

FFT Monthly Summary: May 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
65	15	4	2	7	1	0	0	0	91	3	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:	94						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	62	15	4	2	7	1	91
SMS - User Initiated							
Tablet/App							
Web/E-mail	3	0	0	0	0	0	3
Manual Upload							
Total	65	15	4	2	7	1	94
Total (%)	69%	16%	4%	2%	7%	1%	100%

Summary Scores

85% 10% 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:

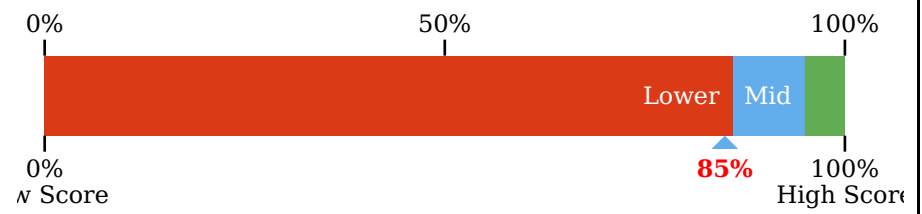
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

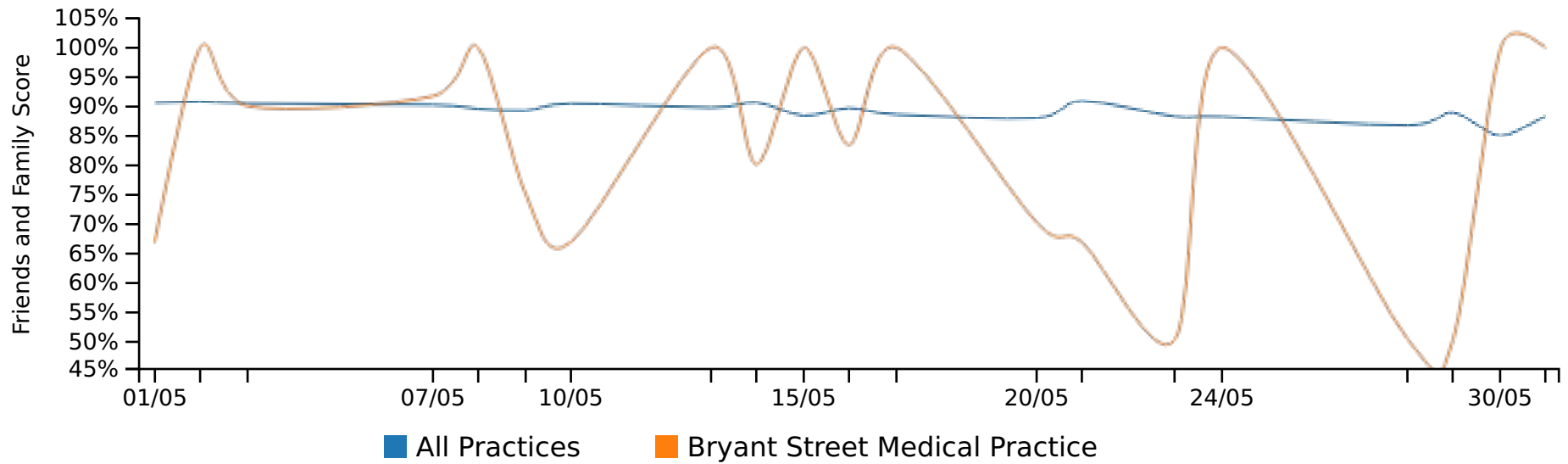
Your Score: 85%

Percentile Rank: 25TH



- 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 25th percentile means your practice scored above 25% of all practices.

Practice Score: 'Recommended' Comparison



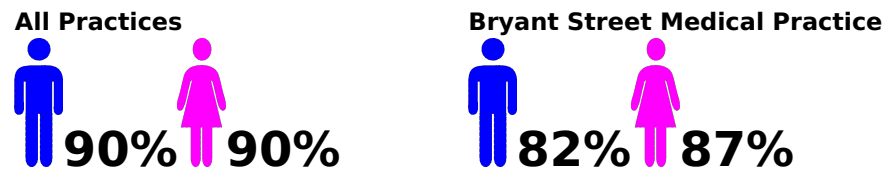
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

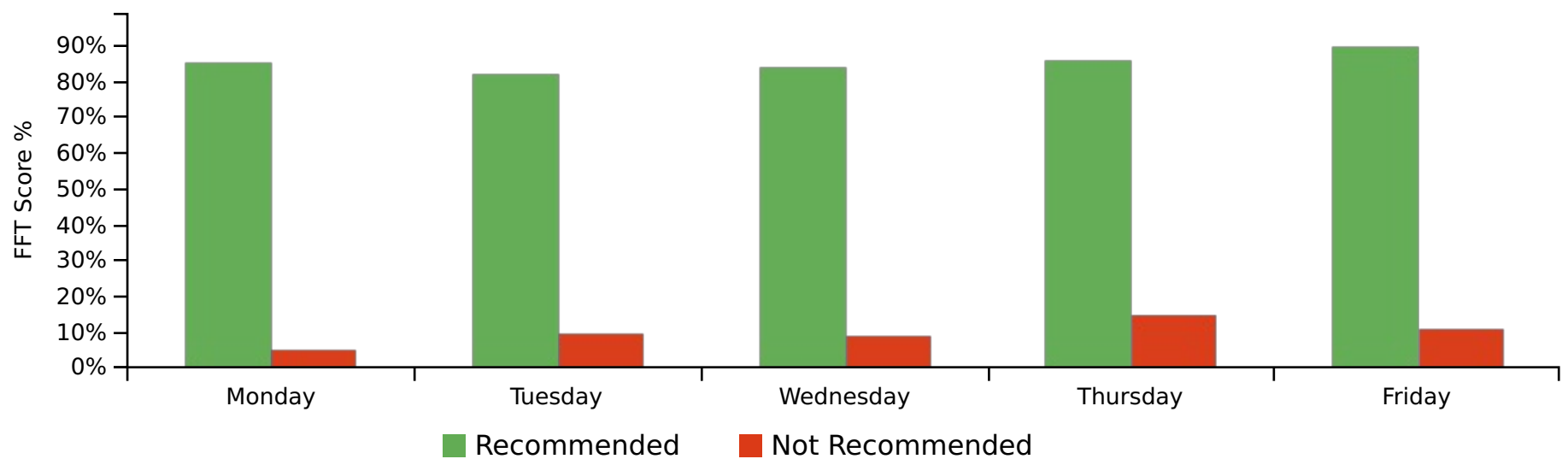
	< 25	25 - 65	65+
All Practices	85%	89%	92%
Bryant Street Medical Practice	100%	81%	95%

Gender



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

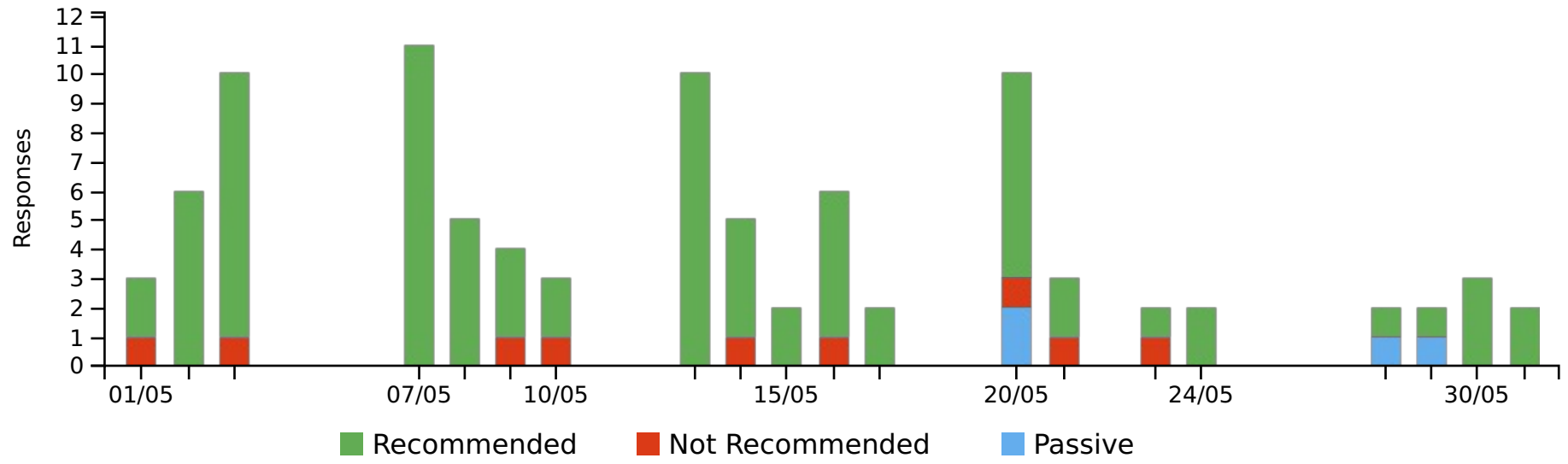
Practice Score: Day of the Week Analysis



- 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

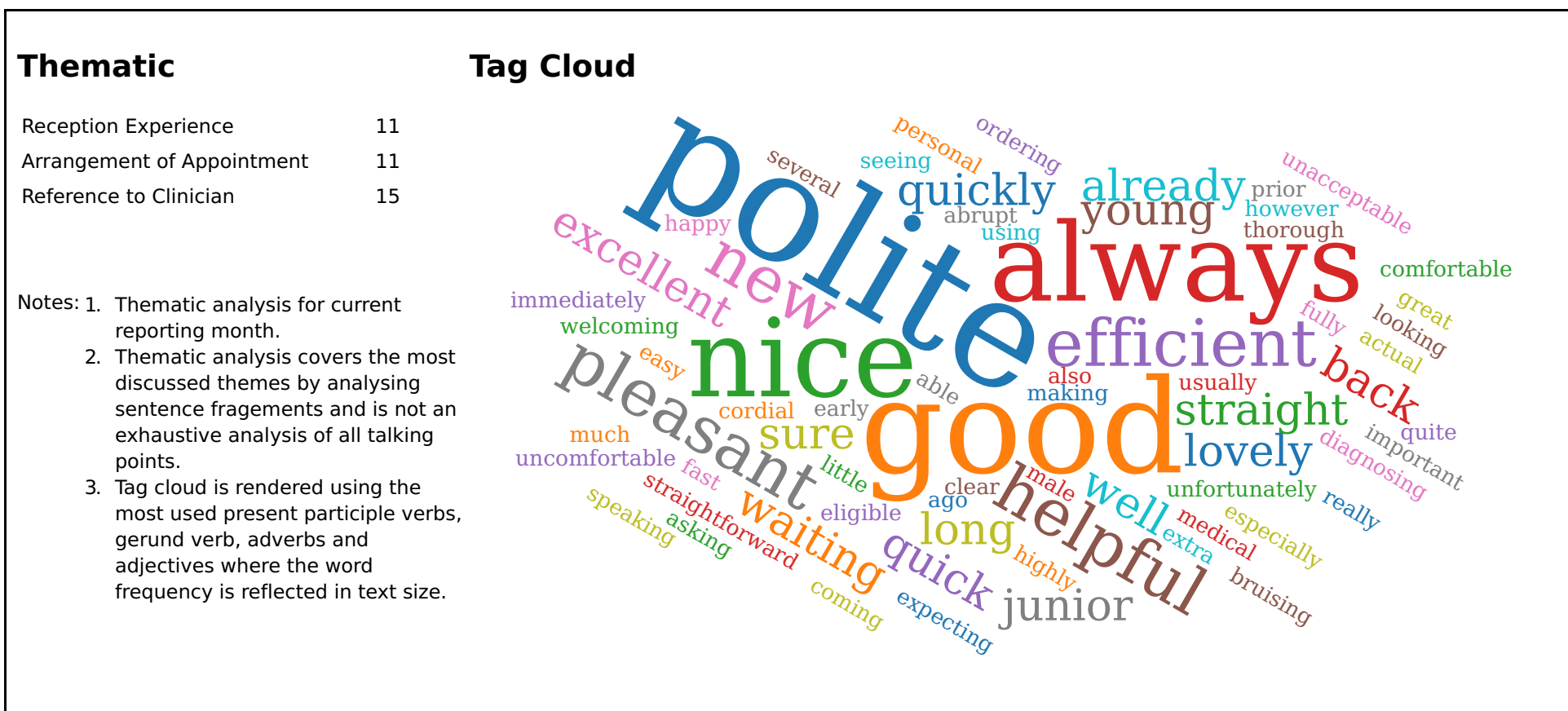
Patient Responses



- 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



- 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

- ✓ An appointment was on time, staff friendly & good and appointment reminder sent in time.
- ✓ *Very professional service*
- ✓ Friendly staff and didn't have to wait long
- ✓ *I was listened to and not hurried*
- ✓ Very cordial attitude towards patients
- ✓ *On time did not have to wait*
- ✓ As it was good and took me on time
- ✓ *Contacted my to make an appointment and seen on time*
- ✓ I don't know
- ✓ *The lady was very nice who did my.injection*
- ✓ Good service
- ✓ *I didnt have to wait long. Doctor answered my questions and appointment went well.*
- ✓ Had an appointment with Miss Ellie Shrubsole, And found her to be very polite & welcoming, and very efficient, another credit to the surgery, so thank you Bryant Street surgery
- ✓ *Because I've always had good service from my Doctor and the nurse.*
- ✓ Because the people were nice and friendly and I got in and out very quickly
- ✓ *The go was very kind and helpful and referred me on to the right people*
- ✓ Very polite and answered my questions
- ✓ *No waiting around, straight in doctors room, found dr Hafeez very polite and straightforward*
- ✓ Polite staff, appointment was on time, my issue was a back problem and the chairs in the waiting room and the doctors office were uncomfortable.
- ✓ *Ellie is friendly, she took her time to listen*
- ✓ Nothing to complain about.
- ✓ *Because the staff were very polite*
- ✓ I was seen on time and the nurse was very friendly
- ✓ *Quick polite and new doctor made my daughter feel at ease listened to and understood*
- ✓ Friendly quick service
- ✓ *Very efficient and friendly*
- ✓ Saw Ellie for my b12 and bloods. Very pleasant young girl
- ✓ *The receptionist was nice, and Emma was very thorough .*
- ✓ Prompt call, detailed information given and followed up with text message with the information
- ✓ *I was fully satisfied with the appointment*
- ✓ Went in before appointment time excellent.
- ✓ *I was early.. was seen before my actual time. Ellie spoke to me using my first name. Making it more personal Professional and dealt with a smile*
- ✓ Called up for same day appointment, got a call back asking to come in, see the junior doctor (male) and was immediately referred to ent department after looking at my throat and diagnosing quinsy
- ✓ *The nurse I saw was very professional*
- ✓ Always the receptionist and the reception team, are the best. Unfortunately isn't the same for all medical staff. But, the receptionist cannot be more nicer. The best, professional, prompt, eligible, clear message, always follow up, track your record, help or try to help when you need it. Love all of them, for all the help given to me, over the phone. I don't think I know or meet all the staff but over the phone, for sure. Always impress of them
- ✓ *straight in, no problem!!*
- ✓ your doctors are very professional and very pleasant and all staff very efficient and friendly
- ✓ *I was happy with my visit*
- ✓ The pharmacist was able to help me and guide me through my new medication
- ✓ *i am satisfied with the survice*
- ✓ Amy the nurse is great
- ✓ *I had an appointment with Ellie, the HSA. She is very easy to talk to, and comfortable to be with. She also made sure that prescriptions that I ordered on line, but hadn't been put through, would be done today. Ordering prescriptions via your on-line service is hit and miss. I always have to call the pharmacy several times to check if they have received the prescriptions, and chase it up with the surgery. This is unacceptable when medications are important and shouldn't be missed*
- ✓ Helpful, polite staff.

- ✓ *That is my answer*
- ✓ *I was well attended to and I was very satisfied with the way and manner I was attend to.*
- ✓ *On time and no issues*
- ✓ *Was seen on time*
- ✓ *Helpful and pleasant young lady*
- ✓ *I went in on time*
- ✓ *I dont know much about them since im new to them*
- ✓ *That's how I rated my appointment.*
- ✓ *Very professional*
- ✓ *Very good surgery*
- ✓ *I have had quite a few blood samples taken at other venues which were painfull and bruising. I find both Ellie and Amie do this without any problems every time. They are both very good at what they do.*
- ✓ *Excellent customer service*
- ✓ *Very nice nurse,in & out in 5 minutes*
- ✓ *Had check up for blood pressure with a lovely member of your team*
- ✗ *Thank you! Because Dr Ali help me, a lot, especially with extra advice I really need it.*

Not Recommended

- ✓ *No communication and receptionist thinks shes a doctor*
- ✓ *I was under the impression I was seeing a counsellor today, I've waited 3 weeks for this appointment. In the end I was given a number to call and to referr myself to a help centre. I could have done this 3 weeks ago. I've wasted 3 weeks already.*
- ✓ *I already send a complaint via email with all the details*
- ✓ *Junior doctor was lovely and listened , receptionist was a little fed up I thought but usually they are all nice*

Passive

- ✓ *Doesn't matter.*
- ✓ *Receptionist seem abrupt and did not sound like she had any interest in speaking to me. However I was not expecting the gp to call me as quickly as they did this morning which I highly appreciated. Thank you*
- ✓ *Should have been told to do 12hrs fast for bloods prior to coming to the surgery*