

FFT Monthly Summary: January 2015



MARYLEBONE HEALTH CENTRE
Code: E87737

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
43	20	4	3	2	2	0	0	0	74	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: 195

Responses: 74

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	43	20	4	3	2	2	74
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	43	20	4	3	2	2	74
Total (%)	58%	27%	5%	4%	3%	3%	100%

Summary Scores

85% 7% 8%

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:

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

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

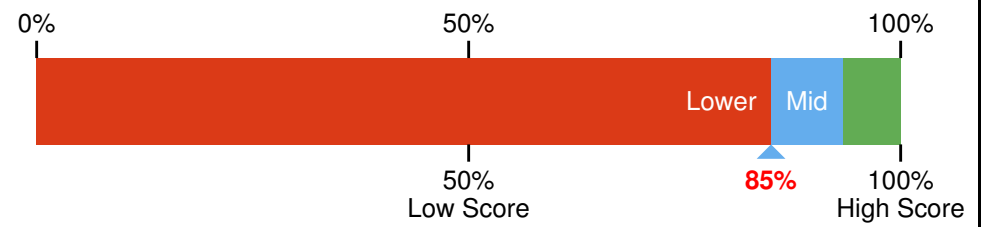
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

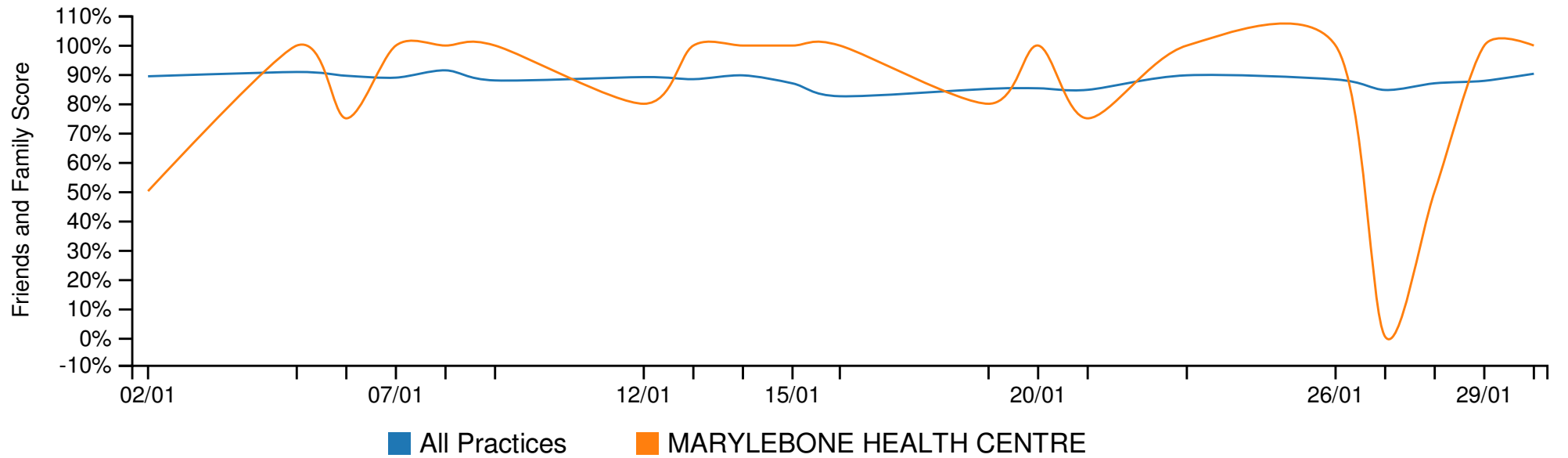
Practice Score: 'Recommended' Rank

Your Score: **85%**
Percentile Rank: **25TH**



- 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 25th percentile means your practice scored above 25% of all practices.

Practice Score: 'Recommended' Comparison



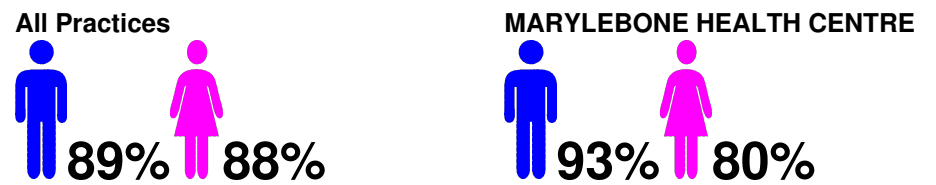
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

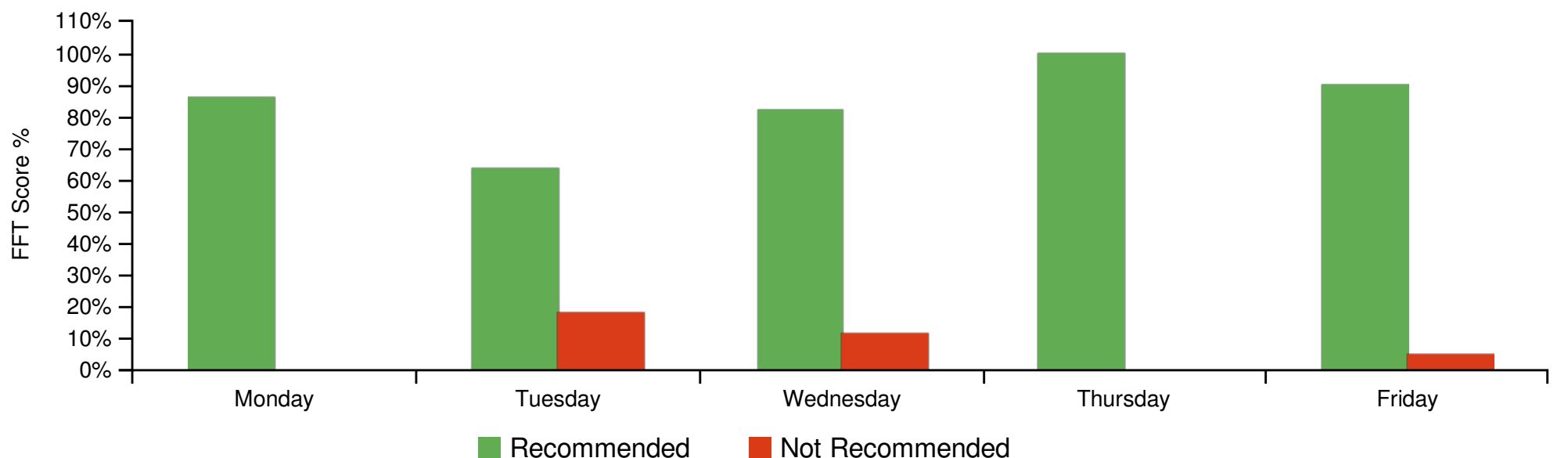
	< 25	25 - 65	65+
All Practices	79%	89%	94%
MARYLEBONE HEALTH CENTRE	60%	91%	82%

Gender



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

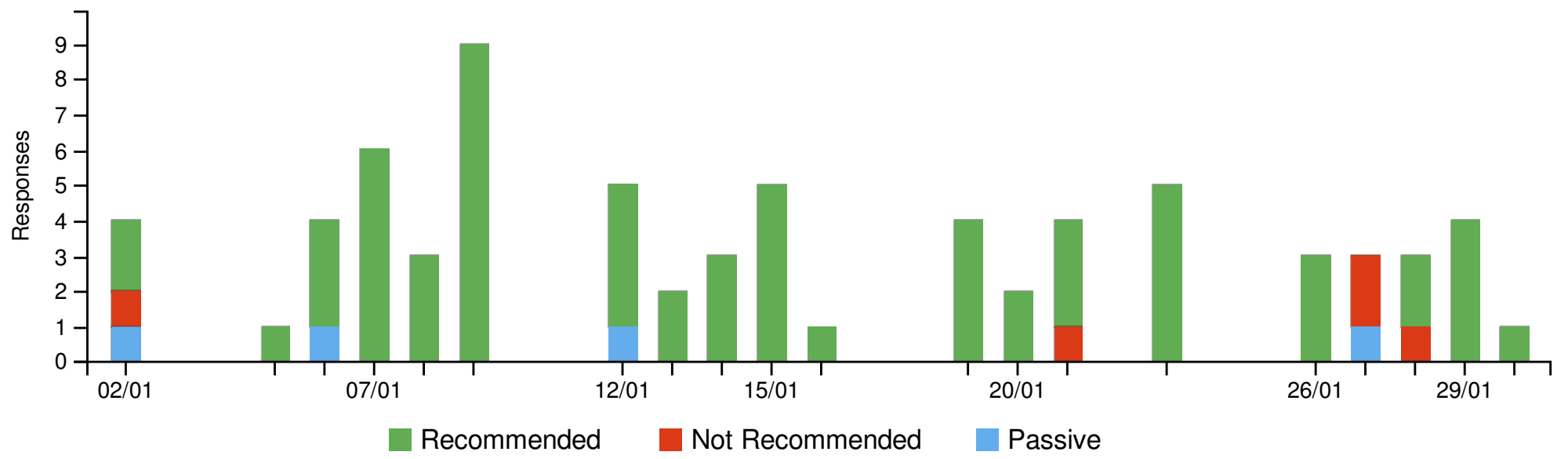
Practice Score: Day of the Week Analysis



- 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

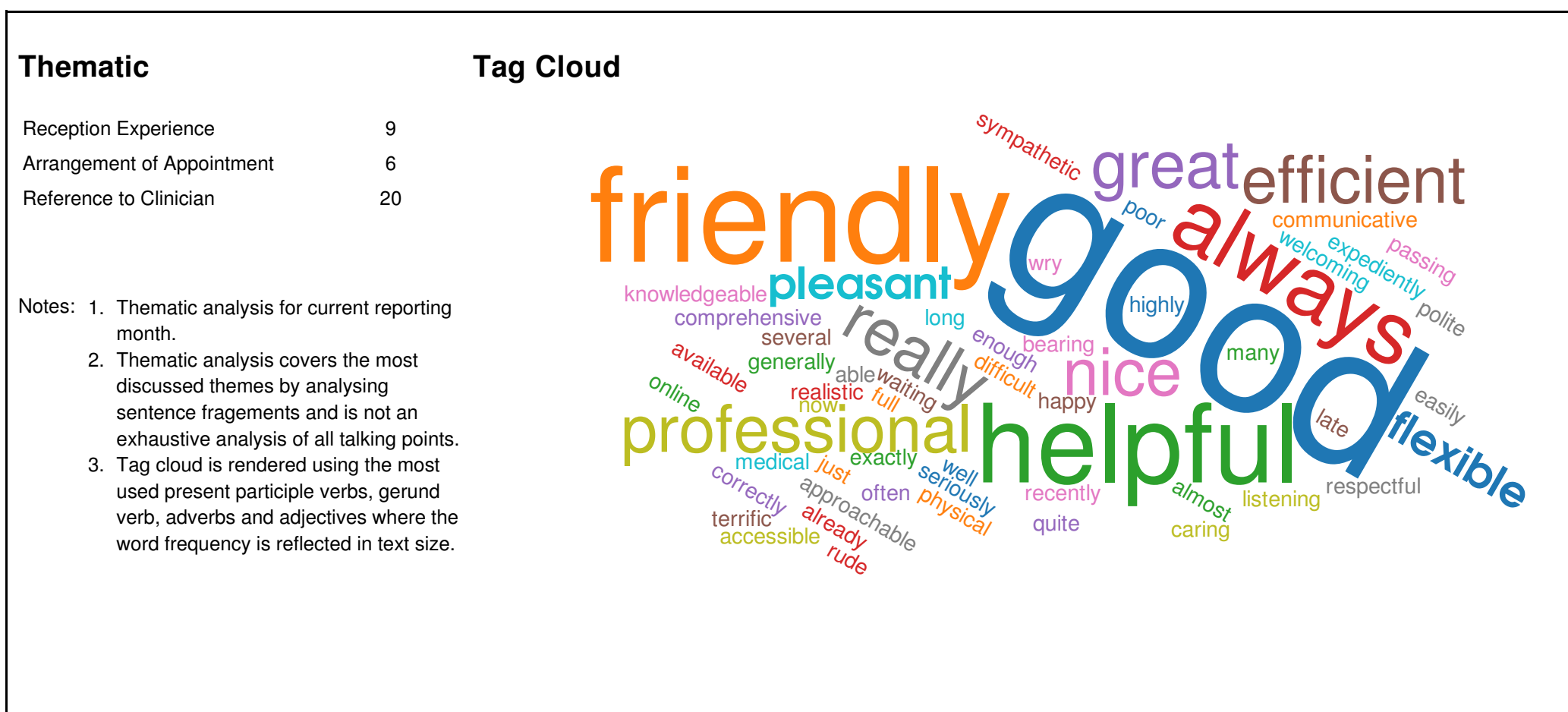
Patient Responses



- 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

- ✓ The reception staff
- ✓ *Great GP today, recently have been able to book and change appointmentsbut it has taken 3 years to feel there is now some progress*
- ✓ Always helpful and welcoming
- ✓ *Efficient and friendly service*
- ✓ Friendly service
- ✓ *The doc I saw this morning was very nice. She talked me through my problems and made me feel good. She didn't rush.*
- ✓ Well just been there today. And the staff and doctor are been kind and nice
- ✓ *QuickFriendlyProfessional*
- ✓ All ok no probs
- ✓ *Really good GPs*
- ✓ Excellent stop smoking clinic service and the doctor callback service
- ✓ *Always good service from Dr Goodstone*
- ✓ Trust in doctors & staff
- ✓ *Appointments are generally available, reception staff efficient, telephone consultations with doctors are helpful*
- ✓ Quite happy with things, bearing in mind the pressure you are under.
- ✓ *Service is good but location not easily accessible, for some*
- ✓ Good service. Understanding
- ✓ *Everyone I interacted with was pleasant, and I was seen expediently. My health concerns were taken seriously and the woman who treated me today considered my physical comfort.*
- ✓ Have always been treated with professionalism by Doctors. Nurses and Reception at MHC...Today had Telephone Consultation with Dr Collinson Re: B.Test results....he explained exactly what I need to do to improve my health in a realistic & comprehensive manner....Thank you!!
- ✓ *All the Dr I have seen them in our GB they are really care and friendly*
- ✓ Excellent doctors.
- ✓ *Because the service is very good and staff and doctors all very pleasant and helpful.*
- ✓ I find staff (reception, drs and nurses) to be professional, kind, helpful, patient, flexible, and several with good (wry or 'gallows') sense of humour, which i appreciate. Thank you.
- ✓ *Dr Goodstone is friendly, approachable and caring.*
- ✓ The experience was highly professional, communicative and efficient.
- ✓ *Doctor was really flexible*
- ✓ Great GP
- ✓ *Friendly staff and doctors, good listeners and good practice!*
- ✓ Excellent doctor.
- ✓ *Nurse was excellent*
- ✓ Seen almost on time, sympathetic consultation.
- ✓ *Kind, polite, excellent listening and consideration of medical history*
- ✓ Experience with the doctor I visited today and the reception staff who were very helpful and very nice
- ✓ *Professional and friendly service, great GPs.*
- ✓ The GP is excellent-Dr. McGaw. Terrific bedside manner, knowledgeable, patient, and respectful.

Not Recommended

- ✓ *ALWAYS Too long to get an appt*
- ✓ *Too often late appointments.*
- ✓ *I've filled in a feedback form which I will drop in when I'm passing.*

Passive

- ✓ Because it's very difficult to get an appointment so it seems you have too many patients already & not enough doctors.
- ✗ *Appointment waiting time*