

Broadway Health Centre Friends and Family Test Summary

July 2018

”

"The staffs are friendly and helpful, and the doctors are caring and give you all the information about whatever your problem is."



Patient Satisfaction

99% of patient comments are positive, giving high patient satisfaction

99%



Patient Age Demographics

63% of patients are 25 to 65 years old with most patients closer to the age of staff bringing more comfort for the patients

63%

”
"Broad ways of treating sickness"

”
"A great service"



Friend and Family Recommendation

91% of patients are likely or more to recommend this clinic to a friend or family member

91%



Report For July 2018 FFT

Overview

Recommendations to Friends and Family (Total: 11)

Likeliness	Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't Know
Ratings	5	5	-	-	-	1
Total (%)	45.5%	45.5%	-	-	-	9%

NHS Choices Ratings (Total: 12)

Stars	5	4	3	2	1
Ratings	8	1	-	-	2
Total (%)	73%	9%	-	-	18%

Google Ratings (Total: 18)

Stars	5	4	3	2	1
Ratings	3	1	-	2	12
Total (%)	16%	6%	-	11%	67%

You said...



- Over-the-phone appointments taking too long to book
- Complications with over-the-phone appointments

So we...



- Integrated a new phone system to speed up process
- Added a new 'patient pod' in reception with no need for an appointment



6 Male Patients

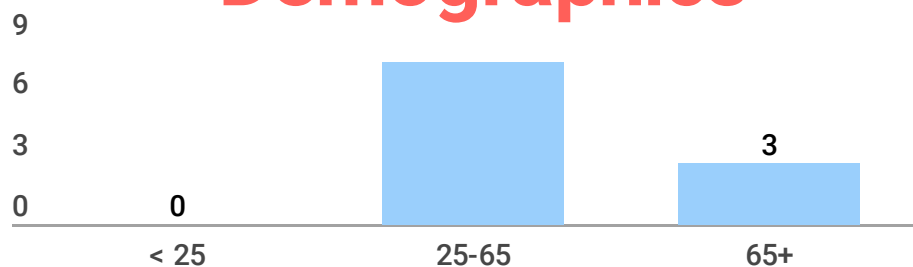
for every



5 Female Patients

Patient Gender Demographics

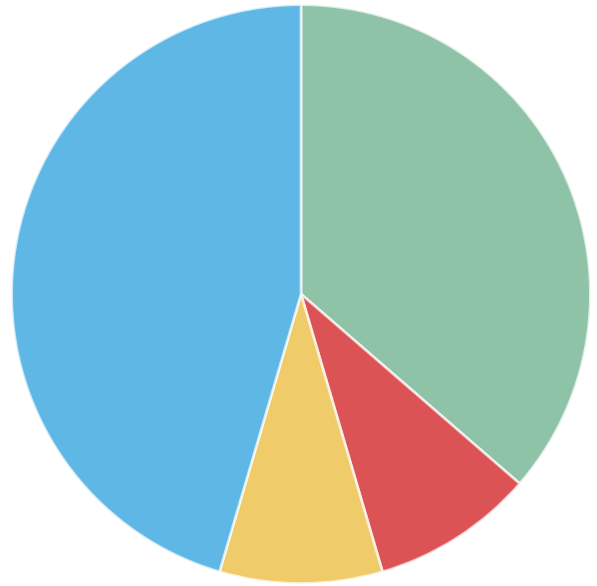
Patient Age Demographics



Report

Patient Ethnic Backgrounds

More than 60% of patients are from a non-white ethnic background



● White ● Asian ● Mixed ● Black

Patient Comments

The thematic analysis for the month:

This analysis covers the most discussed themes by the patients by analyzing parts of sentences. This is not an analysis of all talking points. The word cloud is made using the most used present verbs, adverbs, nouns and adjectives where the word frequency is mirrored in the text size.



Report

Comments:

- The staffs are friendly and helpful, and the doctors are caring and give you all the information about whatever your problem is.
- Seen straight away, reliable, friendly, helpful.
- Happy with the doctor and the way they treat us
- You are providing us a great service
- You have broad ways of treating sickness
- It is a ok practice
- The staff are friendly
- They are all very helpful and nothing is to trouble for all the Doctors or Admin staff

Patient Satisfaction

99% of patient comments are positive giving high patient satisfaction



Friend and Family Recommendation

91%

of patients are likely or more to recommend this clinic to a friend or family member