FFT Monthly Summary: December 2014

MARYLEBONE HEALTH CENTRE

Code: E87737

Section 1 **CQRS** Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
50	34	7	4	1	1	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. Please select the 'Data Submission' tab from the main menu.

Section 2 **Report Summary**

280 **Surveyed Patients:**

97 **Responses:**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	50	34	7	4	1	1	97
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	50	34	7	4	1	1	97
Total (%)	52%	35%	7%	4%	1%	1%	100%

Summary Scores

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:

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

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

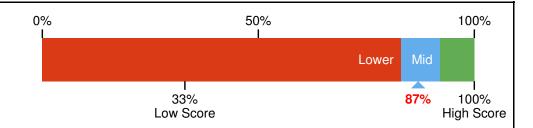
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3 Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: 87%

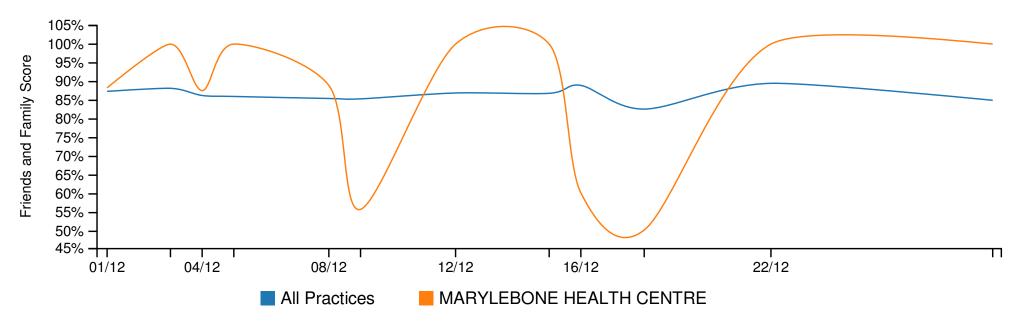
Percentile Rank: 45TH



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 45th percentile means your practice scored above 45% 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%	95%					
MARYLEBONE HEALTH CENTRE	71%	88%	87%					

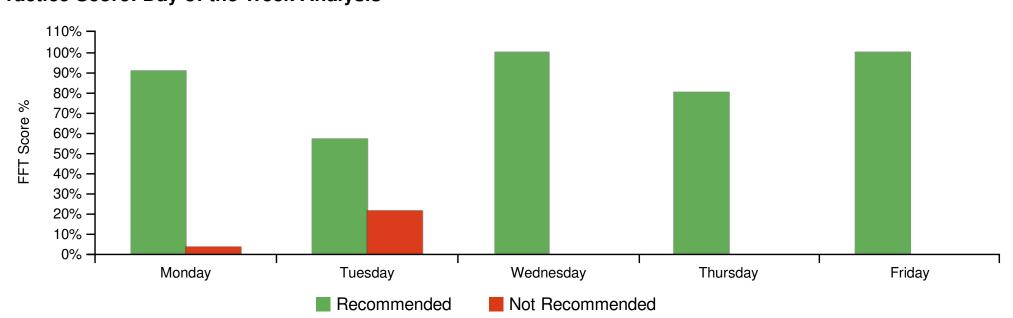




Notes: 1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

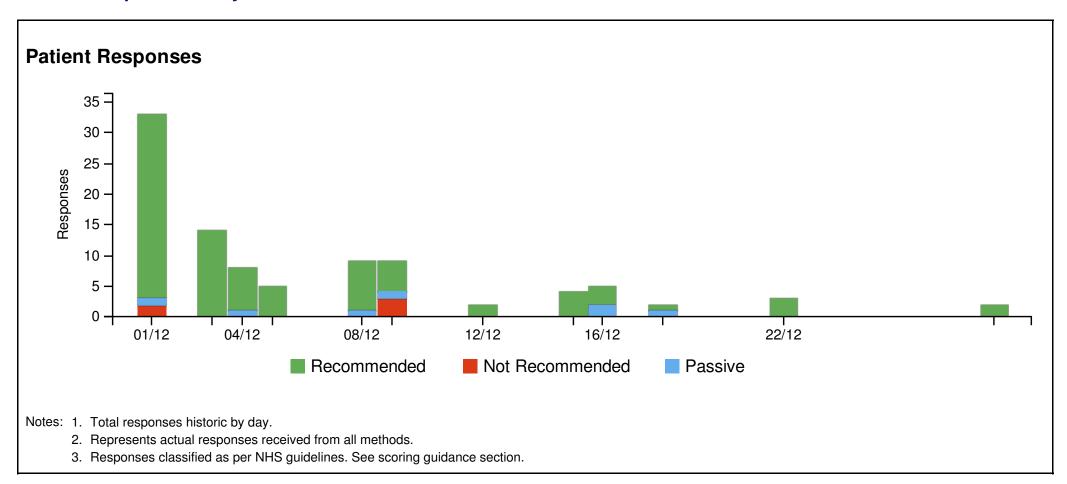
Practice Score: Day of the Week Analysis



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



Tag Cloud Thematic Reception Experience 18 conscientious Arrangement of Appointment 11 Reference to Clinician 24 central absolutely Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most discussed themes by analysing sentence fragements and is not an exhaustive analysis of all talking points. generally 3. Tag cloud is rendered using the most beforehand used present participle verbs, gerund verb, adverbs and adjectives where the ahead severe however coughing coug word frequency is reflected in text size.

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

- ✓ Because all the people is very gentle and professional
- ✓ I think the surgery at Marylebone is very efficient & the staff very helpful. Compared with reports from friends about their surgeries, the wait time for an appointment at Marylebone is very short. Thus is such a plus factor. Susan McAinsh
- ✓ Treatment received is excellent + reception staff very kind & helpful
- ✓ Staff are very helpful and professional
- ✓ It takes too long to get an appointment.
- ✓ I find all the staff that make up the practice at MHC very helpful and professional.
- ✓ Waiting time has shortened. Doctors and nurses are very friendly, helpful and professional.
- ✓ Both the Reception Team and the Medical Team have a high degree of patience, are very kind and caring. This leads to a very positive and supportive environment for patients.

 All the staff are very knowledge and go beyond the call of duty to assist me. Everything is handled respectfully in a timely manner with high degree of discretion.
- ✓ The only reason I didn't give top score is the wait to get an appt date sometimes 2/3 weeks. Reception and medical staff super.
- ✓ Top medical advice, extremely polite and considerate handling of us patients by all- doctors nurses and reception staff.
- ✓ I use warfarin clinic very good service. Not keen on 2 week wait for doctors appointment
- ✓ Good service and very kind personnel and doctors. Always call back very quickly. However, have had files misplaced and sometimes lost only reason didn't give a 1.
- ✓ Doctors are professional and eficient.
- ✓ Likely because I have referred my sister who has joined. I would say however that telephone calls should be picked up sooner as at times they ring for ages & the surgery should ensure that appointments are made with the same doctor for consistency as this hasn't happened for me. Also if you have a medical student carrying out injections with a chaperone that this is explained out of courtesy beforehand. Other than that good service!
- ✓ Thoroughness of Doctor and empathy with symptoms and effeciency and courtesy of reception staff
- ✓ Quality of care and expertise of staff. The practice is well organised and accessible.
- ✓ Ms. Sarah scott was helpful throughout the entire time.
- ✓ Reason being, my specialist report had been misplaces twice and takes long to get appointments.
- ✓ The nurse I saw was absolutely wonderful--attentive, thorough and professional
- ✓ Courteous, respectful, polite and professional service. And a friendly gentle manner.
- ✓ I am lucky enough that the clinic and Dr mandarbary have taken care of my well being physical and mental.
- ✓ Receptionist are v helpful and patient. My doctor Elenor is the best and the accupuncturist is great too.
- ✓ The nurse was very helpful
- ✓ Friendly efficient. Holistic practice Caring. Broad choice of treatments
- ✓ Everything well explained and helpful...
- ✓ Great team of therapists and admin staff
- ✓ The nhs is a wonderful free service that we have and that is always undervalued
- ✓ Excellent and attentive service by staff and GPs
- ✓ Very professional & caring surgery.
- ✓ Location and speed of access
- ✓ Politeness and efficiency as well as improved health from Euan McClennans potions
- ✓ Bureaucracy?
- ✓ the service, doctors, staff is very good but wait time for appointment too long.
- ✓ I'm happy with the practice but the waiting time is a killer + no notice is given, but if we're late then we get told to reschedule, like for like not fair is it?
- ✓ Long wait to be seen. GP was excellent.
- ✓ Dr G is excellent doc
- ✓ Thoughtful staff
- ✓ Efficiency
- ✓ A very well come friendly atmosphere, and because of an excellent service and care I received.

The conscientious treatment I have had for four or five years now.

- ,
- ✓ Because they listen well and are efficient
- ✓ Friendly and helpful
- ✓ Excellent and well trained professional.
- ✓ Emergency for my baby
- ✓ Efficient caring service
- ✓ doctors good and caring/competent, however often difficult to obtain an appointment
- ✓ I'm generally satisfied with the service although I don't want to have to wait for appointments nor to be kept waiting beyond the time of the appointment as my time is as valuable as yours. The system needs to be made more like the immediate response one receives in private medicine. Therefore I didn't give the top rating as there is room for improvement
- ✓ The staff is very helpfull, they worrie about their patients and help them to find solutions
- ✓ Excellent Dr ,excellent practice
- ✓ Excellent Dr, very efficient practice ,excellent service
- ✓ You always try your best even if I have to wait several days just to talk to a doctor let alone see one! That's Central London I guess.
- X Relaxed, but professional feel to the practice.
- XDr goodstone was very helpful, informative and put us at ease

Not Recommended

- ✓ waiting time for booking appointments. lack of reading communications from hospital and understanding of chronology of hospital reports.
- ✓ Length of time you wait for an appointment.
- ✓ I think a number of the receptionists are very curt on the phone and would benefit from training in delivering good customer service.

Passive

- ✓ Wait times are far too long, but that's not the staff's fault they are all very nice. There have been some severe technical difficulties too!
- ✓ Well, I have seen the service going down since I joined some 6 years ago. I'm a very compliment patient and do not demand things normally. I've recently had a chest infection (3 1/2 weeks later, I'm still coughing and still unwell The Gp didn't feel I need any antibiotics and this is not just about that. I truly know how my body responds to things and the gp should have been aware from my records that my inflammation markers have been up for a while and that prone to infections so I felt not looked after
- ✓ Very difficult to see same Dr more than once fr a "follow up' Recently I saw 4 different GPs. The first Dr asked me to make appointment to see him in 2seeks but Reception said he was fully booked for 4 weks. I then shagested the 5th week & was told the Computer can't book fhat far ahead!!!
- X Whenever I see Jo the nurse or Tim the doctor- they are both knowledgeable and experienced and