

# FFT Monthly Summary: June 2018

BURNEY STREET PMS  
Code: G83065

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
143	31	2	3	9	1	0	0	0	189	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>	<b>748</b>							
<b>Responses:</b>	<b>189</b>							
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total	
SMS - Autopoll	143	31	2	3	9	1	<b>189</b>	
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
<b>Total</b>	<b>143</b>	<b>31</b>	<b>2</b>	<b>3</b>	<b>9</b>	<b>1</b>	<b>189</b>	
<b>Total (%)</b>	<b>76%</b>	<b>16%</b>	<b>1%</b>	<b>2%</b>	<b>5%</b>	<b>1%</b>	<b>100%</b>	

### Summary Scores

 92% 
  6% 
  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:

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

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

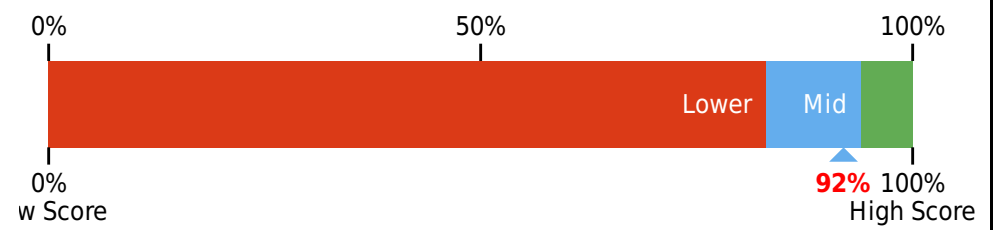
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

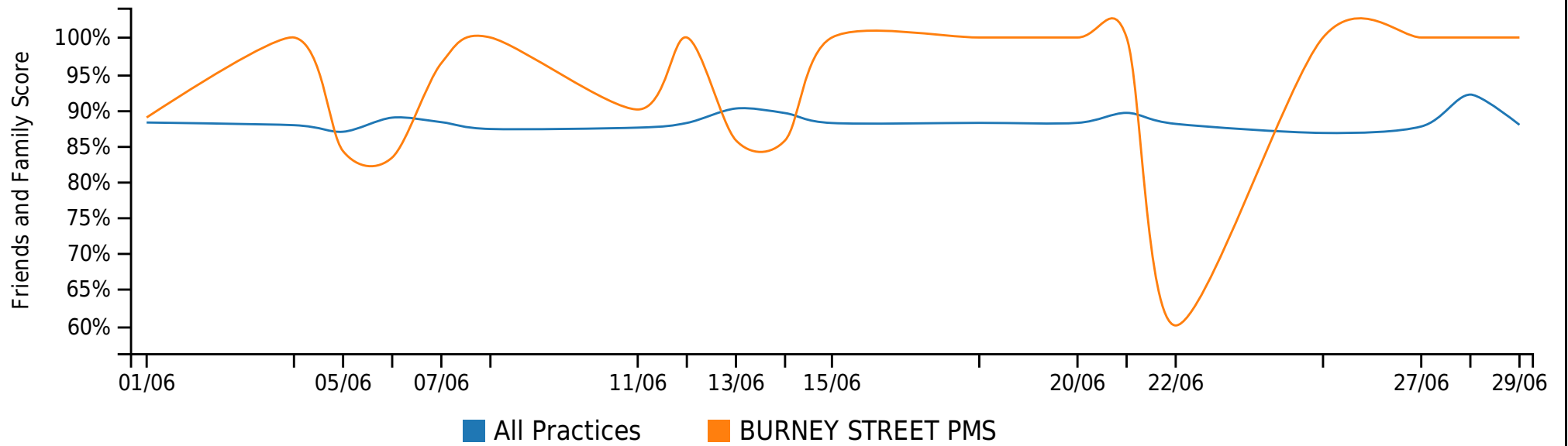
### Practice Score: 'Recommended' Rank

**Your Score:** 92%  
**Percentile Rank:** 65<sup>TH</sup>



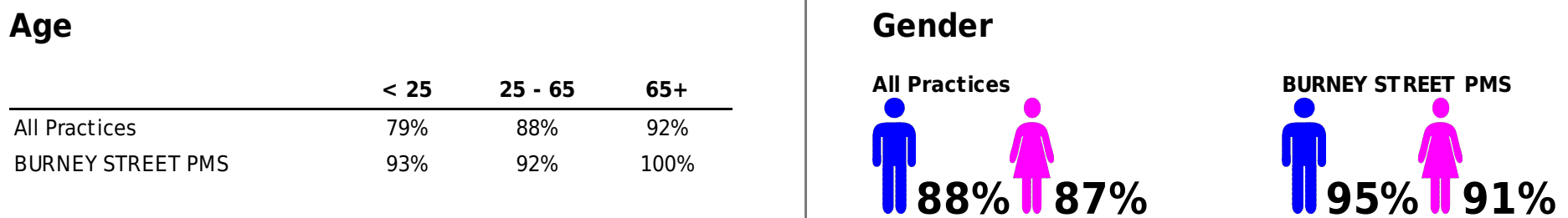
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.  
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 65th percentile means your practice scored above 65% of all practices.

### Practice Score: 'Recommended' Comparison



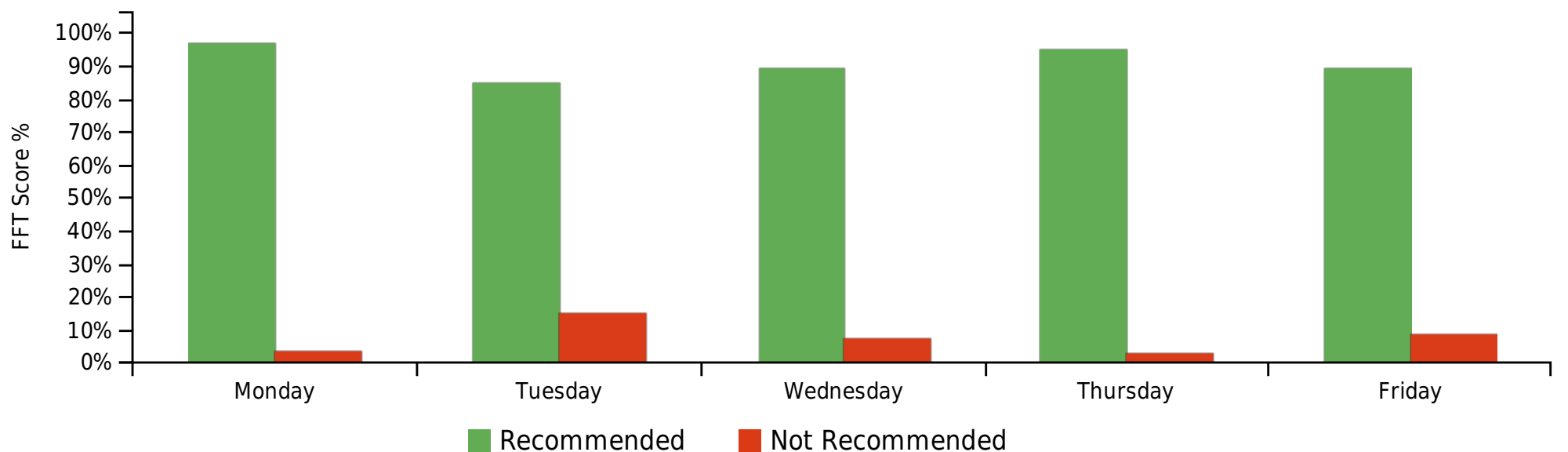
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



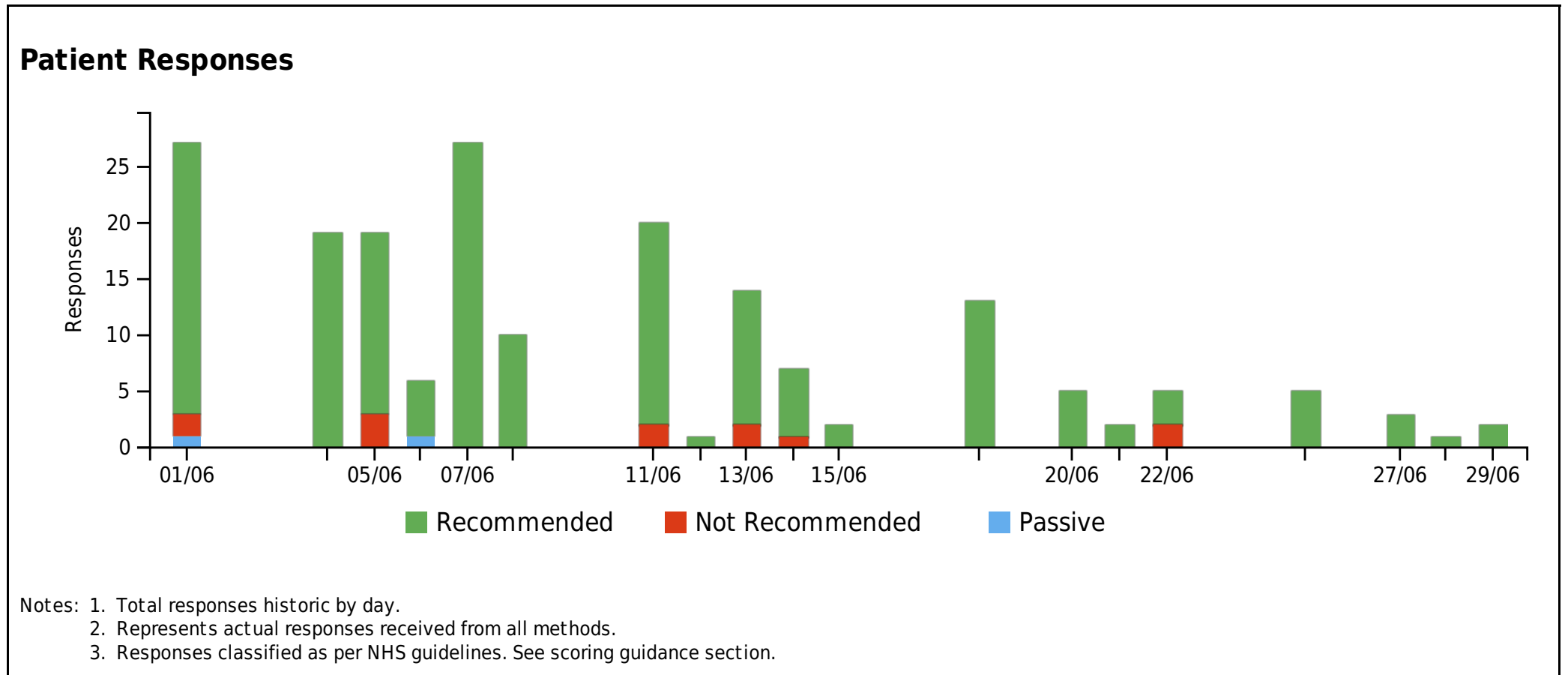
- Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: Day of the Week Analysis



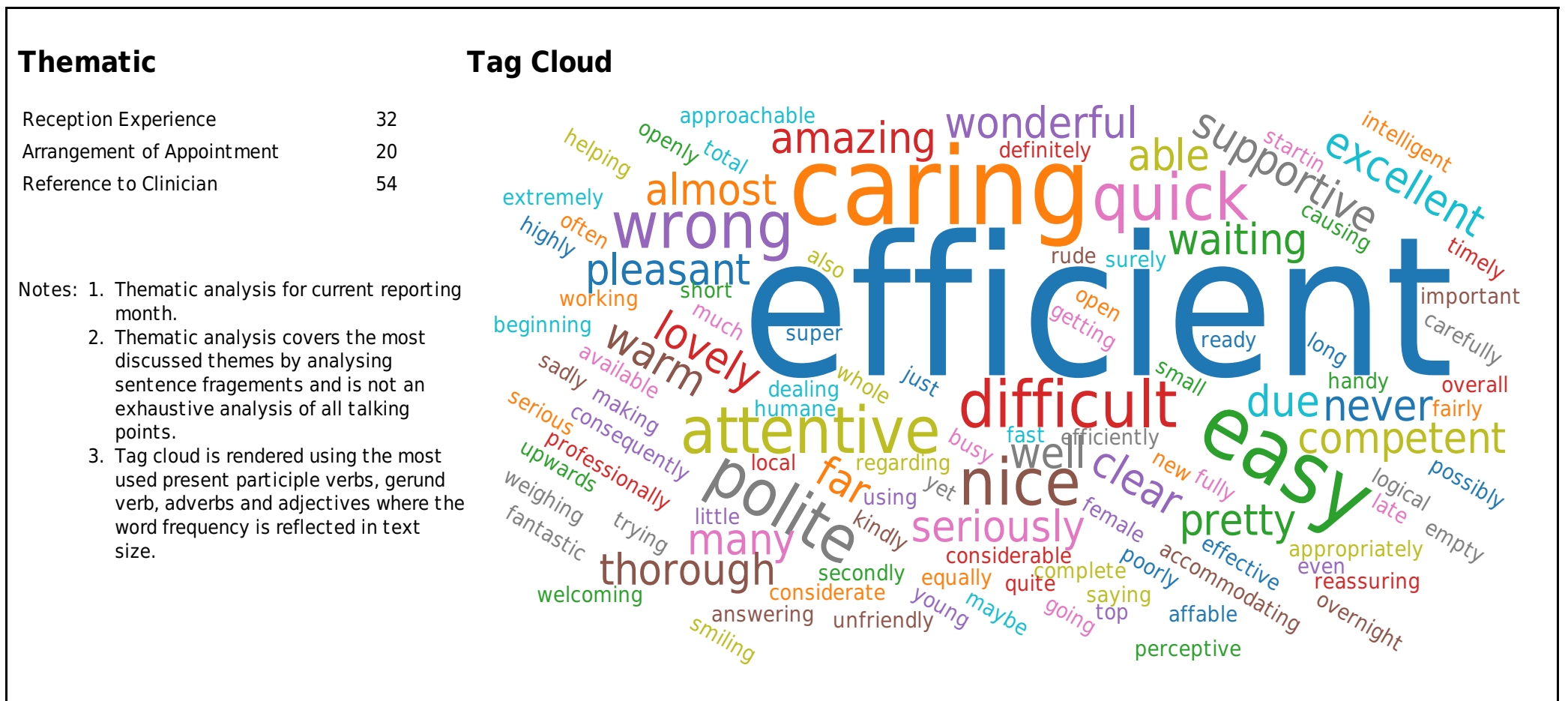
- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.  
2. Score calculated as per NHS requirements. See scoring guidance section.

## 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

- ✓ Cannot book nurses appointments on the app
- ✓ Super doctor
- ✓ Efficiency, helpfulness and friendliness of reception staff and an open and relaxed consultation with the doctor.
- ✓ The doctor gave me the time I needed
- ✓ Good service but available appointments are too far
- ✓ I would recommend Burney Street as all the Doctors are good. Appointment waiting time is not good.
- ✓ Doctors very understanding and helpful
- ✓ Friendly and patient
- ✓ Nice doctor took time to consider. Lovely receptionist s
- ✓ Booking process efficiently made...text reminder helpful...seen on time...whole service was conducted in a user friendly way...no problem with any of it
- ✓ Both the Receptionists and Doctor were very professional in dealing with my concern. In the morning when I rang, the queue was long but was kept updated @ated on the movement and my position in the queue. @ueue.
- ✓ That was my first time attendance to the GP practice. The moment I greeted, signed in and sat down someone recognised that I'm a new to the place and dir@d directed me where to sit and wait. Secondly, the Doctor who saw me was very good. @ood.
- ✓ Quick efficient service as it had been for the lasy 20 years
- ✓ My experiences, on the phone or at the Reception have always been handled courtiestly and professionally, and with a smile.
- ✓ Since being with the practice all doctors and the front team have been great
- ✓ GP was very good
- ✓ The female GP I met today for is very professional and she dealt with my issue kindly and explored the diagnosis process in a very clear way. In additi@ddition, all admin staff and other GPs in this surgery are very knowledgable and helpful in all health matters. @ers.
- ✓ GP is fully understanding and caring and logical regarding situation.
- ✓ Everything from reception to doctor visit was friendly and warm and helpful. Very professional and humane
- ✓ Just that appointment on time and good service.
- ✓ Very polite staff .
- ✓ Very efficient and friendly staff - support and medical.
- ✓ Been with this doctors for many years. They helped myself and my family and my neighbour when she was at end of life.
- ✓ Doctors are patient and staff are friendly
- ✓ Very professional staff at burney st
- ✓ Years of supportive medical service from a range of doctors and nurses working at both your sites
- ✓ Reception was easy. Dr handy was great. Was definitely recommended
- ✓ There was a mix up on who I was supposed to see and the lady at reception had to speak to the nurse to ask if she could see me and saved me making anothe@another appointment. The staff were accommodating. Much appreciated. @ted.
- ✓ Fast Efficient Effective
- ✓ Staff are kind and attentive, doctors have always been so helpful. Only problem is the patient/doctor ratio, not easy to get appointments with the same doctor.
- ✓ Friendly and helpful surgery.
- ✓ I've always received excellent care from doctors and always been greeted with helpful, professional staff
- ✓ The staff are always pleasant, professional and make every effort to accommodate any requests. Equally the doctors are very helpful, listen and support a@ort any issue despite having time pressures. It's a very friendly practice despite having many patients - it seems to have retained the small local practice f@ice feel I remember from using this practice for almost 50 years! And in London that's pretty amazing. @ing.
- ✓ The reception staff are amazing. Dr Monarch is a wonderful doctor. Will be sadly missed.
- ✓ Friendly and professional
- ✓ Everything was great from the quickness of getting an appointment and the friendliness of the reception staff, doctor and nurse I saw
- ✓ Efficient service, appointment when needed and seen on time
- ✓ Got same day appointment for my daughter and the doctor was very thorough.
- ✓ Dr Davies listened carefully, took my problem seriously and referred me on appropriately. A total professional and kind doctor.
- ✓ Because I have the best doctor who listen to me and always ready to help me when i need help
- ✓ My doctor was very thorough, helpful and clear in his explanations.

- ✓ I think Dr. Monach is very good and knows how to treat his patients with great care. He made me feel I'm in good hands.
- ✓ Helpful caring and considerate
- ✓ The doctor was very friendly and made me feel at ease. He answered my questions openly and explained the issues well.
- ✓ The Nurse is caring, attentive and very competent. The Receptionist have a good customer services and polite
- ✓ Overall good service, GP was nice but reception staff a little rude at times.
- ✓ Dr Startin is a wonderful GP
- ✓ the doctors and nurses are very helpful, trying to attend to all my problems and concerns also regards to my baby
- ✓ It is quite difficult to see a doctor.
- ✓ Great Doctors and staff very good and accomodatinf
- ✓ Good care by health professionals
- ✓ Young receptionist was unfriendly. Older one was busy weighing herself. GP rushed me by saying he can't hear all what's wrong with me today as he gets 10@ts 10 minutes with every patient.@ient.
- ✓ Good doctor but maybe the reception staff could be more attentive and customer focused.
- ✓ Quick service, efficient staff
- ✓ The receptionist who I made the appointment with realised the issue was possibly more serious than I assumed and encouraged me to speak/see the GP today.@oday. She was very understanding and helpful @pful
- ✓ I felt Dr Baruah cared! She was very empathic and understanding!
- ✓ Always get treated well
- ✓ Appointment at short notice, appointment started almost on time, medical and non-medical staff competent and friendly
- ✓ Convenience of booking the appointment, timely taken into consult and lovely nurse who was able to give good advice.
- ✓ It was quick and pretty empty for a change
- ✓ Efficient, friendly and helpful. Gave good explanations.
- ✓ Helping me get my medicine and see doctors on the day. Extremely affable staff.
- ✓ Efficiency
- ✓ Surgery efficient and nice
- ✓ The Dr was great this morning.
- ✓ Polite and caring service
- ✓ Based on my experience so far appointments have been prompt and did not feel rushed during my doctor visits
- ✓ Good doctors and nurses and easy booking appointments and good reminder service
- ✓ Fairly good service, difficult to get appointments
- ✓ Friendly, welcoming and efficient people
- ✓ GP great, my gp app rubbish. It doesn't tell you which surgery you have to go to
- ✓ Warm and professional staff, the Nurse I saw today explained the procedure and was very reassuring. She made me feel at ease.
- ✓ Got an appointment on the same day.
- ✓ Excellence from top to bottom.
- ✓ Helpful staff and pleasant
- ✓ My GP is great!
- ✓ Because I was seriously in need of medical review due to overnight health conditions difficulty, and when I called in, the receptionist was helpful which@which led to my been seen by the doctor .@tor .
- ✓ Dr Statin is fantastic
- ✓ Smiling faces of the ladies at WHC at 7am on Monday morning!
- ✓ Very efficient and helpful staff, easy to book an appt and to arrange for repeat prescriptions
- ✓ Helpful staff
- ✓ Helpful reception staff, friendly, approachable and supportive clinicians. Good with children too.
- ✓ On time very helpful
- ✓ Good service. Had no problem
- ✓ Friendly and efficient service
- ✓ Excellent GP - highly intelligent, understanding and perceptive.
- ✓ Was given alot of time with the nurse and she was very helpful

### **Not Recommended**

- ✓ 1. Length of time to get an appointment - 3 weeks. Appointment then cancelled on the day.
- ✓ They seem to make lots of mistakes, causing considerable disruption: e.g. they have stored into their system the wrong tel. For my home number, this cons@ consequently caused I missed an important appointment with a specialist because I was never notified about it. Another example is I was to be given a medical@dical certificate and they were doing it with the wrong end date. @ate.
- ✓ The waiting times since the beginning of the year have been beyond a joke - with a poorly toddler - having to wait often upwards of an hour for an appointment.
- ✓ Never get am appointment and all the good professional caring Doctors have left
- ✓ Everything was all right. Even answering machine where i was notified for going up the queue.
- ✓ Tool over 46 min late to attend to me .

### **Passive**

- ✓ To get an appointment at Wallace is very difficult. The one time I got an appointment it was cancelled on the day due to staff sickness. Surely all appo@ appointments could have been taken on my other staff at Wallace. @ace.