

FFT Monthly Summary: February 2015



MARYLEBONE HEALTH CENTRE
Code: E87737

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
63	22	2	1	2	1	0	0	0	91	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: 275

Responses: 91

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	63	22	2	1	2	1	91
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	63	22	2	1	2	1	91
Total (%)	69%	24%	2%	1%	2%	1%	100%

Summary Scores

93% 3% 4%

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:

$$\text{Recommended (\%)} = \frac{\text{extremely likely} + \text{likely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

$$\text{Not Recommended (\%)} = \frac{\text{extremely unlikely} + \text{unlikely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

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

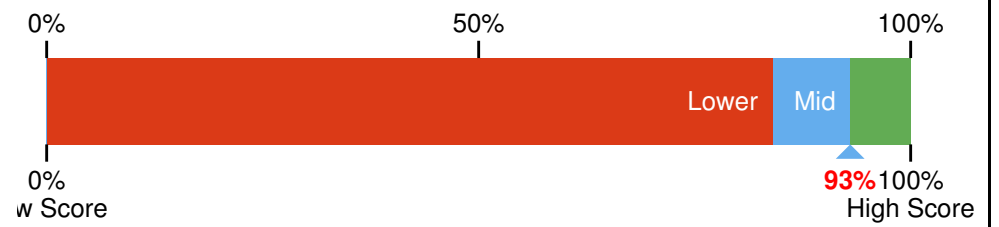
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

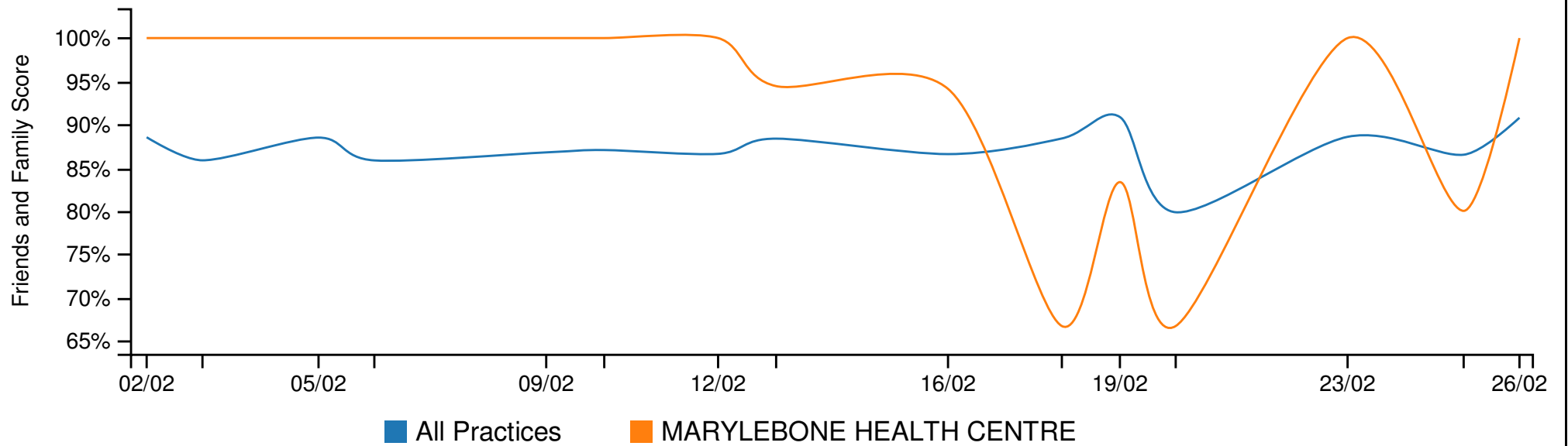
Your Score: **93%**

Percentile Rank: **80TH**



- 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 80th percentile means your practice scored above 80% of all practices.

Practice Score: 'Recommended' Comparison



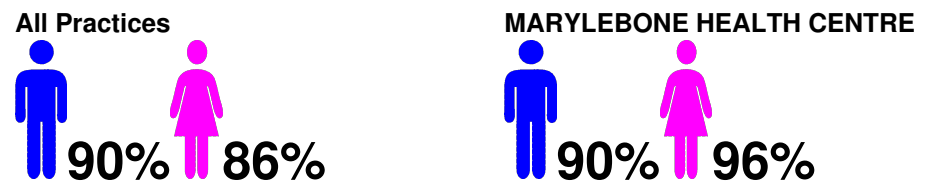
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

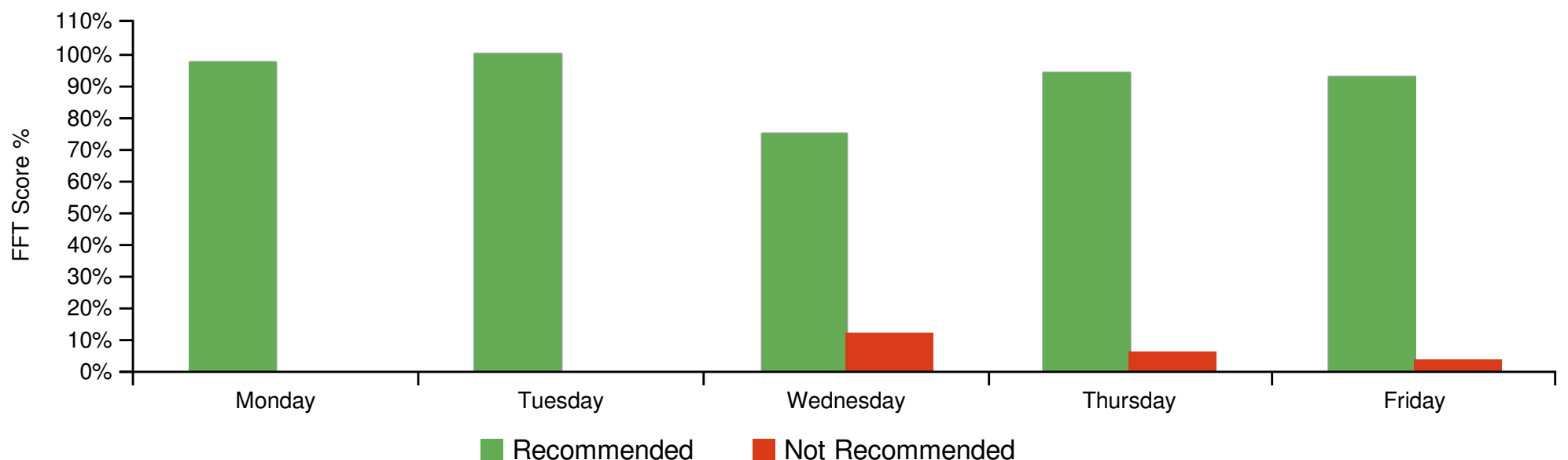
	< 25	25 - 65	65+
All Practices	80%	88%	92%
MARYLEBONE HEALTH CENTRE	90%	93%	100%

Gender



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

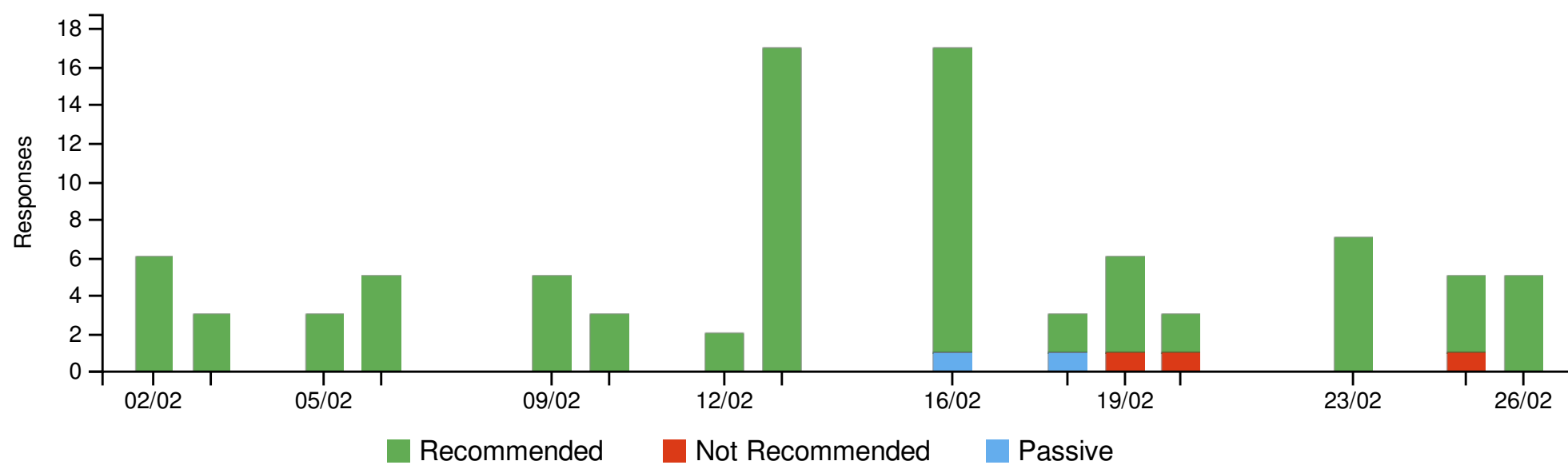
Practice Score: Day of the Week Analysis



- 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.

- ✓ Very caring service
- ✓ *Good doc service, friendly service, good in giving n advise to the patient slowly n carefully n answer questions with care. Tq*
- ✓ Marylebone clinic always keeps an eye on me regardingy blood test and my Copd and call me arrange follow ups Very good can't fault them
- ✓ *Excellent and timely service.*
- ✓ Because I found that they were helpful and provided me with good assistance and guidance . Thanks
- ✓ *Thorough examination*
- ✓ Happy with the service
- ✓ *Excellent and concerned patient care*
- ✓ Was seen quickly and got a blood test straight afterwards
- ✓ *I like the friendly staff. The doctors and getting good support for my anxiety*

Not Recommended

- ✓ Every time i take an appointment its =40 mins delayed
- ✓ *poor communication*
- ✓ Very simple: I have been diagnosed with a serious condition after a routine blood test. The doctor who called me to tell the news was very abrupt over the phone. I think that a little bit is psychology and mere kindness would have helped. I have decided not to take the mediation she prescribed.

Passive

- ✓ Gp appt cancelled with no notification given