

FFT Monthly Summary: March 2015



MARYLEBONE HEALTH CENTRE
Code: E87737

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
59	28	4	4	2	1	0	0	0	98	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: 274

Responses: 98

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	59	28	4	4	2	1	98
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	59	28	4	4	2	1	98
Total (%)	60%	29%	4%	4%	2%	1%	100%

Summary Scores

89% 6% 5%

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:

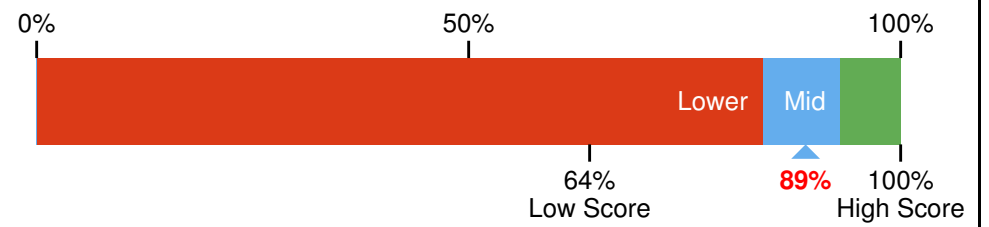
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

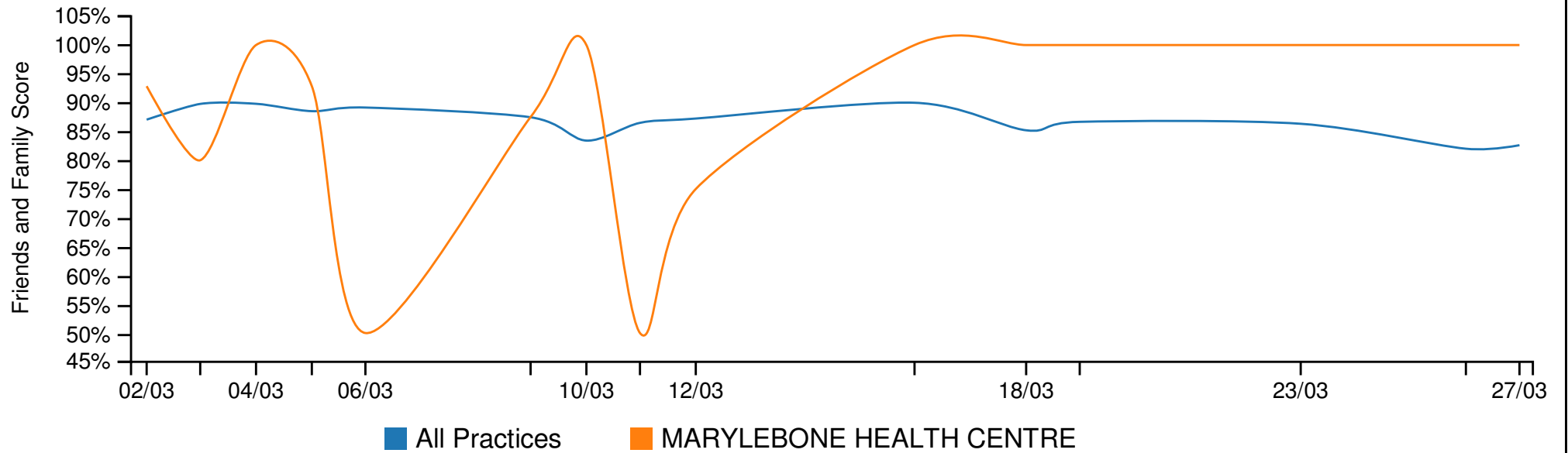
Your Score: **89%**

Percentile Rank: **50TH**



- 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 50th percentile means your practice scored above 50% of all practices.

Practice Score: 'Recommended' Comparison



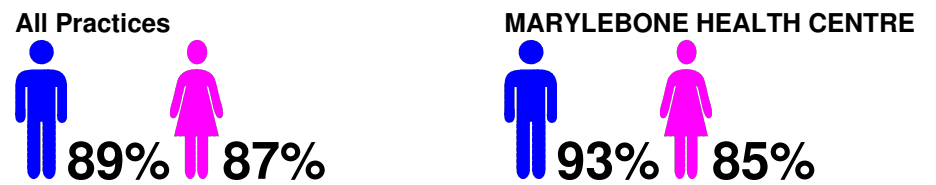
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

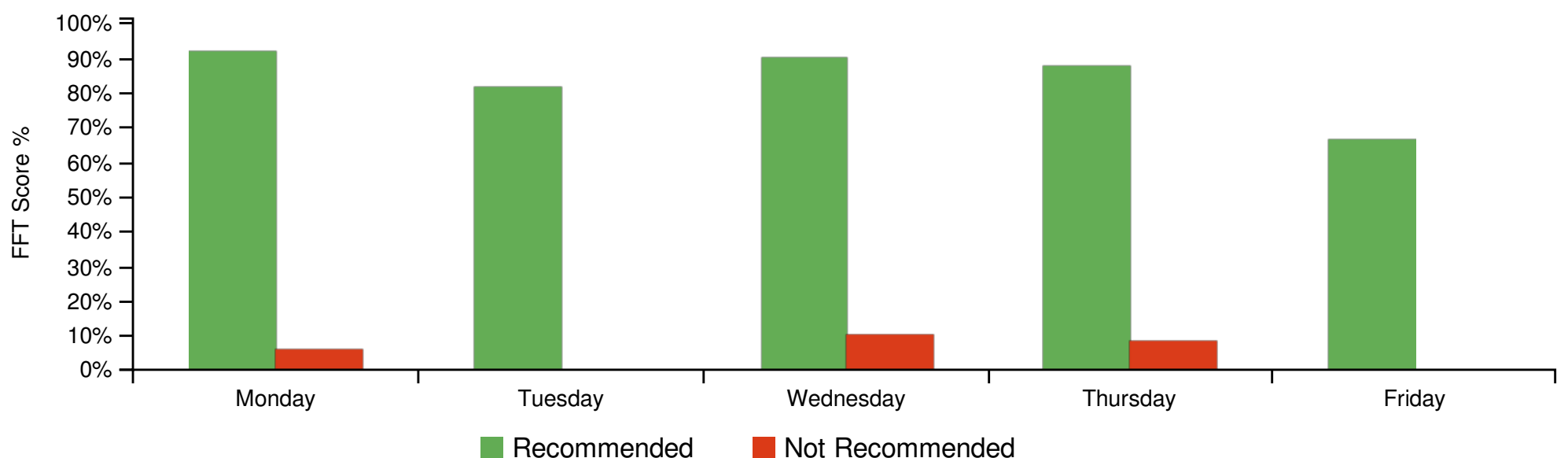
	< 25	25 - 65	65+
All Practices	82%	88%	91%
MARYLEBONE HEALTH CENTRE	85%	90%	88%

Gender



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

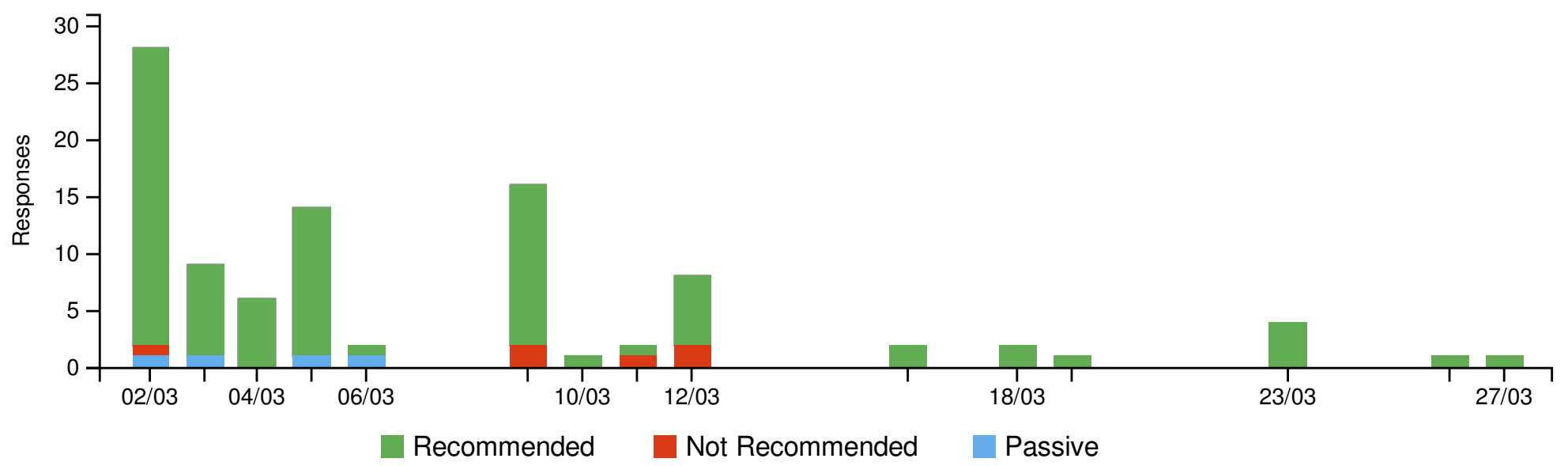
Practice Score: Day of the Week Analysis



- 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.

- ✓ *Feel the doctor is listening and trying to help.*
- ✓ *Very efficient, and informative of all procedures and medications prescribed.*
- ✓ *Professional and courteous counsellor.*
- ✓ *The doctors behaviour very gently and softly, treat patients very patient. My family all enjoyed and thankful*
- ✓ *I was seen by the nurse to do a blood test at 8:30am and she is punctual .. and finished not more than 10 minutes later - efficient.*
- ✓ *Very difficult to get an appointment that was suitable for me , and always a locum doctor , not very personal*
- ✓ *No wait for an appointment, convenient early morning appointments, was seen on time*
- ✗ *How many more questions are there ? Maybe easier to do via email. I had a missed call from the health centre today. Please can u advise was it about this?*

Not Recommended

- ✓ *Lack of communication, poor attention to detail and doctors just seem to want to take the easy route and pop you on pills rather than looking into the actual root cause of your symptoms.*
- ✓ *Long wait to see a doctor of your choice & doctor that knows your history.*
- ✗ *I have had my last 3 appointments canceled. To get a new appointment takes at least two weeks. The last one was yesterday which no one told me it was canceled. I turned up and the receptionist said its not like u live far away which i thought was extremely rude. I was meant to get my jabs for traveling and when i confirmed the appointment on the phone the receptionist had only booked me in for a 15 min slot which is not the required time. They then re-booked it a week later as i had to have half an hr to which it was canceled again without explanation. I am looking to move gps. Another time a doctor was late to his appointment - i went in to re-new my pill i then showed him a lump and he said i had run out of time and i had to book another appointment.*

Passive

- ✓ *Often hard to get appointments in a timely manner. Used to offer discussions and referrals over the phone which was really helpful but last time I was in contact was told this can't be done anymore which is a pain as it just slows treatment down. Also ridiculous that you close at lunchtime for calls vs staggering lunch breaks of reception staff and that Wed afternoons you are closed.*