

FFT Monthly Summary: September 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
74	11	0	1	1	0	0	0	0	87	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: 339

Responses: 87

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	74	11	0	1	1	0	87
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	74	11	0	1	1	0	87
Total (%)	85%	13%	0%	1%	1%	0%	100%

Summary Scores

98% 2% 0%

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:

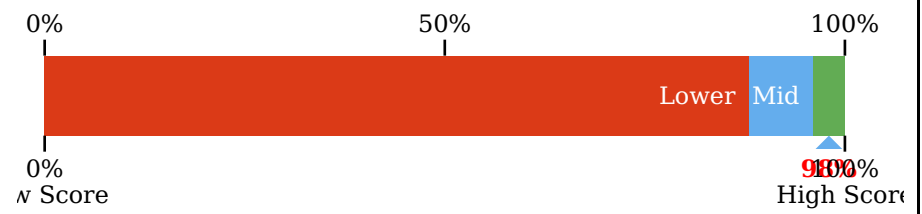
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

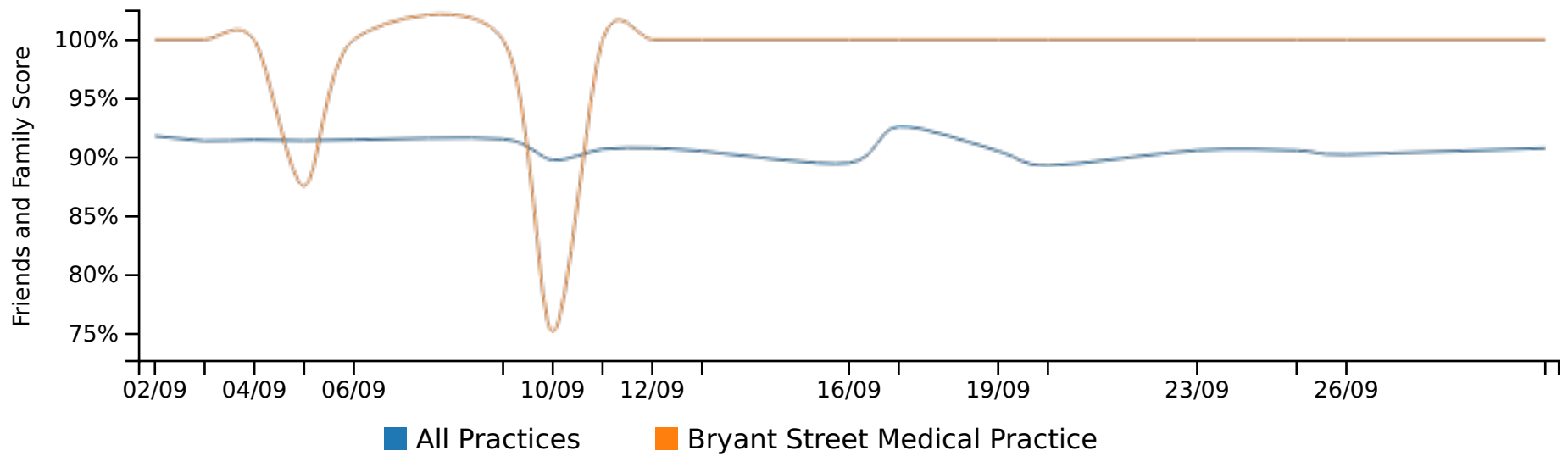
Your Score: 98%

Percentile Rank: 95TH



- 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 95th percentile means your practice scored above 95% of all practices.

Practice Score: 'Recommended' Comparison



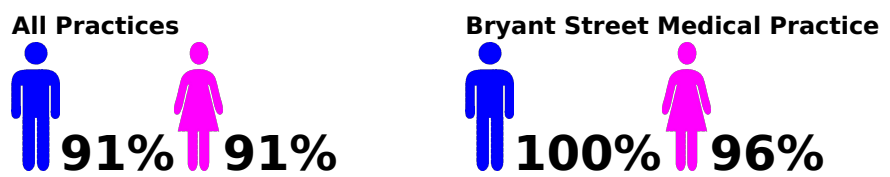
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

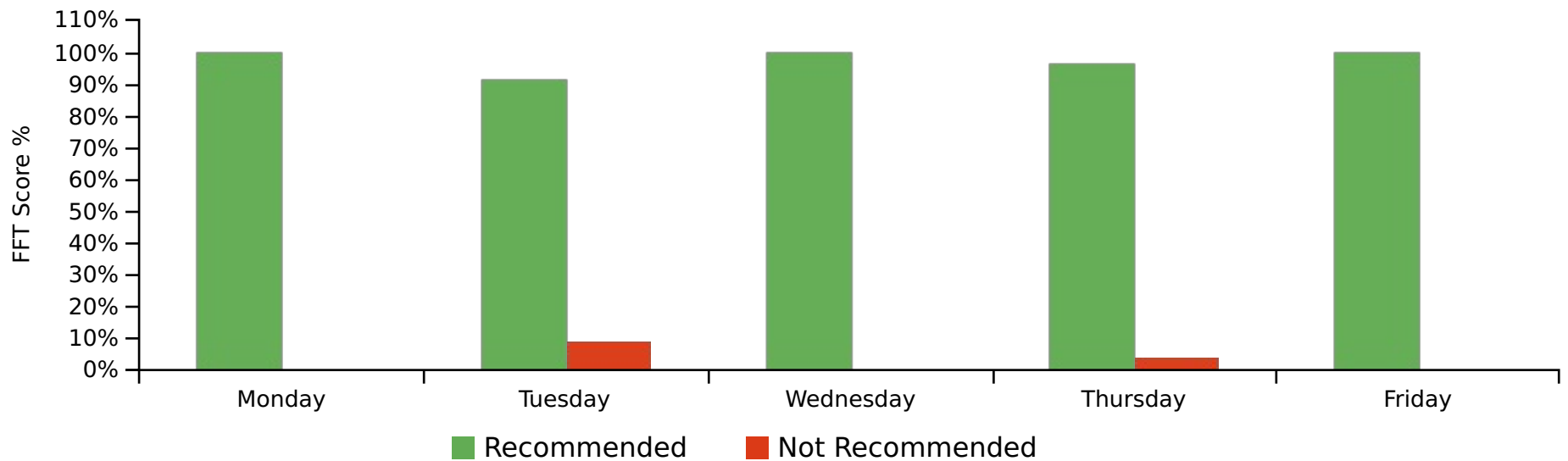
	< 25	25 - 65	65+
All Practices	86%	91%	93%
Bryant Street Medical Practice	100%	98%	100%

Gender



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

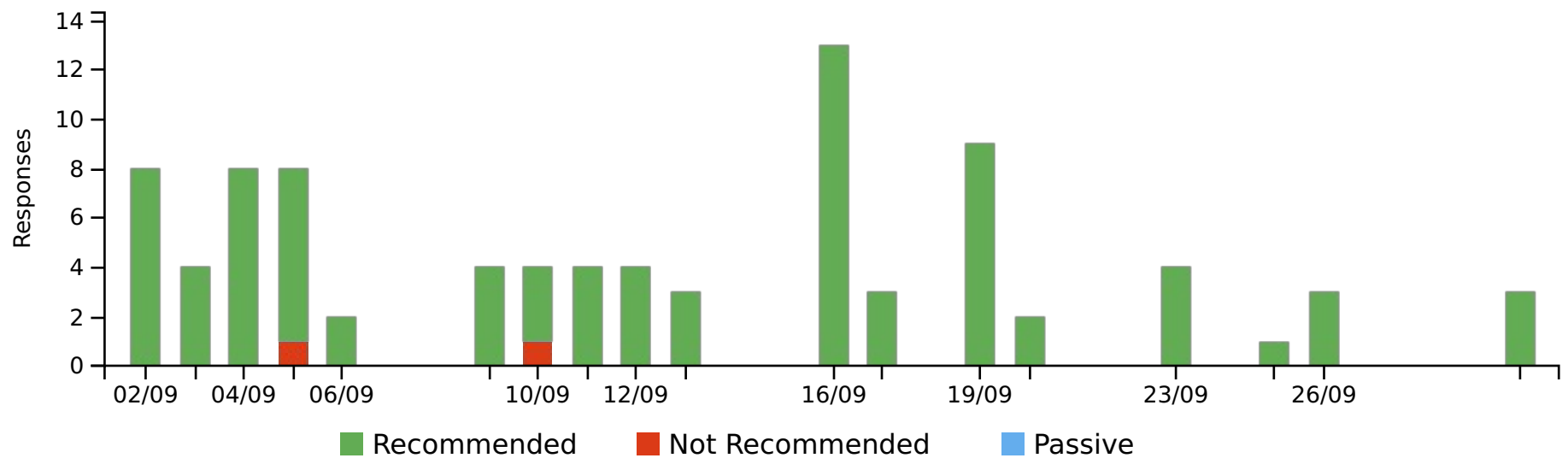
Practice Score: Day of the Week Analysis



- 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

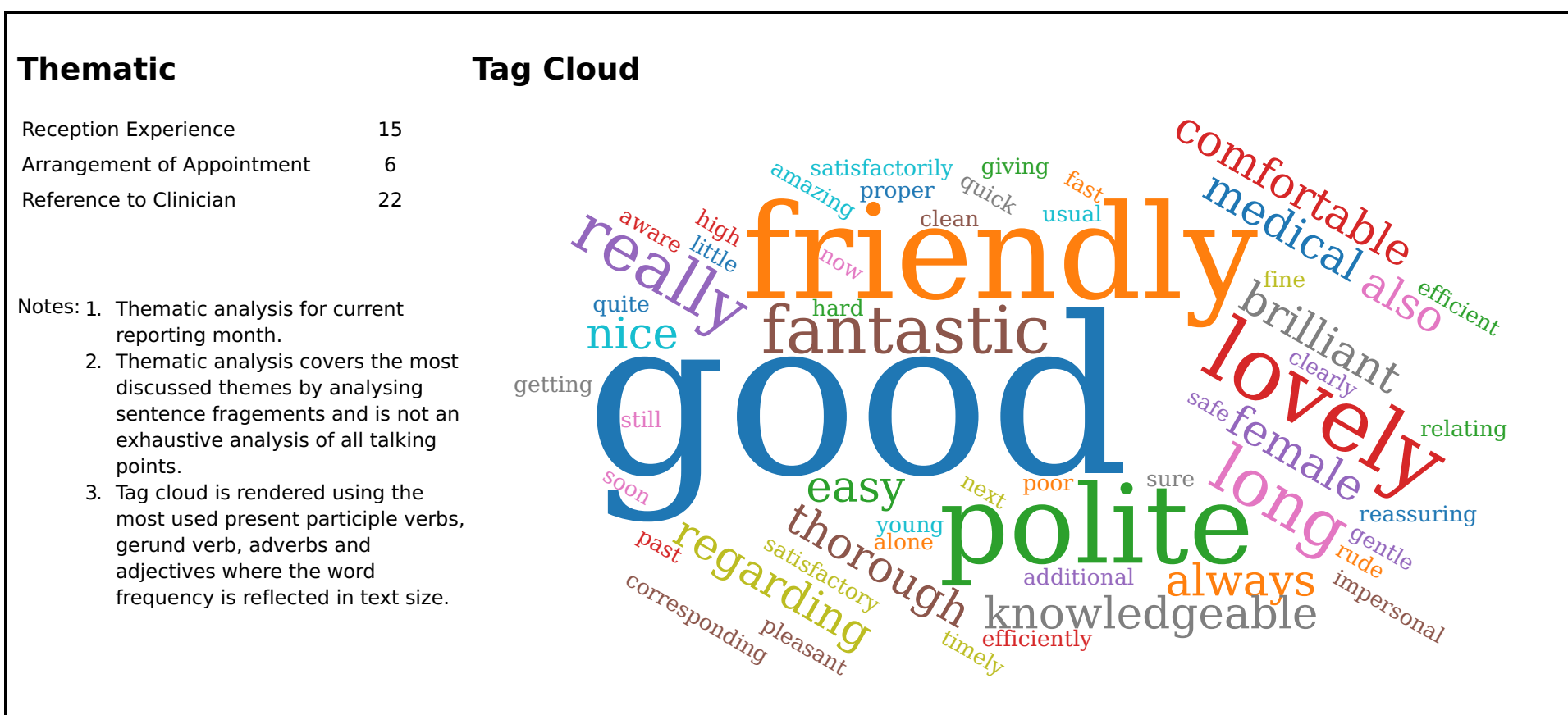
Patient Responses



- 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



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

- ✓ Very polite and helpful staff
- ✓ *The way I was attended to was satisfactory*
- ✓ Very polite, in and out in no time at all!!
- ✓ *The appointment was punctual and the Dr very helpful couldn't really do any more than she did*
- ✓ Because I received the best care and support from the receptionist and Dr Badea.
- ✓ *The appointment time was kept to, and the nurse was very polite and helpful*
- ✓ pleased
- ✓ *No queue, receptionist and nurse were spot on*
- ✓ Amy was fantastic as per usual
- ✓ *Very friendly staff*
- ✓ *Lovely dr took time to listen*
- ✓ *Amie the nurse was brilliant with my little girl doing her injections today*
- ✓ Nurse very good
- ✓ *Because there was no delay for my vaccination and reception listened to my concerns about the problem regarding the lack of response regarding my prostate and the poor responses/lack of responses relating to my high PSA readings and treatment which has been stopped without warning or further action.*
- ✓ Very friendly and nice staff. Doctor was lovely
- ✓ *Managed to get an additional appointment with the Doctor.*
- ✓ Good handling
- ✓ *The medical personnel who took my tests was very professional, kind and helpful.*
- ✓ Clean
- ✓ *I went to visit the nurse which I always find brilliant, but when it comes to the GPS service side I hasn't been a good service for some time now*
- ✓ Very friendly staff, quick in and out for my medical need, easy to book the next appointment
- ✓ *Because I had to have blood taken today and the young woman was really lovely*
- ✓ Amie makes you comfortable in the way she approaches questions
- ✓ *Polite very professional . Proper examined and advised.*
- ✓ She was friendly and easy with the screening process.
- ✓ *I was impressed by the staff kind approach and fast service*
- ✓ Good ??
- ✓ *Very efficient, in and out in no time*
- ✓ Nurse Amy 100 out of 100
- ✓ *I was attended to at the right time*
- ✓ Things were done & explained efficiently.
- ✓ *Took time with me*
- ✓ Because I like the professionalism at the centre
- ✓ *Because i always get good service from the Nurse the Doctor and the staff*
- ✓ Had telephone call from the doctor as planned, he asked me if I could come down to the surgery. I didn't have to wait long before I was called in.
- ✓ *Booked jab [same day] walked in surgery jab completed.*
- ✓ I had to come for a smear test but my child is unwell so I had to bring her and all the ladies in the reception took her behind the reception to be safe and minded her for me so kind and lovely
- ✓ *Very good because the service was very pleasant and professional*
- ✓ See nurse who's fantastic
- ✓ *As soon as I got into the surgery receptionist ask if I drove in referred my to their computer to register my car number plate save me getting a fine I sat down for a few minutes then I was called in to see Amie blood taken was out in 10 minutes good services*
- ✓ Everything was spot on with no delay
- ✓ *Amazing doctor, understood everything and she sorted all my problems out thank you*
- ✓ Amie is very reassuring and kind
- ✓ *The female doctor today was fantastic, it has been a long time since i have seen a doctor let alone see one who makes you feel listened to*
- ✓ I didn't have to wait for a long time before I was attended to.

- ✓ *The nurse was thorough with my asthma check and explained the inhaler I have works also as recovery. Giving me peace of mind.*
- ✓ *I didn't have to wait for eg another half or an hour past my appointment time and all of you are polite and knowledgeable SEC(sent with Gentle Effect)*
- ✓ *That's how I rated it.*
- ✓ *Staff very good, made me feel comfortable as I suffer from anxiety*
- ✓ *Helpful, friendly reception, very thorough check up with Nurse, very accomodating*
- ✓ *The person that attended to me was very friendly and professional with all smiles*
- ✓ *I was attended timely and welcomed satisfactorily from the reception up to the appointment rooms*
- ✓ *I was booked in and seen on the same day, the Doctor who saw me was very helpful*
- ✓ *Cause I was clearly explained,the issues with me and their corresponding solutions...*
- ✓ *Nurse very good*

Not Recommended

- ✓ *The doctor was not very nice, kind of impersonal. Did not really talk to me, did not tell me what he was doing with the baby. I am still not sure who the female person was if she is a doctor or... Also not very good communication*
- ✓ *Doctors are not very knowledgeable, they don't support or help patients,Staff are quite standoffish and can be seen as rude, hard to get a face to ppointment. Only 1 member of staff that's dedicated to her role. Doctors are not aware of DVLA forms and have not got the slightest idea of how tlete*

Passive