

FFT Monthly Summary: May 2015

MARYLEBONE HEALTH CENTRE
Code: E87737



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
68	19	2	3	4	0	0	0	0	96	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: 272

Responses: 96

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	68	19	2	3	4	0	96
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	68	19	2	3	4	0	96
Total (%)	71%	20%	2%	3%	4%	0%	100%

Summary Scores

91% 7% 2%

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:

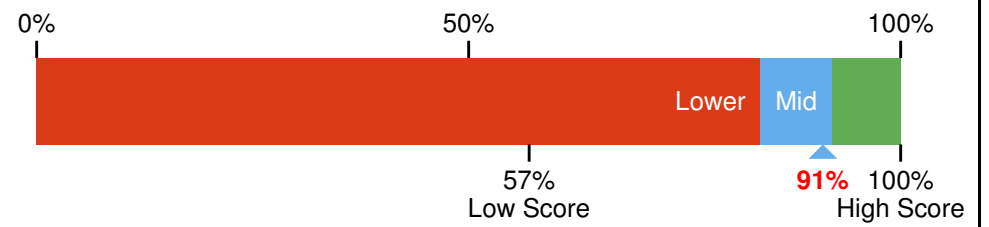
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

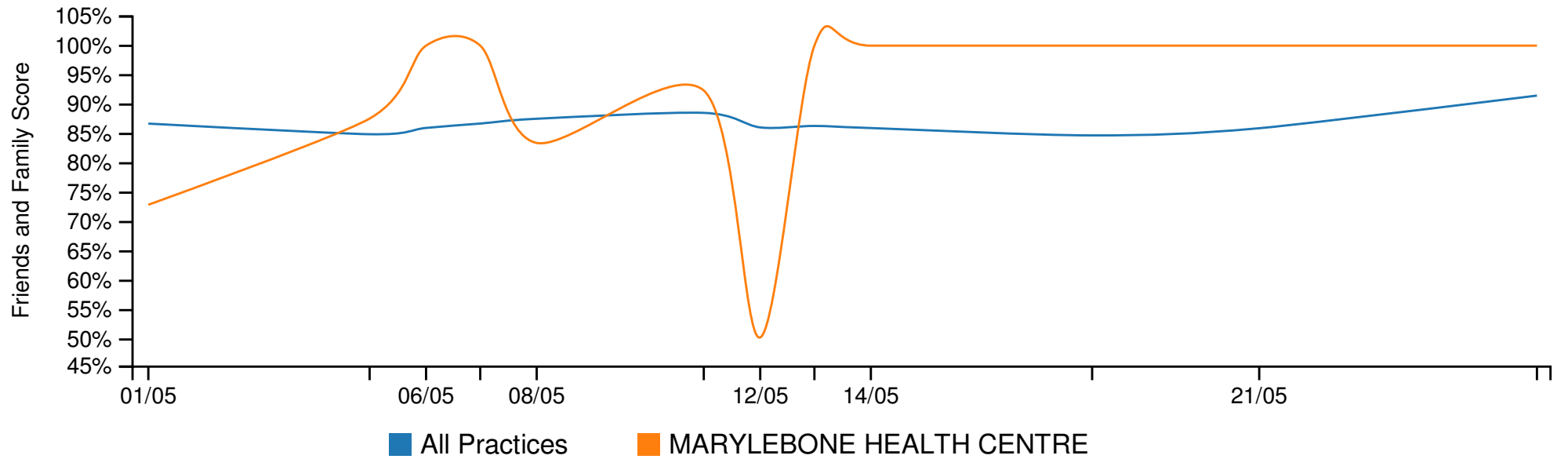
Your Score: **91%**

Percentile Rank: **65TH**



- 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



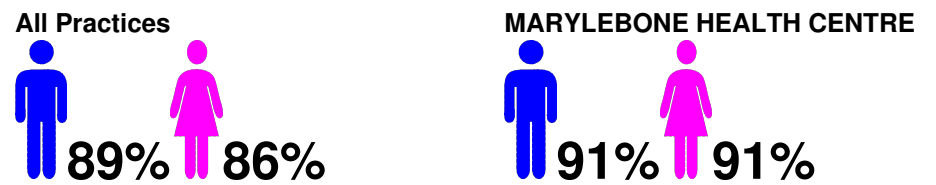
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

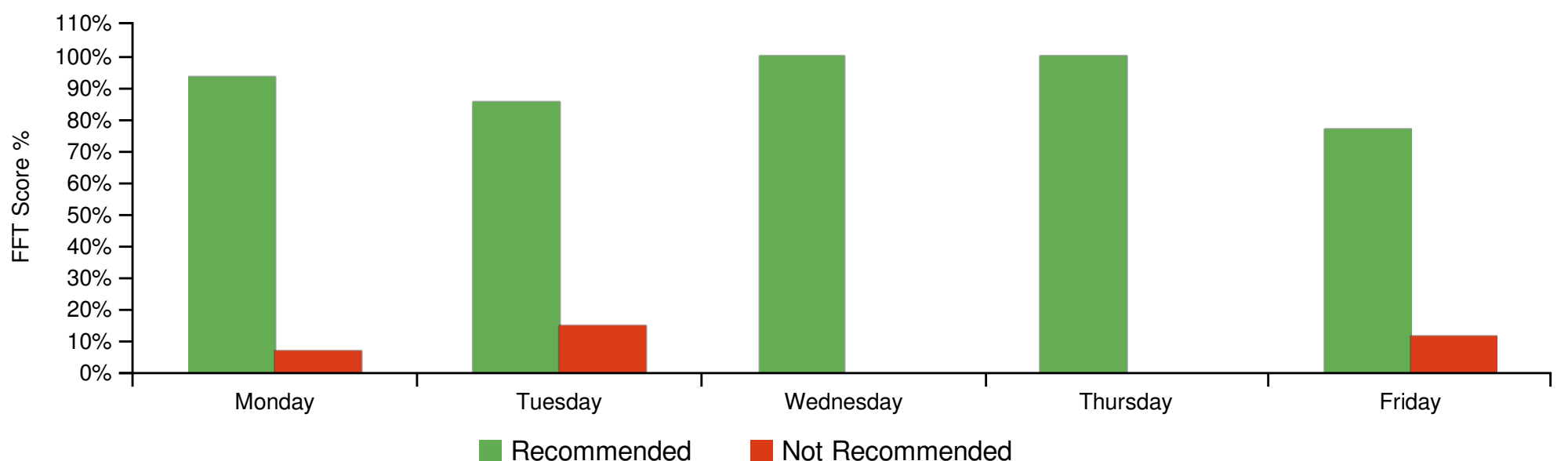
	< 25	25 - 65	65+
All Practices	82%	87%	91%
MARYLEBONE HEALTH CENTRE	100%	89%	94%

Gender



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

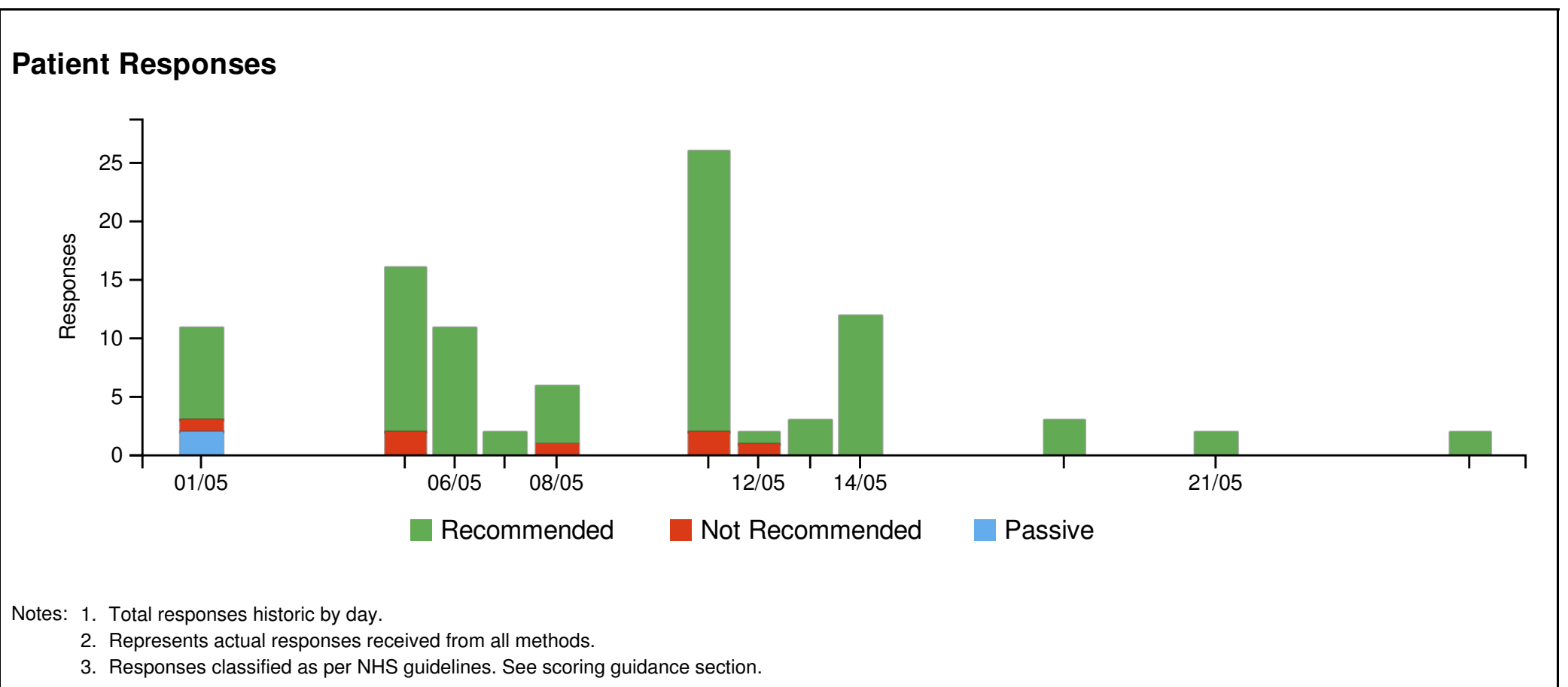
Practice Score: Day of the Week Analysis



- 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.

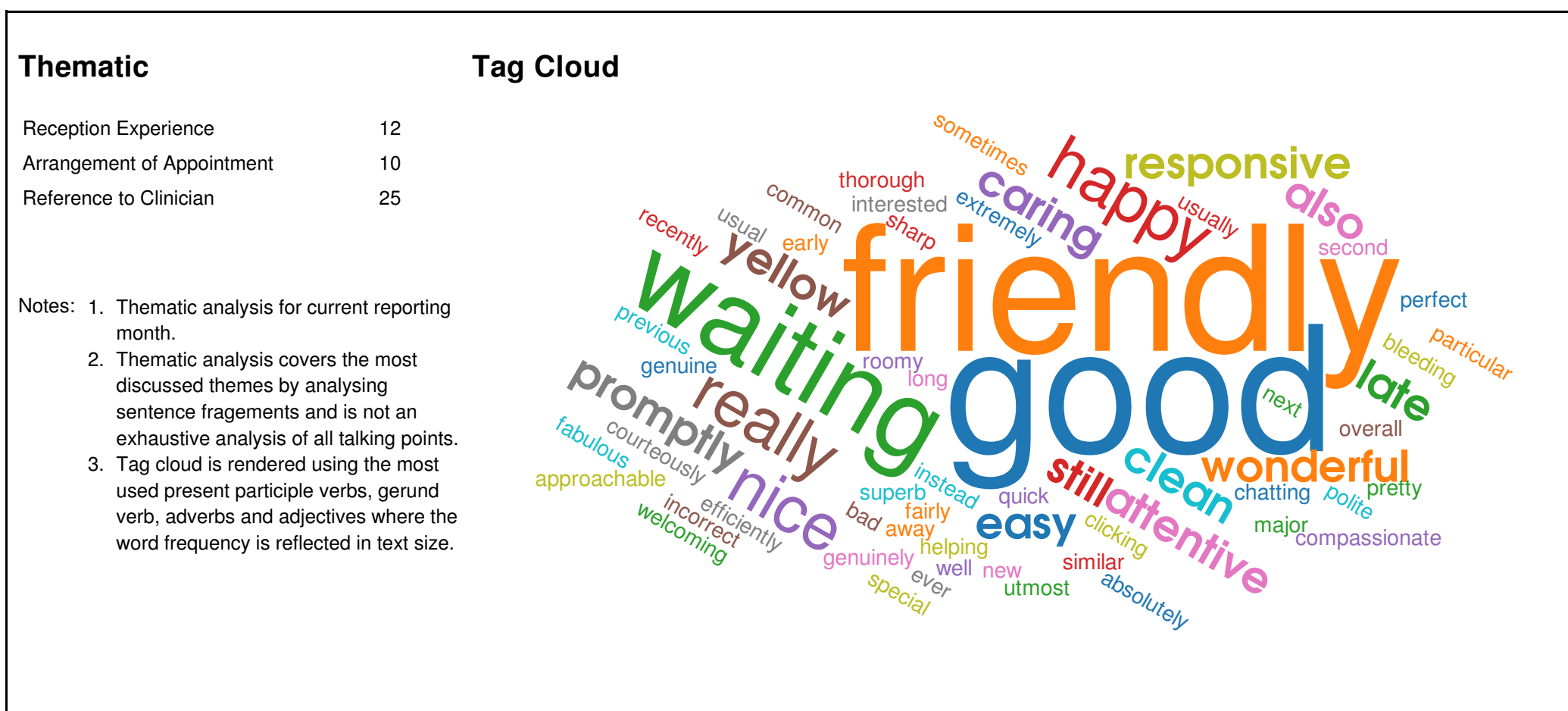
SECTION 4

Patient Response Analysis



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

- ✓ I am very happy with the service
- ✓ In the 5+ years I have attended the practice I have always been treated with empathy and kind consideration. Also promptly and courteously so I am very pleased and happy with my experience.
- ✓ Quality of practitioners
- ✓ Very good doctors and services but I have one major complaint. It usually takes me two weeks to get an appointment!
- ✓ Responsive approach
- ✓ Friendly reception staff, clean toilets, roomy waiting room & professional service from the person I had my appointment with.
- ✓ Easy to get appointments, always friendly staff, nurses and doctors, waiting room is nice. Would be nice to have a water cooler on had for the waiting area
- ✓ Staff are friendly and helpful. The only problem is appointment waiting time is too long.
- ✓ I was seen promptly, dealt with efficiently and with consideration and a follow up appointment made when I wanted it.
- ✓ doctor and nurse are friendly.
- ✓ Nurse I saw is wonderful!
- ✓ Very approachable professional staff
- ✓ Excellent practitioner.
- ✓ Efficient and friendly with superb customer service!
- ✓ Time delay of approx 35mins
- ✓ It was easy to book my appointment and the nurse was kind and professional today.
- ✓ Doctors are caring and proactive. Appointments tend to be sharp on time.
- ✓ Very proactive in health management
- ✓ Quick and efficient service with a smile.
- ✓ Good service overall
- ✓ Dr. Tom seems genuinely concerned/ interested
- ✓ response time
- ✓ Very professional very friendly Everything was clean I did not wait Thanks
- ✓ Quality of advise
- ✓ Friendly and efficient reception staff and very
- ✓ All the staff are wonderful and very professional and my health issues have been taken care of
- ✓ I felt reassured to see the same doctor- who is helping me at the moment -
- ✓ Excellent polite service
- ✓ The staff has Genuine concern for my health and takes the time to understand the problem and offers a few solutions and tests
- ✓ I have put the reason - doctors are very good but sometimes a 2 week wait to see them
- ✓ Service suits me some friends pretty similar and would agree with me
- ✓ Very responsive, compassionate, common sense treatment
- ✓ I am happy with the service..
- ✓ Dr. Good stone was very caring and understanding .
- ✓ Saw new nurse for usual blood test. It hurt and caused more bleeding than any previous time. Still healing, but OK. Hope she gets better at it.
- ✓ My GP is excellent and has always done absolutely everything to be expected of a good doctor. Staffs of the Surgery have also been always professional.
- ✓ I feel really listened to by the Doctors, treated fairly and with the utmost respect.
- ✓ Cannot fault the way i was dealt with. Efficient and friendly.
- ✓ Recently I had experiences with both of the nurses and they both were on time, very friendly, explained everything well and were very helpful.
- ✓ Good and helpful surgery but continuity of treatment can be a difficulty. Thank you.
- ✓ Excellent service
- ✓ Good professional service by the doctors there

- ✓ The level of care is second to none and better than any other clinic I have ever visited.
- ✓ I have the results of three scans and a blood test and told today earliest is 27 May !!!!! God stone 1 June
- ✓ Efficiency of service
- ✓ Dr Collinson gave me plenty of time and all the information I needed
- ✓ Excellent care and a very special practice. Thank you
- ✓ Fabulous and personable practice nurse
- ✓ services
- ✓ Everything was perfect
- ✓ The staff are so helpful, they really make an effort, and in particular the guy I spoke to apologised that my daughter had to have her vaccinations on her birthday, which was nice of him :)
- ✓ You all have been always kind and very efficient
- ✓ Good services
- ✓ The doctors are patient and attentive, the amenities is very welcoming and the administration staff are very helpful.
- ✓ Prompt & attentive service at reception, very thorough clinic nurses & doctors. Really the best NHS clinic I have come across to date.
- ✗ 20 minute wait for 3 minute appt
- ✗ Always helpful
- ✗ Dr Clark was very kind and understanding.

Not Recommended

- ✓ Always very bad service reg prescriptions.
- ✓ GP was extremely late and I did not meet her as I had another appointment I had to attend. I left work early and was late to my next appointment and still did not see the GP.
- ✓ Easier to email Please send an email address and I can explain Thank you
- ✓ Incorrect information. I had asked for an appointment to get a yellow fever vaccination. Reception staff booked the appointment but did not tell me that your centre does not administer yellow fever vaccines.

Passive

- ✓ The older lady on reception needs to do her job i.e clicking patients in, instead of chatting away.
- ✓ Length of time to obtain appointment with doctor of choice and 20minutes waiting time for a booked appointment