practice scored above 75% of all practices.

### Practice Score: 'Recommended' Comparison



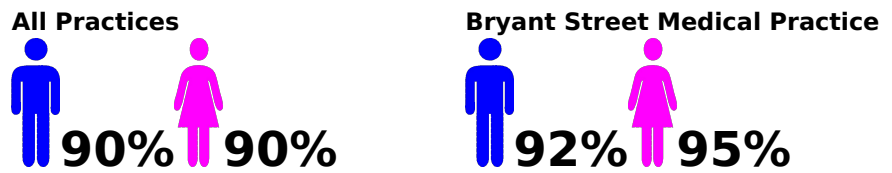
- Notes: 1. Practice score comparison of 'recommended' scores only.  
 2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

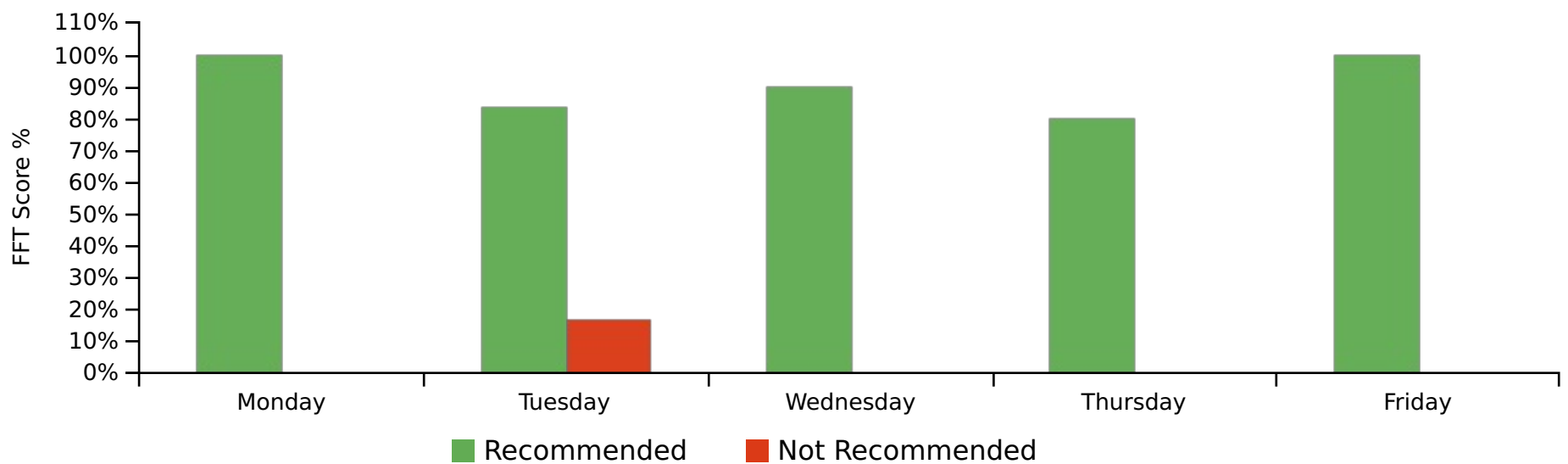
	< 25	25 - 65	65+
All Practices	84%	89%	93%
Bryant Street Medical Practice	100%	94%	90%

#### Gender



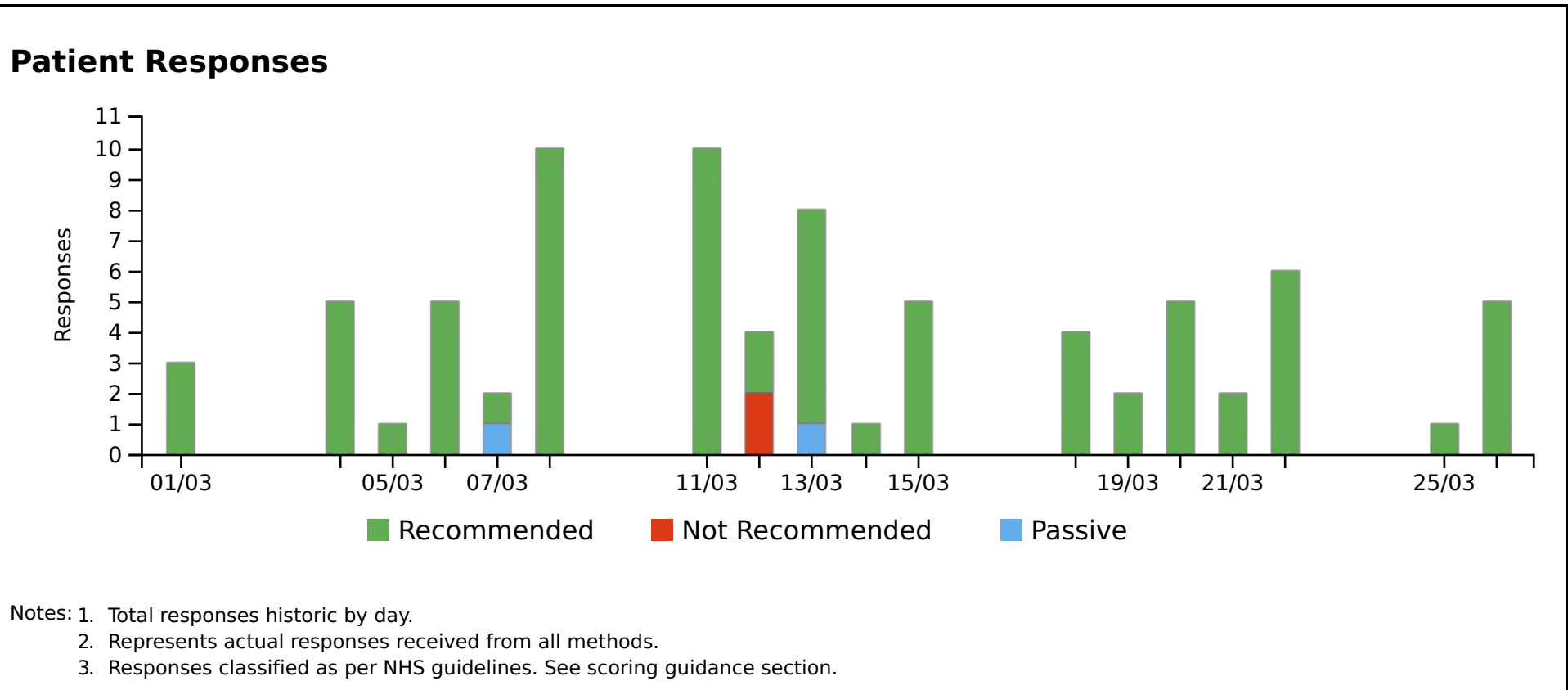
- Notes: 1. Scores for current reporting month.  
 2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: Day of the Week Analysis



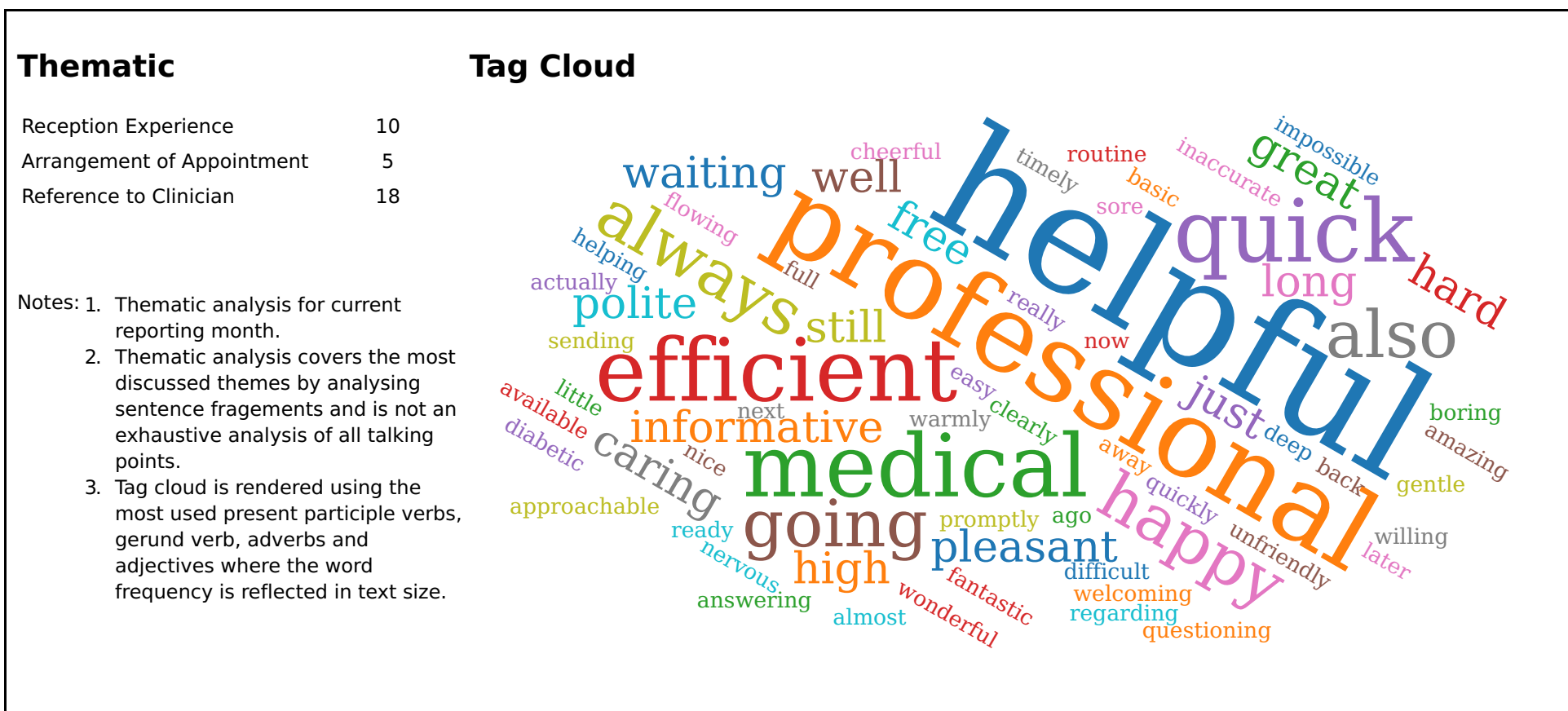
- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.  
 2. Score calculated as per NHS requirements. See scoring guidance section.

## SECTION 4 Patient Response Analysis



## SECTION 5

### Patient Free Text Comments: Summary



### 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

- ✓ Stress free experience
- ✓ *Because the doctor listens to what had to say and did not rush me out*
- ✓ Explained my health condition very clearly. Doctor was very pleasant.
- ✓ *Good reception good nurse*
- ✓ Good customer service
- ✓ *Florence (dietician) was very informative, helpful and friendly.*
- ✓ I was met with friendly staff and the service was good
- ✓ *The gp that saw us was fantastic really listened to what we said took action and was very kind.*
- ✓ Only phoned today with concerns about my blood pressure got seen by nurse same day with medication changed great service
- ✓ *The health personnel who attended to me was full of smiles and friendly, the conversation was flowing.*
- ✓ We were warmly and promptly attended to. The staff were very professional.
- ✓ *She put me at ease, very nervous*
- ✓ Good follow-up, welcoming team, and professional service expert approach
- ✓ *You just asked, I'm answering, and since I was well received and everything was explained to me, I'm happy for now.*
- ✓ I didn't wait long to see the nurse and she made it very easy and pain free
- ✓ *Give good advice*
- ✓ It was the 1st meeting with this Doctor & she was very nice & caring
- ✓ *2 Good*
- ✓ I was seen and examined, and also GP gave me a medical paper to ring the Breast clinic up to be examined, I've a cyst on my Breast what is sore,
- ✓ *It was great service and very helpful*
- ✓ I just did
- ✓ *Excellent appt on time and such a pleasant nurse couldn't wish for anything better*
- ✓ *Yeah! They always updated me about my next appointment time and keep sending reminders regarding that. Also they keep to time and their workers always deep down on questioning to know the roots causes of any complaints being raised.*
- ✓ *The reason why I gave my answer because I had a text to say how did the surgery right or right the surgery excellent because it is I've been going there from a little girl when it was on Maidstone Road and it is still excellent and the staff are wonderful*
- ✓ Because they treated me good
- ✓ *I was seen quickly. The nurse was friendly and professional.*
- ✓ I gave my score of one because I found the staff on reception polite and helpful, my appointment was on time, and my treatment by the nurse (Amie) is very good, thank you
- ✓ *Because you were very helpful*
- ✓ Because it was at BOOTS DRS SURGERY in the pentagon and NOT AT BRYANT STREET MEDICAL CENTRE!!
- ✓ *Timely, efficient, informative and friendly.*
- ✓ Very gentle and kind doctor and nurse
- ✓ *Because everything i was told or sent i all ready know and have done, its not helping with my pain*
- ✓ They respond to booking requests in time and the staff are very friendly
- ✓ *Friendly practitioners*
- ✓ It was quick and efficient but there was some confusion over where it was going to happen
- ✓ *Friendly and helpful*
- ✓ Professional staff
- ✓ *Waiting area is basic and boring. Waited over a month for a routine blood test. Nurse is only one there to actually speak to if you need to.*
- ✓ Quick and friendly
- ✓ *I feel happy done well*
- ✓ Nurse at the medical centre is amazing also cheerful
- ✓ *No long waiting hours*
- ✓ Receptionists and nurse are friendly. Happy with outcome from today's appointment
- ✓ *quick efficient service and nurse was helpful*
- ✓ Very helpful nurse, polite reception and doctor is always willing to listen
- ✓ *Quick and friendly service*

- ✓ Everyone at the practice is approachable, caring and efficient
- ✓ *Friendly staff, good service*

### **Not Recommended**

- ✓ -Very hard to get an appointment in person -unfriendly phone service -loosing my test sample- inaccurate diagnosis
- ✓ *Although this practice has a resident nurse it's almost impossible to get an appointment. On three occasions I've been referred to other practices. 1st was Boots in the pentagon centre. On arrival I was told I wasn't registered with them and turned away. 2nd went to MCL again told I had to make an appointment. 3rd I made an appointment @ MCL two weeks ago earliest appointment available 16th March. I'm a diabetic today I called in Medical practice to do a self assessment blood test which was high. I was asked to come back later in the day to see the nurse. Blood pressure still high. Told to monitor my own blood pressure and to make an appointment to see the nurse in 2 - 3 weeks time. Earliest appointment to see diabetes nurse is 12th April.*

### **Passive**

- ✓ That is how i feel i think thr surgery has gone down hill and i have been with them over 50 years