

FFT Monthly Summary: February 2015



BETHNAL GREEN HEALTH CTR.
Code: F84083

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
31	16	1	0	1	0	0	0	0	49	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: 164

Responses: 49

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	31	16	1	0	1	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	31	16	1	0	1	0	49
Total (%)	63%	33%	2%	0%	2%	0%	100%

Summary Scores

96% 2% 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:

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

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

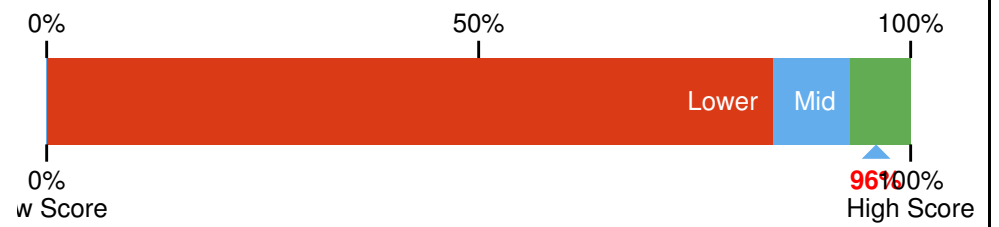
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

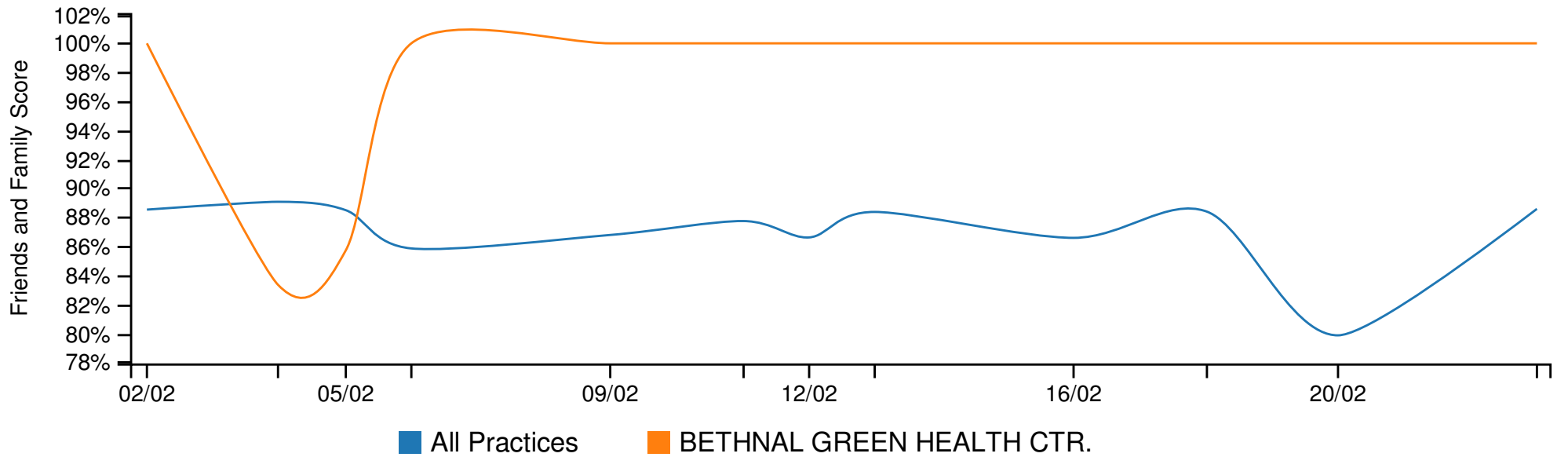
Practice Score: 'Recommended' Rank

Your Score: 96%
Percentile Rank: 95TH



- 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 95th percentile means your practice scored above 95% of all practices.

Practice Score: 'Recommended' Comparison



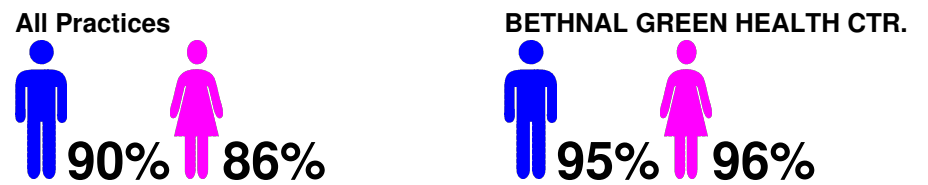
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

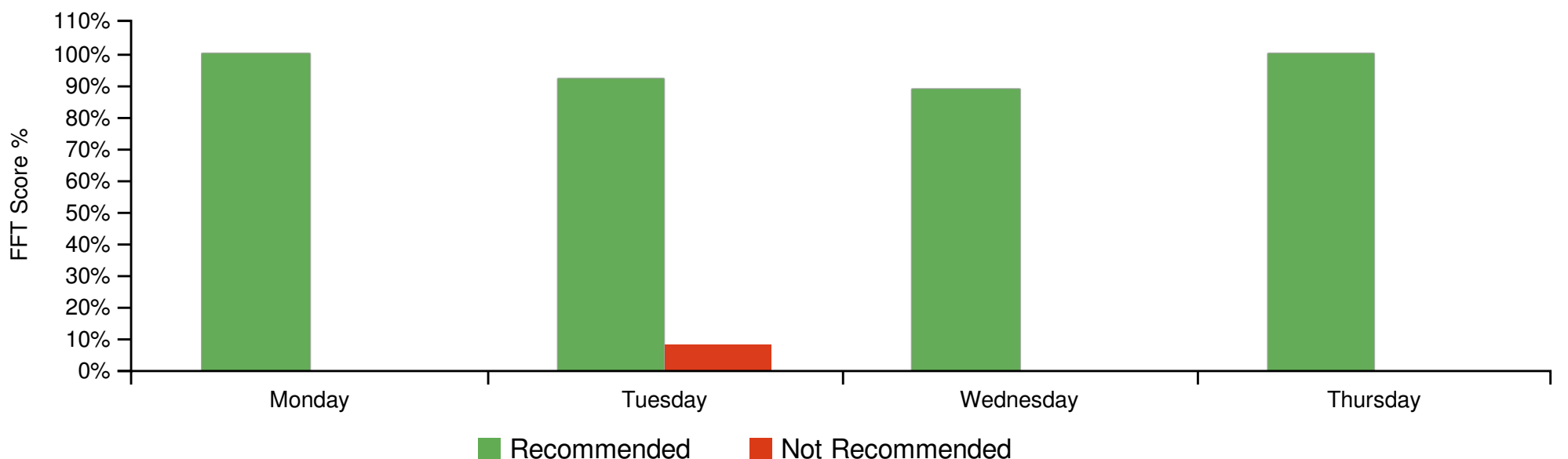
	< 25	25 - 65	65+
All Practices	80%	88%	92%
BETHNAL GREEN HEALTH CTR.	90%	97%	100%

Gender



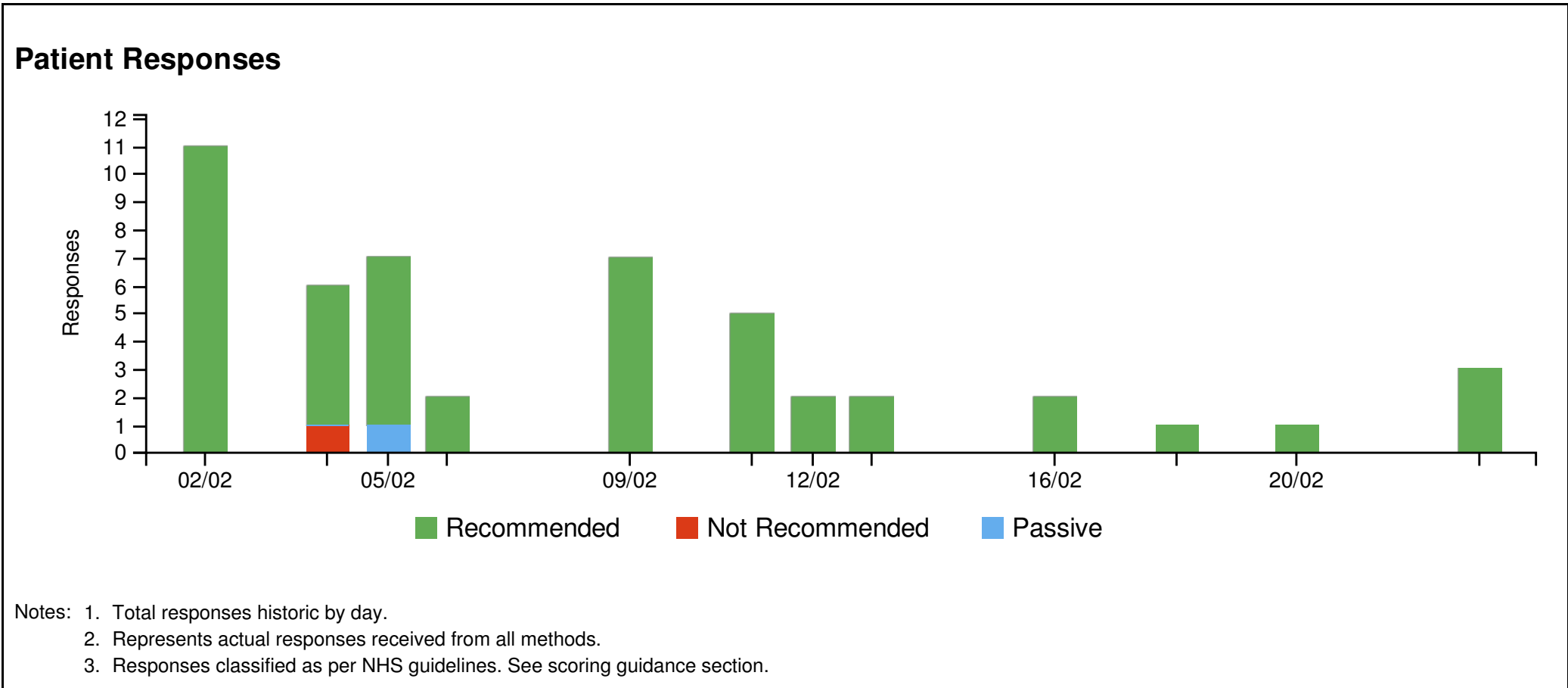
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis



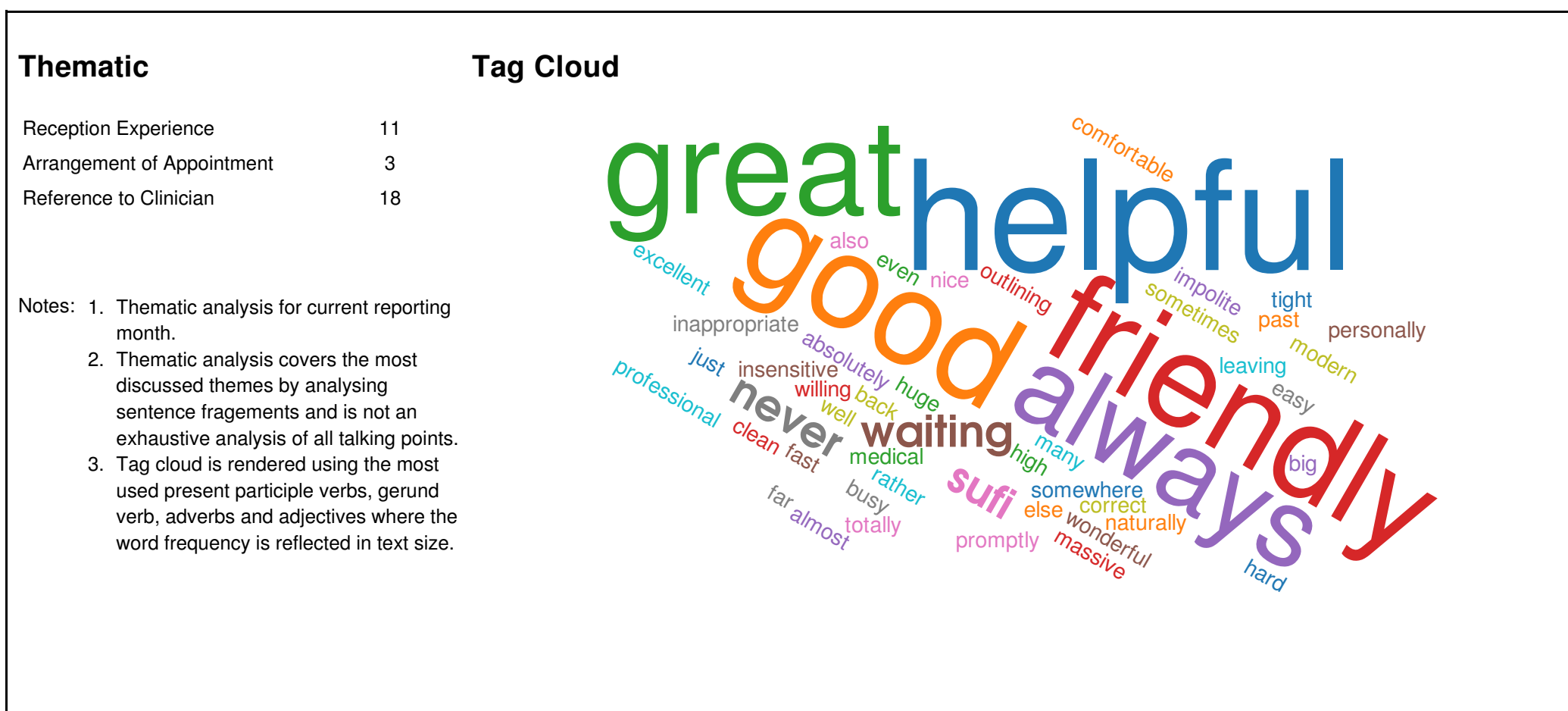
- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4
Patient Response Analysis



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

- ✓ Good availability, great waiting area, but sometimes too many locums, and I know it's hard, but people who naturally smile on front desk can make a huge difference to the atmosphere. :)
- ✓ Reception staff are always friendly when booking appointments. Dr Sufi is the best doctor I've had to listen and advice the best treatment whilst outlining all side affects.
- ✓ Good,friendly, helpful. Receptionist's. my doctor is absolutely wonderful! She is a credit to the practice. She has a great bedside manner.
- ✓ The doctors are nice and helpful
- ✓ Dr. Sufi
- ✓ Great service
- ✓ I have been with BGHC since as far back as I can remember, I have seen GP's come and go, pass over and change practice's, get married and have families of thete own and could never dream of leaving to go somewhere else
- ✓ I find the reception staff and the medical staff helpful and always willing to listen Denise Hosea
- ✓ I felt Dr Sibley wanted to help me get well. Rather than just being processed or fobbed off.
- ✓ I sm very satisfide and greatfull for the help i got in the past 18 years.
- ✓ High level of patient care, information provided
- ✓ clean. big. fast effecient health centre.good drs also
- ✓ Helpful nurse helpful reception
- ✓ Waiting time is always over 30 mins need to improve on that
- ✓ Easy to make an appointment, modern surgery building and friendly, helpful doctors.
- ✓ Great services and excellent receptionists & doctors but time slots for appointments are too tight.
- ✓ The ladys on desk very helpfull n my doctor is brilliant all ways has time for you would not fill comfortable with any other doctor
- ✓ I like the friendly staff who takes care to smile even when harassed and under massive stress.
- ✓ I m haqqy my GP IS OK
- ✓ I have been a patient at this practice for almost 30 years and the receptionists and doctors very good, I personally would never change this practice
- ✓ Great nurse
- ✓ Great service
- ✓ I got the answers and treatments I needed
- ✓ I have always had myProblems sorted promptly either it be a doctor or receptionist
- ✓ Staff were friendly if busy and I was seen at the correct time.
- ✓ The receptionists who are always very friendly, helpful and professional.
- ✗ Staff very helpfull and plesent my dr very good and Locoms very good

Not Recommended

- ✓ Very impolite and insensitive nurse. Totally inappropriate attitude towards someone she didn't know.

Passive