FFT Monthly Summary: July 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
66	20	1	1	5	0	0	0	0	92	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: 366

93 **Responses:**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	66	20	1	1	4	0	92
SMS - User Initiated							
Tablet/App							
Web/E-mail	0	0	0	0	1	0	1
Manual Upload							
Total	66	20	1	1	5	0	93
Total (%)	71%	22%	1%	1%	5%	0 %	100%

Summary Scores

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:

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

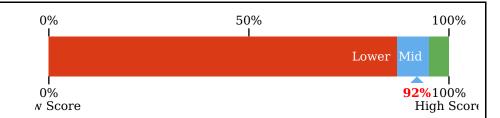
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

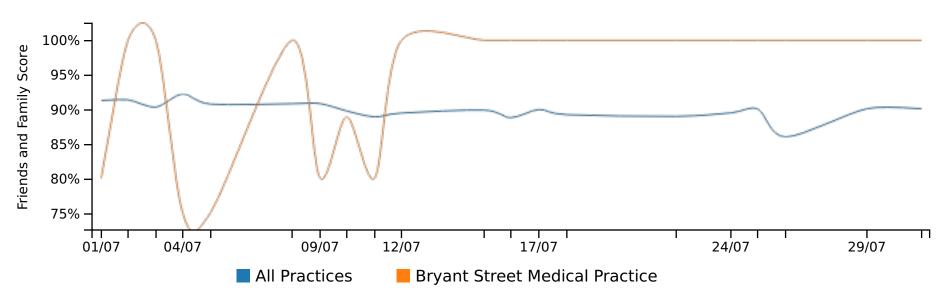
Your Score: 92%
Percentile Rank: 55TH



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	85%	90%	93%
Bryant Street Medical Practice	100%	91%	100%

Gender

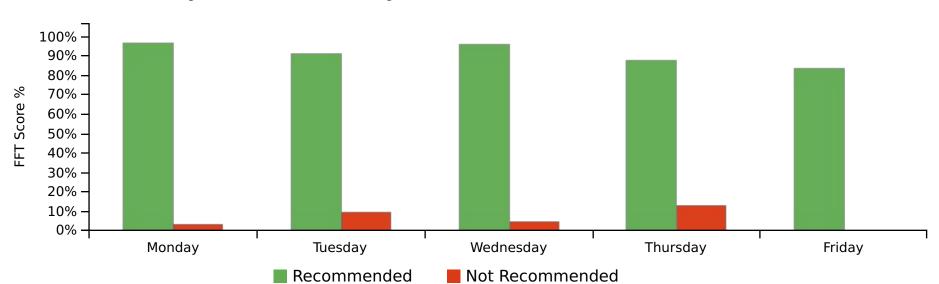




Notes: 1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

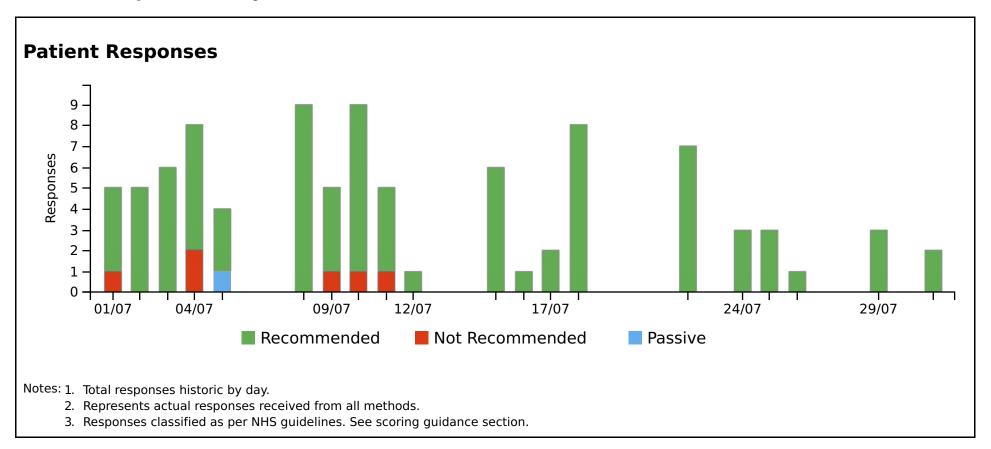
Practice Score: Day of the Week Analysis



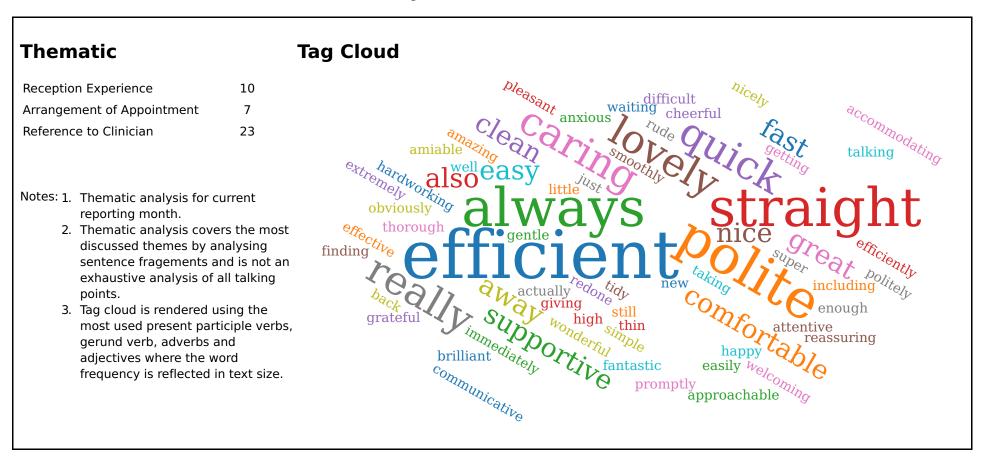
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION **4 Patient Response Analysis**



Patient 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

- ✓ Just. Very. quick.and. Simple.
- ✓ Efficient service from nurse taking blood, polite and friendly
- ✓ Always good prompt, polite service.
- ✓ Because you solved a problem
- ✓I see the hca for my BP she new I was a little anxious and my BP reading was high she waited 5mins once I had calmed down and redone
- ✓ The GP that attended to me was very attentive, patient and thorough.
- ✓ Cause I actually got appointment straight away
- ✓ Staff are helpful and nurse Amie is wonderful
- ✓ Nurse was lovely and talking to me calmed me down. So I would like to thank her for the service I received today and her understanding
- ✓ The nurses were fab and listened to me as I was concerned.
- ✓ Helpful , seen on time and professional service
- ✓ The staff are caring, hardworking and are respected by the community. :)
- ✓I came in for advice on hormone treatment and walked out with some knowledge of why I was given replacement patches and felt i'd been listened to.
- ✓ Appointment was quick and easy including parking
- ✓ My appointment was scheduled for 10 am. I was at the centre before my time, and to my surprise, I was called in immediately .All enquiries are done with professional and giving advice. Am very grateful
- ✓ Very good service
- ✓ Although once you get a face to face appointment things run smoothly..It's getting the appointment which is the challenge
- ✓ Nurse miss Ellie or whatever her name is, I found to be very friendly, efficient and obviously knows how to take a blood sample , what more could one want?
- ✓I am happy with the service
- ✓ On time and good staff
- ✓ Very helpful and friendly
- ✓ Because they care
- ✓ Brilliant service. Very professional.
- √ Very polite and make de feel comfortable
- \checkmark Always put at ease with the nurse very professional and talks to you like a friend not a patient.
- ✓ The service was quick and easy
- ✓ The service I received from the receptionist and the doctor was really good
- ✓ Over all pleased with treatment I receive from Amie the nurse.
- ✓ Tha person I see was very good and very good at what I was there for.
- ✓ The nurse was lovely very caring and supportive the staff very helpful
- ✓ Nurse is amazing and very gentle she is a lovely lady
- ✓ I was in pain sent straight to hospital & sorted.
- ✓ Efficiently processed.
- ✓ Nurse was friendly, professional and helpful.
- ✓ The staff were friendly and professional.
- ✓ The reactions wasn't rude for change and the nurse listened and engaged nicely with me and made me feel at ease
- ✓ Reception staff were friendly and efficient. The surgery was clean and well maintained. Waiting room was comfortable. My appointment was conducted on time and the automated call through screen was very effective. I could navigate to the treatment room easily. Ms Chauhan was very pleasant and professional. The treatment room was extremely clean and tidy. I was examined promptly and politely with no discomfort and amiable discussion.
- ✓ Because it's how I feel about Bryant St surgery I have been looked after by them for years and would recommend them if asked by friends and relatives
- \checkmark Went straight into my appointment bang on time, nurse is nice as always, staff behind the counter was helpful
- ✓ The service was fantastic. Friendly and professional. Really good people.
- ✓ Friendly and punctual
- ✓ Good experience and service and really helpful with good advice and fast appointments to be seen by a GP Made a nice change...
- ✓ Hi was very good because the doctor was very communicative. Thank you
- ✓ Great interaction with the nurse
- ✓ Has improved but still room for improvement I.e communication
- ✓ Dr aly was very approachable and was very kind and supportive and has resolved my issue today

- ✓ Every one was professional and polite. I have very thin veins and it is very difficult to find them. The nurse did a great job in finding them today, thank you.
- ✓ Was seen straight away and staff were efficient and friendly
- ✓ Very helpful and accommodating also caring.
- ✓ Because i was taken in on time
- \checkmark Saw the nurse amie, good all round made me feel at ease
- ✓ Super friendly and efficient
- ✓ Was on time, matter was dealt with.
- ✓ I think they give a very good service
- ✓ Reception should have allowed to book blood test on same day as health check nurse had plenty of time do both but had to go back for bloods.

Not Recommended

- ✓ Breach of data protection
- ✓ Nobody told me I needed to FAST for my blood test so waste of time and had to rebook. I become stressed enough having blood tests
- ✓ The nurse is always cheerful and reassuring. She is also very welcoming

Passive