

# FFT Monthly Summary: April 2015



MARYLEBONE HEALTH CENTRE  
Code: E87737

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
69	19	3	5	1	0	0	0	0	97	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

**Surveyed Patients: 317**

**Responses: 97**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	69	19	3	5	1	0	97
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>69</b>	<b>19</b>	<b>3</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>97</b>
<b>Total (%)</b>	<b>71%</b>	<b>20%</b>	<b>3%</b>	<b>5%</b>	<b>1%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

91% 6% 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:

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

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

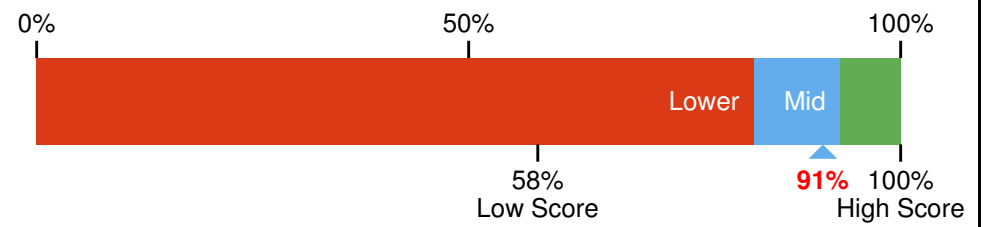
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

### SECTION 3 Practice Scoring

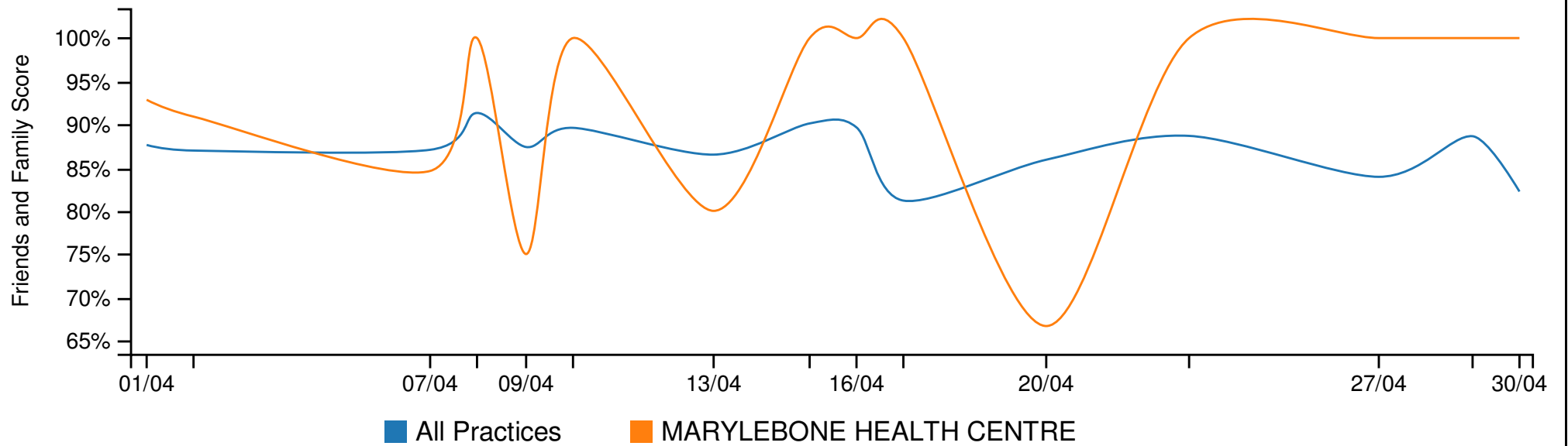
#### Practice Score: 'Recommended' Rank

**Your Score:** 91%  
**Percentile Rank:** 65<sup>TH</sup>



- 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 65th percentile means your practice scored above 65% of all practices.

#### Practice Score: 'Recommended' Comparison



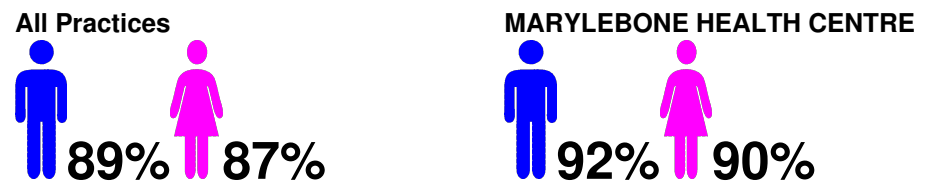
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

#### Practice Score: 'Recommended' Demographic Analysis

##### Age

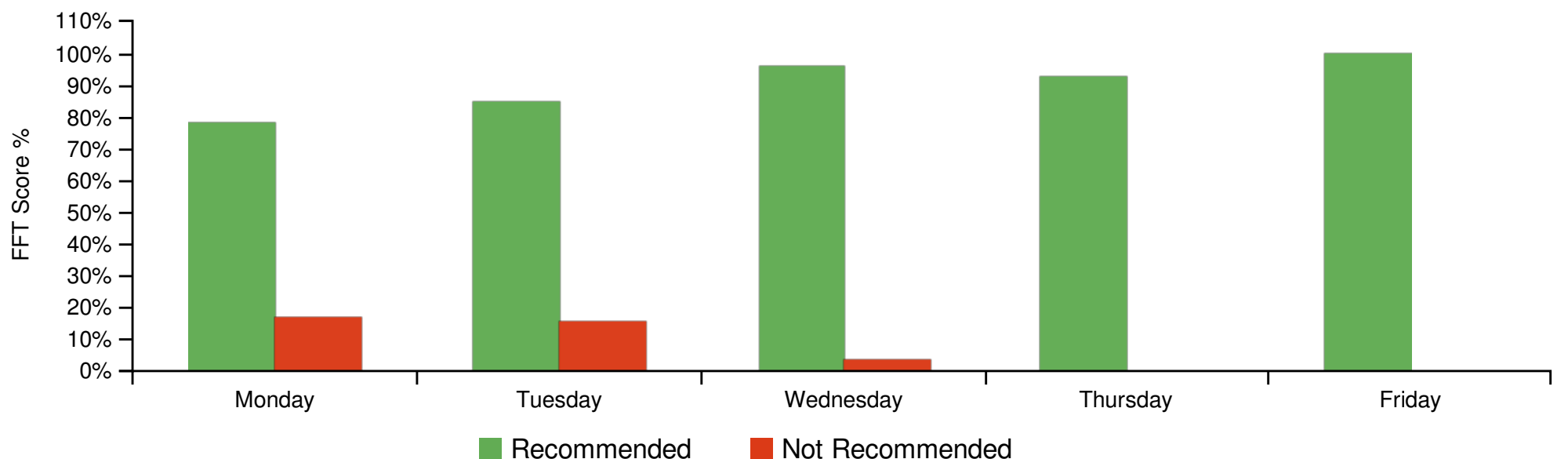
	< 25	25 - 65	65+
All Practices	81%	88%	91%
MARYLEBONE HEALTH CENTRE	100%	89%	95%

##### Gender



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

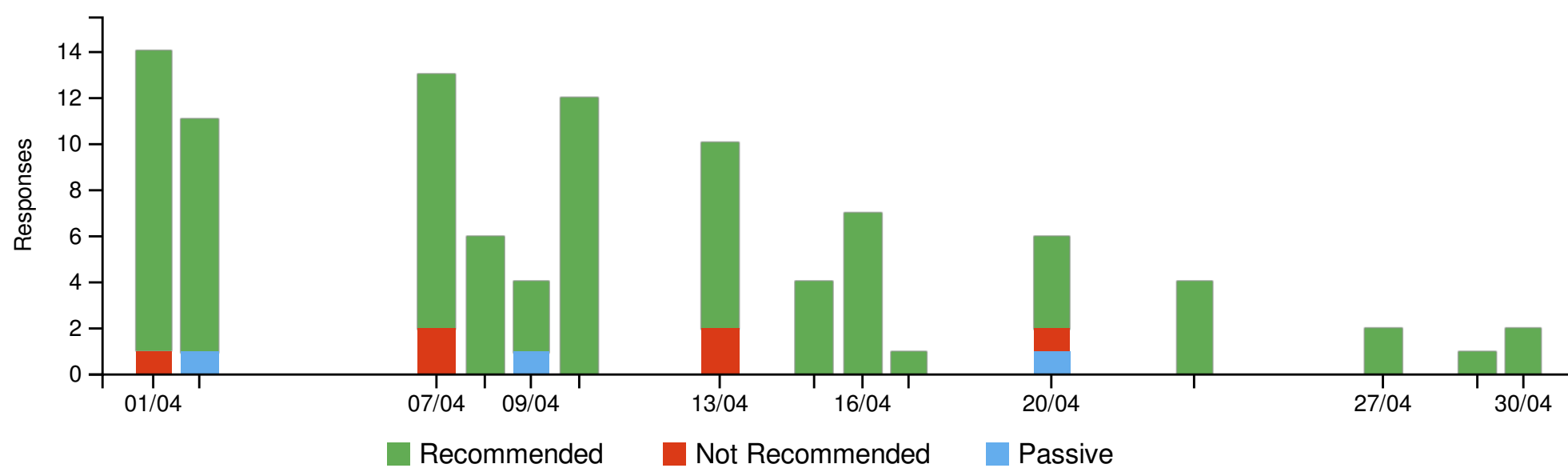
#### Practice Score: Day of the Week Analysis



- 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

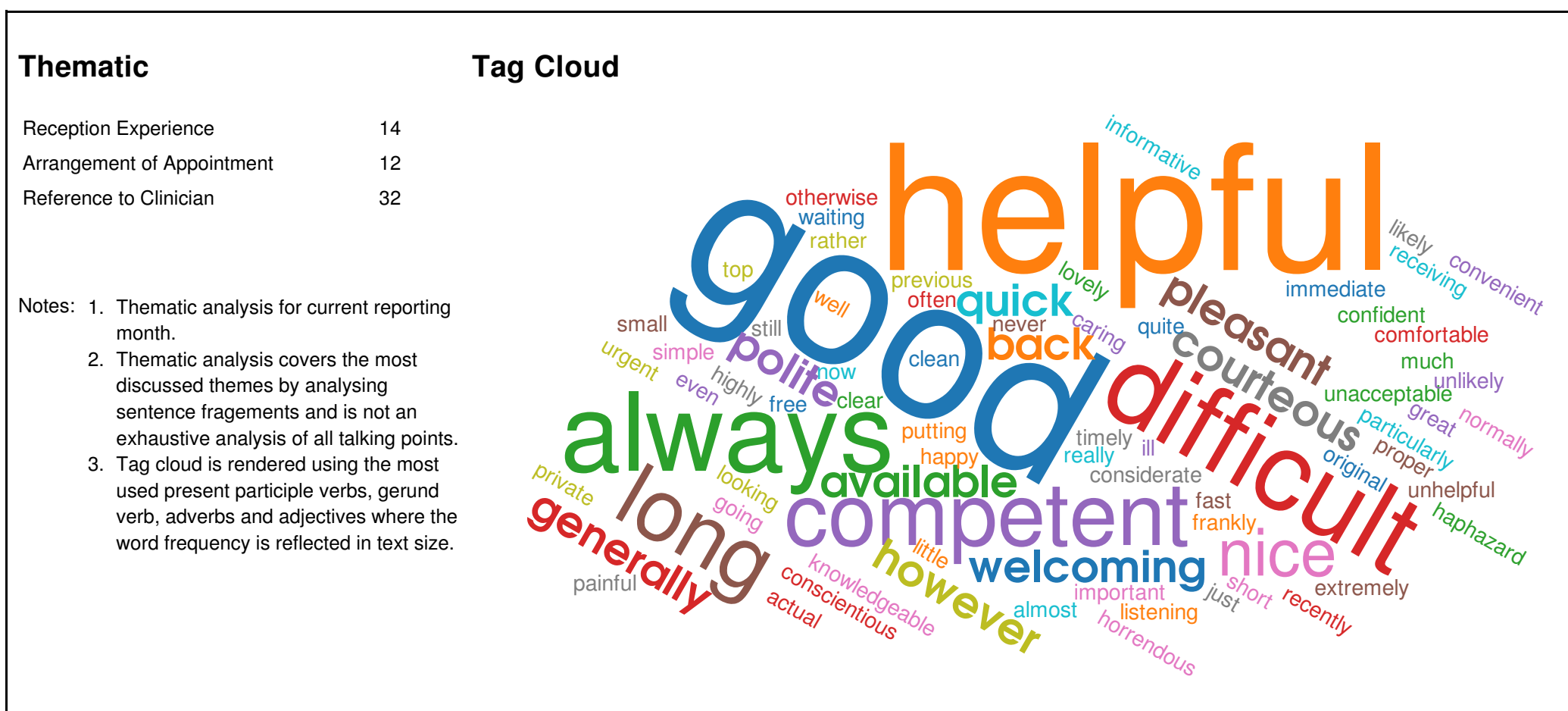
### Patient Responses



- 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



### 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

- ✓ Simple that both I and my partner have always received courteous and highly competent treatment from all members of the practice-doctors nurses and receptionists
- ✓ Friendly doctors and good service.
- ✓ Good service, friendly staff
- ✓ Quick friendly and efficient
- ✓ Friendly service, prompt and we'll knowledgeable.
- ✓ Consistant friendly interaction with staff and considerate health care.
- ✓ I have been a patient here for 14 years and have always had top class service for myself and my children. The staff in reception are particularly welcoming. Thankyou to all.
- ✓ Gp is very helpful and nice guy
- ✓ Very good doctor (GP) friendly consultation, immediate help.
- ✓ Professional, competent and friendly staff member on reception today (Gill?) which makes such a difference. Nurse Jo Ilgmaiar is professional, kind, and listens to you, putting you at ease. Felt very confident in her ability and skills.
- ✓ I am very comfortable with my GP and she provided excellent service!
- ✓ Because I've been with the Marylebone Health Centre for 21 years and they've always been professional, caring and efficient. Thank you
- ✓ My blood test was lost !
- ✓ Self experience
- ✓ The depth of knowledge and experience of the team both health care and front desk.
- ✓ Excellent doctors, helpful and professional staff.
- ✓ I feel I am benefitting from the bereavement counselling I am receiving
- ✓ See my original message - reasons included there
- ✓ I like the doctors, the reception is efficient and professional, I like the place itself
- ✓ Very helpful nurse who was prepared to help with all my health questions
- ✓ I am happy with the doctors at the practice
- ✓ Dr safa is so lovely and conscientious, even on the phone. A phone appointment with her is a proper appointment.
- ✓ Care offered is friendly and competent
- ✓ Dr G 's excellent analysis.
- ✓ Efficiency and helpfulness.
- ✓ Because very friendly And efficient
- ✓ Like the clinic but it's difficult to get timely appointments that are not urgent
- ✓ Good service today and doctor was friendly but t took almost 3 weeks to get an appointment.
- ✓ The nurse was very helpful and clinic was clean.
- ✓ All works well generally and it is clear that everyone makes good efforts. Thanks
- ✓ Having to wait for an appointment , otherwise all is great
- ✓ Excellent fast emergency appointment. Doctor Clarke. She listened to my concerned
- ✓ Courteous and quick Reception, v short wait time, polite, welcoming and efficient nurse.
- ✓ Pleasant understanding empathic and informative doctors pleasant receptuon.staff
- ✓ The gps, nurses and receptionists are very dedicated to listening to problems, give as much time as one needs, and build actual relationships with patients like how it used to be. Unlike the battery farm style of other clinics.
- ✓ Friendly service and not very long wait time
- ✓ The surgery is generally efficient, friendly, helpful, professional and convenient.
- ✓ Wait too long for telephone appointment
- ✓ Good doctors, good service
- ✓ Nice and competent people (administration and doctor), with a lot of empathy and available if there is a problem with a small baby
- ✓ Appointment delays are horrendous. But the doctors and staff are very good. Kamal Shah

- ✓ *Staff were friendly professional and efficient.*
- ✓ *Because they're always helpful and friendly*
- ✓ *Good doctor*
- ✓ *Prompt, friendly and efficient*
- ✓ *The nurse was excellent.*
- ✓ *It's best practice, I know they they are so kind.*
- ✓ *Nurse was very nice and polite and did not rush me. Practice staff are helpful and friendly*
- ✗ *Please no more questionnaires if I'm going to get this every time I go to my GP.*

### **Not Recommended**

- ✓ *The reception is unhelpful, they called me this morning to cancel my appointment with nurse 1 hour before the appointment and rearrange it so we did it for tomorrow then I realised I have an important meeting tomorrow and wanted to change it but I could not call back (why after 8am nobody can answer the phone?) so I went there and to my surprise the nurse was available! The receptionist should call back and ask if I still would like to attend! I'm looking to change the surgery*
- ✓ *Very difficult to have appointment to see Dr. of choice.*
- ✓ *Their answer is always to just wait and see if things get better or worse rather than refer you to a specialist who can give you more answers.*
- ✓ *The doctors could not diagnose a painful tumour in my toe and so I had to pay a private doctor to get help. I am now pain free.*
- ✗ *As I said in the previous text, the doctors at the health centre are really helpful. However long waits for appointments is quite frankly unacceptable - I often find that I have to discuss problems in retrospect as when I'm ill I can never get an appointment for 2-3 weeks by which time it's better*
- ✗ *Long waiting time for an appointment. Difficult to get a referral*

### **Passive**

- ✓ *The service can be a little haphazard but has improved recently. I would be unlikely to recommend as it is extremely difficult to get an appointment. I normally have to wait a couple of weeks. However, I would be likely to recommend the practice to Neighbours with caveat that it is difficult to get appts.*