

FFT Monthly Summary: December 2017

Upper Norwood Group Practice
Code: H83005



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
103	33	7	2	1	0	0	0	0	50	96	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:	238						
Responses:	146						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	39	9	0	1	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail	64	24	7	1	0	0	96
Manual Upload							
Total	103	33	7	2	1	0	146
Total (%)	71%	23%	5%	1%	1%	0%	100%

Summary Scores

93%
 2%
 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:

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

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

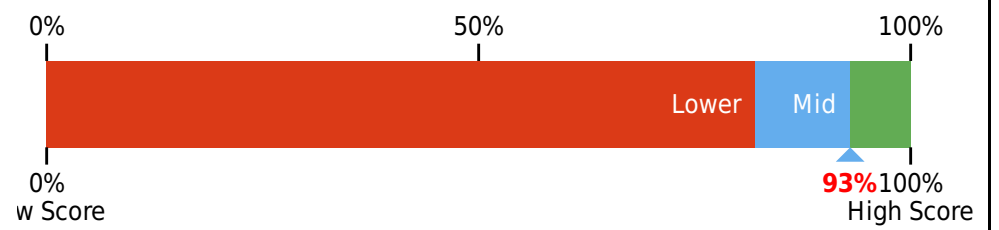
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

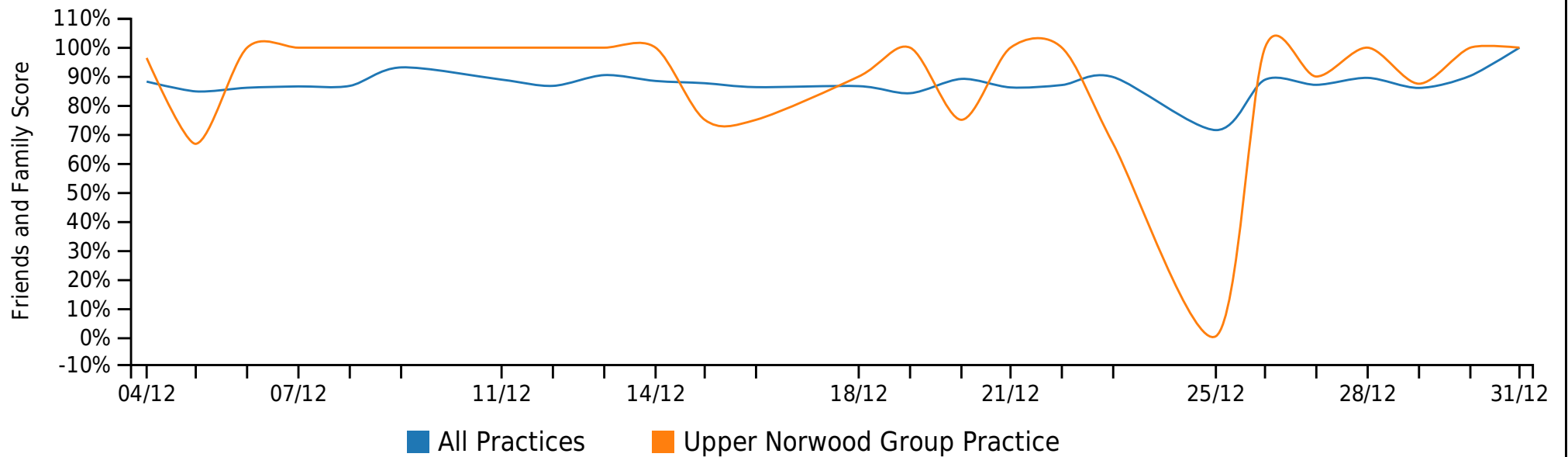
Practice Score: 'Recommended' Rank

Your Score: 93%
Percentile Rank: 75TH



- 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 75th percentile means your practice scored above 75% 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.

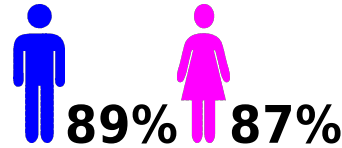
Practice Score: 'Recommended' Demographic Analysis

Age

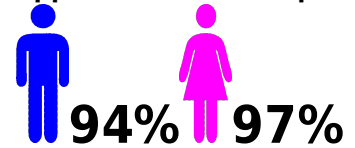
	< 25	25 - 65	65+
All Practices	80%	88%	92%
Upper Norwood Group Practice	50%	98%	100%

Gender

All Practices

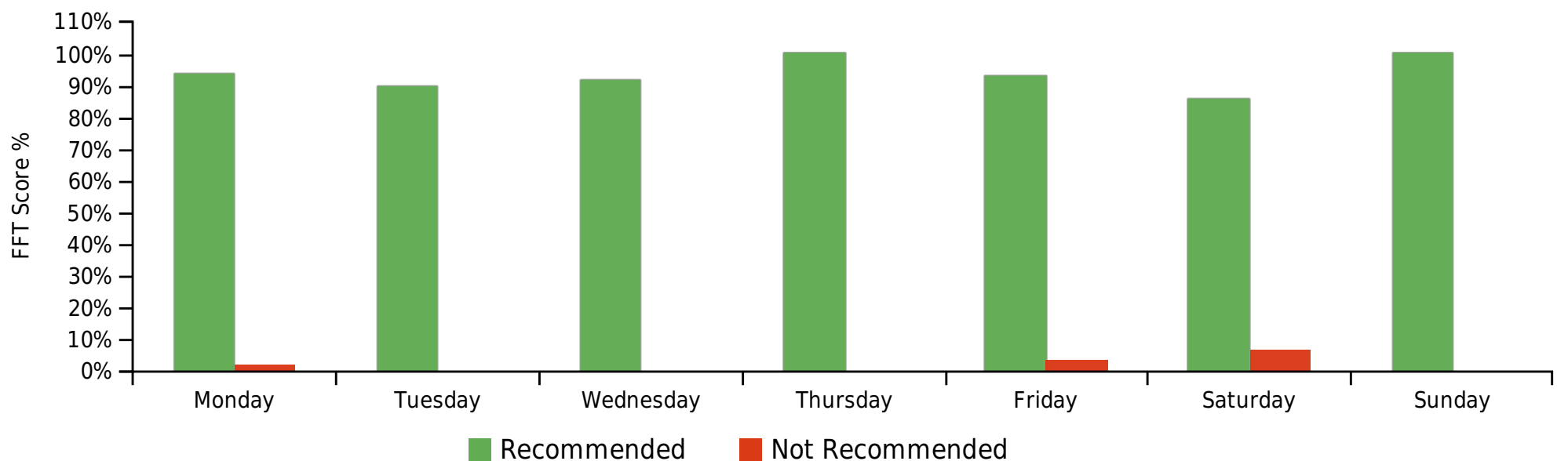


Upper Norwood Group Practice



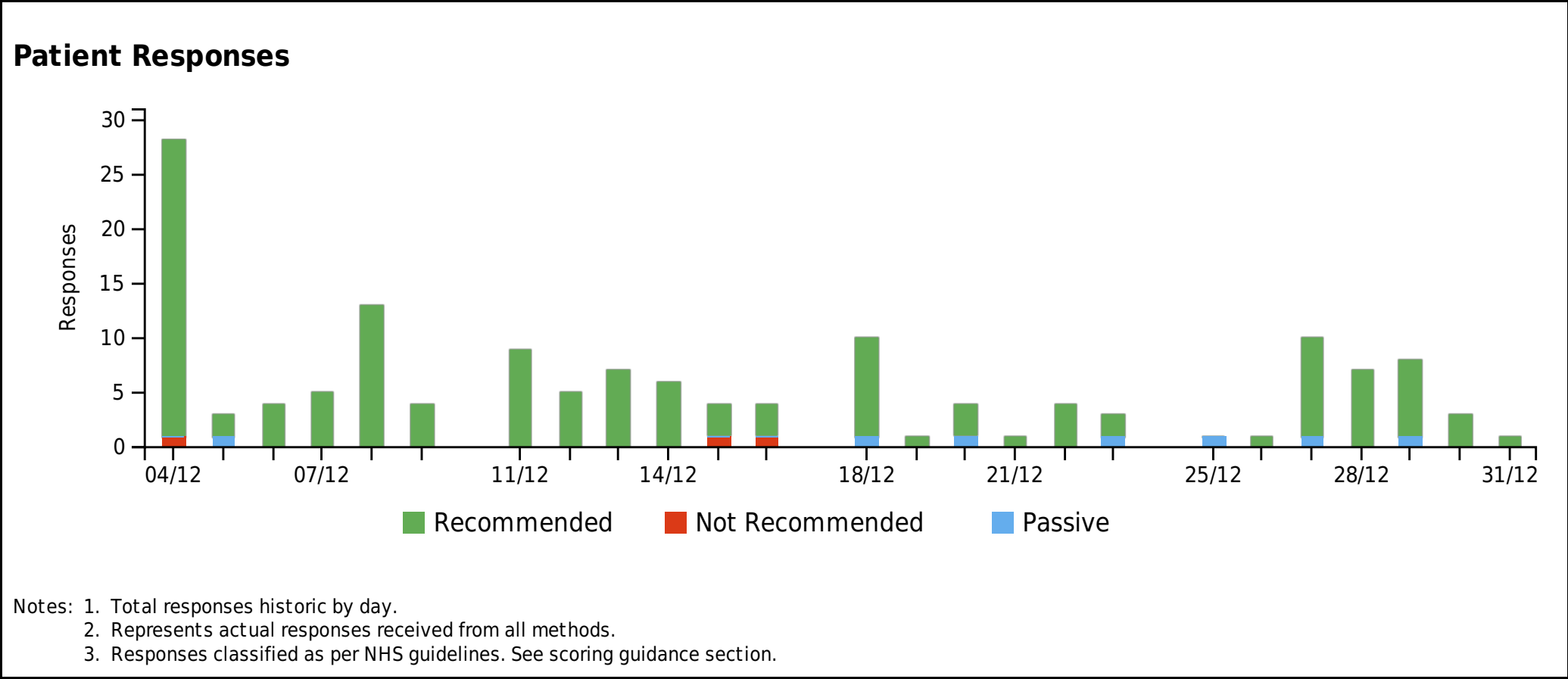
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis



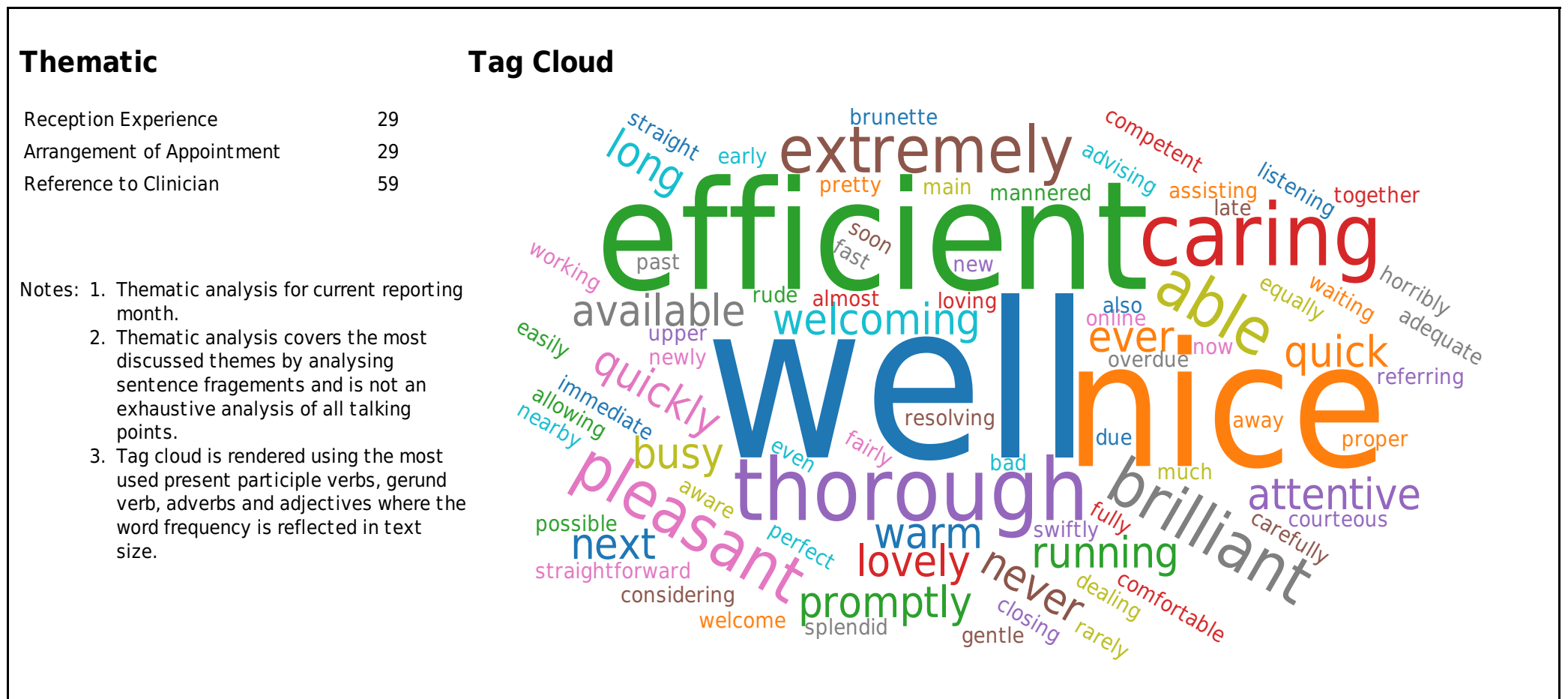
- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

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

- ✓ Very good service. Excellent GP
- ✓ Good availability of appointments, friendly knowledgeable and caring doctors and reception staff. Great practice
- ✓ Doctors and staff are very efficient and a friendly manner
- ✓ I always have received a great service
- ✓ Dr Deegan's kind, professional and loving approach.
- ✓ You always give me an appointment when I need one - I don't tend to have to wait for more than a day or two
- ✓ Good treatment from doctors and friendly/helpful receptionists
- ✓ The doctor gives you the time and care
- ✓ Great service, friendly and helpful staff and good use of technology.
- ✓ I see doctor Rinaldo and he is very good and understanding.
- ✓ Easy to book an appointment and communication is great service is great
- ✓ Receptionists were nice and welcoming, the doctor I saw was really nice and professional and the pharmacist as well, from start to finish excellent service.
- ✓ Because you have great doctors and great staff
- ✓ New booking app works well and doctor is resolving my problem. Had flu jab at the same time.
- ✓ I have no complaints about the surgery
- ✓ Friendly Staff and GPs
- ✓ Good reception every on time Dr v good too
- ✓ I've always been looked after well
- ✓ Excellent availability of appointments, in my experience
- ✓ Immediate appointment, warm waiting room. Excellent doctor with great knowledge of diagnosis and medicines. Chemist in the building a bonus.
- ✓ Efficient practice
- ✓ The doctor was thorough and listened to me allowing me to fully describe my symptoms
- ✓ Upper Norwood gp has always been great. No room for improvement in my opinion.
- ✓ Excellent service from the reception to the GP appointment followed by the pharmacy. All 5*. Thank you.
- ✓ All ways helpful and do their best.
- ✓ I find it easy to get an appointment and a couple of the GPs are great.
- ✓ Friendly staff, a good GP, quick appointments
- ✓ Polite receptionist. Apologised for late running of my GP. Options for my care discussed with my GP and my view taken into account.
- ✓ My appointment was punctual. I received good treatment and aftercare advice.
- ✓ Dr Deegan has the perfect way of listening and assisting myself. I found it easy to book an appointment and found her both understanding and helpful with explanation
- ✓ Polite staff! Efficient service and lovely environment
- ✓ Doctor S was extremely caring, friendly and professional. Thank you.
- ✓ The nurse was Very thorough and informative
- ✓ GP appointments in scheduled time.
- ✓ Nice person.
- ✓ On time and helpful
- ✓ Appointment almost on time... friendly nurse, dealt with issue swiftly
- ✓ V helpful and efficient
- ✓ Good service, but always running behind on appointment times.
- ✓ Dr Reinaldo has appeared very thorough and been very helpful in dealing and advising on my issues. Also the practice appears to run well and to time
- ✓ Polite receptionist Professional and pleasant doctor
- ✓ Very professional service
- ✓ She done proper check the right way first time perfect
- ✓ Because the Doctors as well as the receptionist are well mannered and polite. They listen and are organised. Excellent customer service.
- ✓ Reception staff very helpful and pleasant. And my doctor is excellent
- ✓ Receptionist are polite and very helpful so is the Dr. Dr Verdi is a good dr who listens.

- ✓Doctors are helpful & can generally get an appointment when needed
- ✓Very good surgery, nice reception staff, attentive and competent GP who takes the time to see each patient.
- ✓Never seen on time, but generally a great service.
- ✓Nice staff
- ✓Always received a professional and informative approach from the GPs in this practice.
- ✓You get seen quickly
- ✓Because Dr Verde and Dr Deagan have always been very in their help and treatment. Nurse Julia and Nurse Audrey are excellent in their duties. I have always found everyone very approachable.
- ✓Lovely friendly nurse
- ✓Friendly GP, listened to what I had to say. Has appeared to take action by referring me to a specialist service.
- ✓Brilliant, caring, efficient doctor
- ✓Appointments are always available on the day or very soon after. Staff are excellent.
- ✓The reception staff on today were extremely friendly, they were busy and polite with everyone. Doctor Sever is so good very understanding professional and caring
- ✓I was able to get an emergency appointment same day on a Monday, which must be a horribly busy time.
- ✓Attentive and I didn't feel rushed
- ✓The staff are really friendly
- ✓The nurse was great. Really helpful.
- ✓Doctor is always very thorough. Puts me at my ease and has very nice manner.
- ✓I was given same day appointment and once there I did not have to wait long to see the doctor
- ✓Dr Deagan is great, and the ability to book through the app now is brilliant.
- ✓Friendly receptionist. Prompt appointments
- ✓On time appointments, great staff and great doctors.
- ✓I chose the answer I did because the surgery provides adequate care for me. The main plus for me is I am able to get appointments as early as the next day.
- ✓Very good doctor, knowledge and kindness!!!
- ✓Everyone was very friendly and helpful
- ✓I was seen promptly by the doctor who has treated me. She was very helpful, and explained what action I need to take next, and possible problems
- ✓Always available to see a doctor within 24 hrs
- ✓Generally the two doctors I see are extremely good and show concern together with the helpful and courteous reception personnel
- ✓Quick appointment good doctor
- ✓Very good access to appointments with good GPs
- ✓I can always get an appointment fairly promptly, and the surgery is a pleasant environment. I feel listened to by the doctors.
- ✓Splendid service. Careful monitoring. Easy to get appointments. Good control of asthma and diabetes.
- ✓Because it's well run
- ✓Dr Viridi always makes time to listen to me and I never feel like I have to rush due to time constraints.
- ✓Being able to get an appointment within 24 hours, the warm welcome by the receptionist, and the kind and approachable GP.
- ✓Dr Viridi is one of the best doctors I have ever come across. He takes time to listen to you. He is very understanding
- ✗Efficient and excellent service
- ✗Easy to book appointments online any time
- ✗Fast and polite
- ✗Easy availability of appointments, booking via app, nice doctors
- ✗Dr. Deegan is a really good doctor; knowledgeable and approachable. The newly released app is a bit overdue but makes everything much easier
- ✗Can always get an appointment easily and the staff are very friendly and helpful
- ✗Doctor Deegan listened carefully to symptoms and I think the prescription she wrote me is working. Others have failed to get to the root of the issue over past months.
- ✗Welcoming receptionist. Excellent care by the doctor.
- ✗Well looked after.
- ✗Doctor Reinaldo is brilliant
- ✗Seen quickly and the nurse was very friendly and professional.
- ✗Very informative, efficient and helpful.
- ✗Straightforward service delivered on time
- ✗I have found them to be very helpful and understanding of what I need and they have a great professional approach
- ✗There is a great pharmacy right on the site. It works well with the practice. Stop it from closing.
- ✗Understanding, kind, gentle
- ✗Received appointment straight away from nice staff. Doctor was excellent as ever.
- ✗Good attention.
- ✗Always listens & helpful despite complications. Makes me feel validated for a change
- ✗I saw the doctor the same day and considering I did not feel very well, I found it very helpful.
- ✗Helpful
- ✗Great service from Dr Viridi

Not Recommended

- ✗Carry out test in case the issue is bigger than it seems

Passive

- ✓I have had equally good and bad experiences at my practice
- ✓Not aware of other surgeries located nearby. So registration based on postcode really
- ✓The nurse didn't help me feeling comfortable
- ✓Paracetamol is the only thing they will offer, rarely they will refer to the hospitals or other specialists even when required
- ✗The brunette with the long hair in reception is pretty rude
- ✗Couldnt see my own doctor
- ✗Nothing jumps to mind