

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

Surveyed Patients: 280

Responses: 97

	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

87% 5% 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:

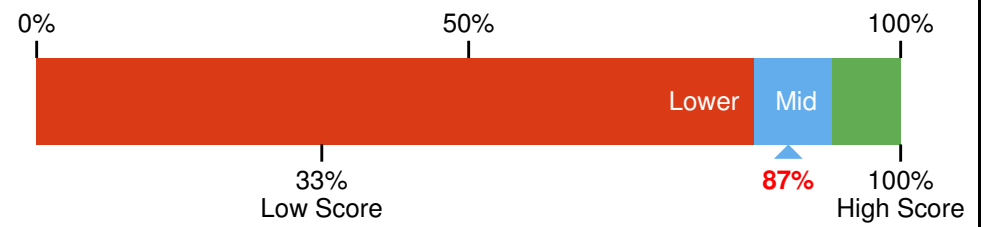
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

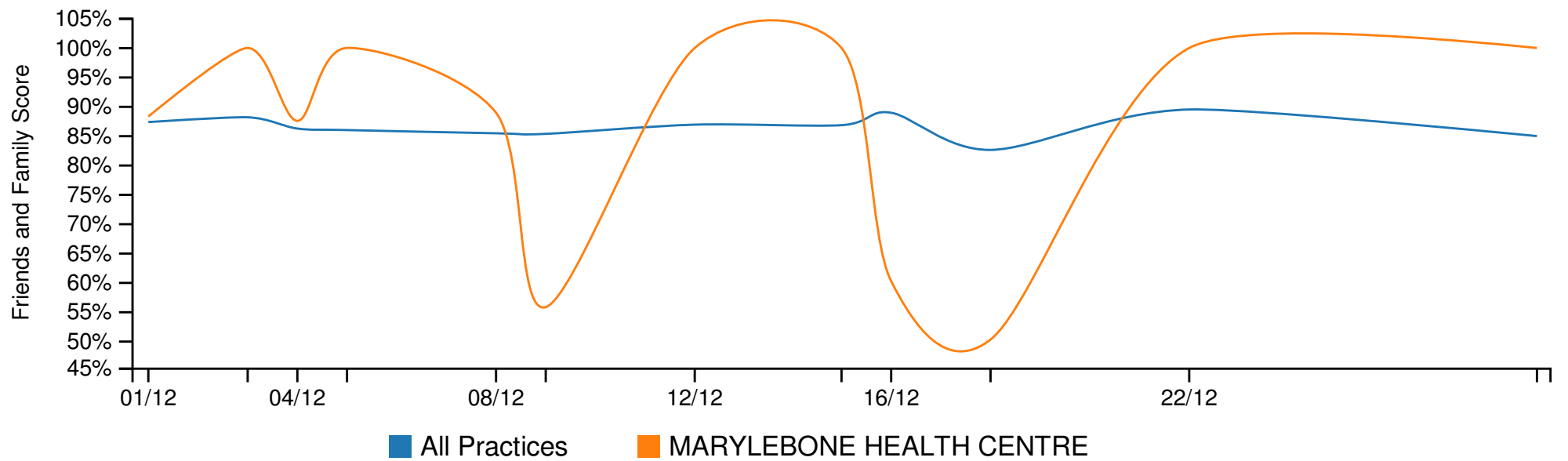
Your Score: **87%**

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.

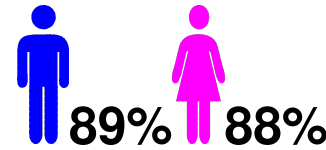
Practice Score: 'Recommended' Demographic Analysis

Age

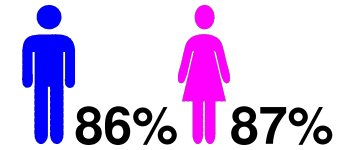
	< 25	25 - 65	65+
All Practices	80%	88%	95%
MARYLEBONE HEALTH CENTRE	71%	88%	87%

Gender

All Practices

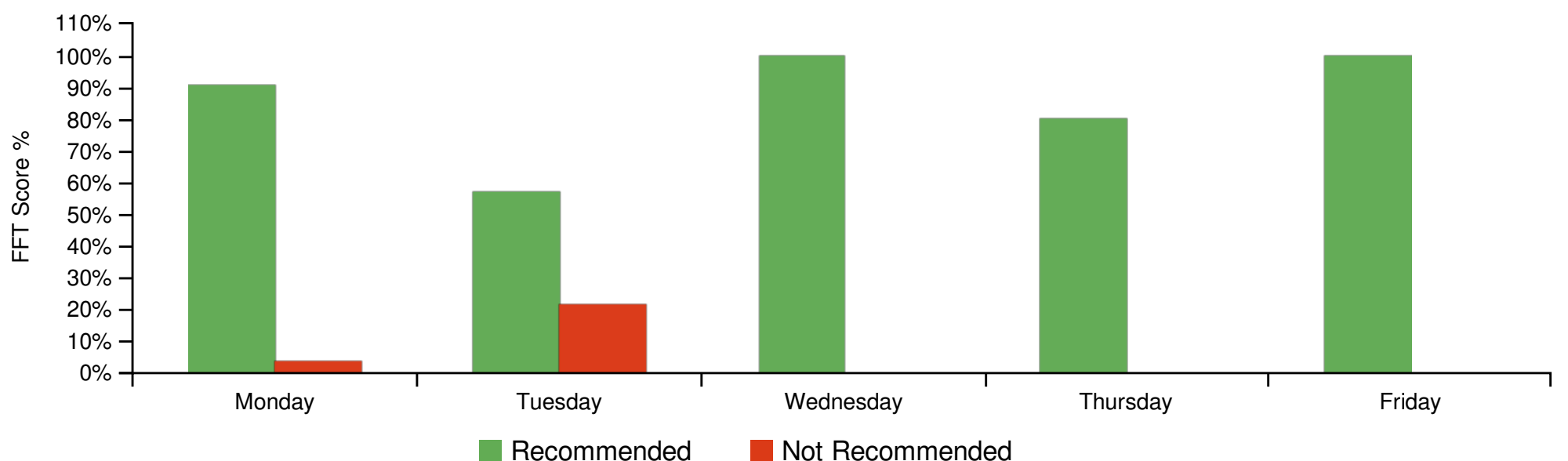


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- Notes:
1. Scores for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis

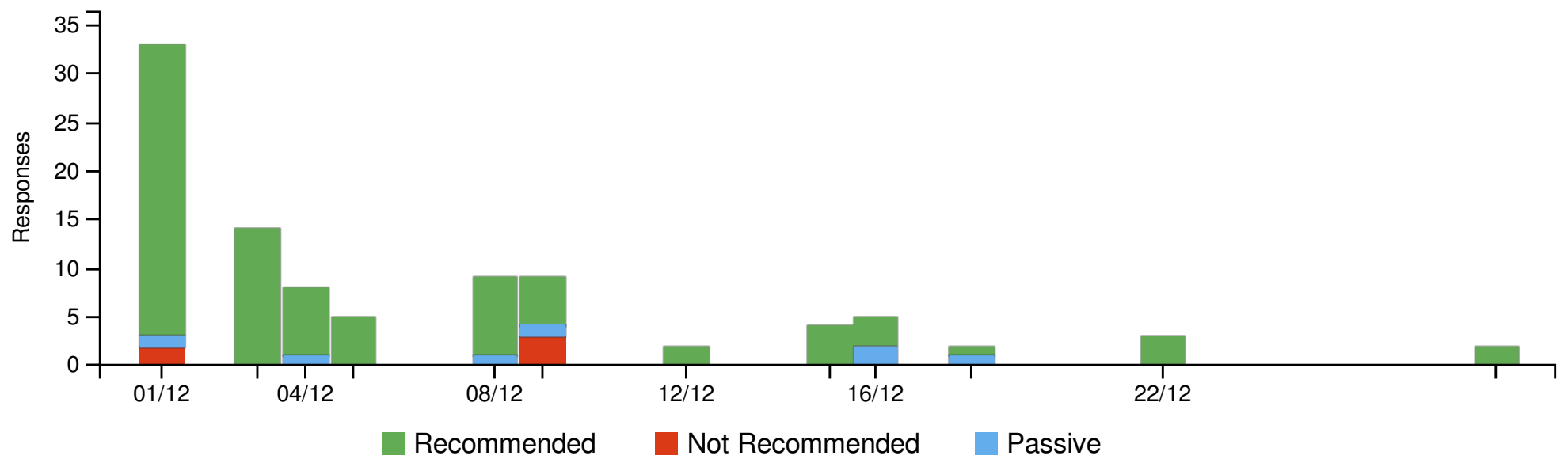


- Notes:
1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
 2. Score calculated as per NHS requirements. See scoring guidance section.

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.

- ✓
- ✓ 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.
- ✗ *Relaxed, but professional feel to the practice.*
- ✗ Dr 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 shggested the 5th week & was told the Computer can't book that far ahead!!!*
- ✗ *Whenever I see Jo the nurse or Tim the doctor- they are both knowledgeable and experienced and*