

**2015-2016 PATIENT PARTICIPATION
ENHANCED REPORT – DR SHANTIR'S
PRACTICE**

PRACTICE CODE F86626

PUBLISHED ON Wednesday, March 30, 2016

**PUBLISHED BY: IT AND
ADMINISTRATION TEAM**

Waltham Forest Area Team 2015/16 Patient Participation Enhanced Service Report

Practice Name:	Dr Shantir's Practice, Forest Road		
Practice Code:	F86626		
Postcode:	E17 5JL		
Signed on behalf of the practice:	<i>Amal Shantir</i>	Date:	Wednesday, 30 March 2016
Signed on behalf of the PPG:	<i>Wendy Peart</i>	Date:	Wednesday, 30 March 2016

1. Prerequisite of Enhanced Service Develop/Maintain a Patient Participation Group (PPG)

Does the practice have a PPG?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>		
Method of engagement with PPG:	Face to face <input checked="" type="checkbox"/>	Email <input checked="" type="checkbox"/>	Other (please specify)	Link on Website <input checked="" type="checkbox"/>
Number of members of PPG:				

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	2719	2394
PRG	11	6

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	>75
Practice	889	417	1289	1010	596	298	235	219
PRG				2	3	4	2	6

Detail the ethnic background of your practice population and PPG:

	White				Mixed Multiple Ethnic Groups		
	British	Irish	Gypsy Or Irish Traveller	Other White	White & Black African	White & Asian	Other Mixed
Practice	1059	104	2	1661	58	32	128
PRG	7	3					

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other black	Arab	Any other
Practice	104	760	46	77	345	182	104	125		396
PRG		2			2	1		1		

Describe steps taken to ensure that the PPG is representative of the practice population in terms of gender, age and ethnic background and other members of the practice population:

A Meeting held on between 12th March 2016 between 12:00 – 13:30 at Forest Road Medical Centre.

Hosts

Mr. D. Shantir (Principle General Practitioner)
Mrs. A. Shantir (Practice Manager)

Mr D Cook (Website Administrator)

Attendees:

- Charles Chute
- Wendy Peart
- Everette Peters
- Gilbert Horsman
- Maureen Horsman
- Zahoor Hussain
- Nisa Hussain

Apologies:

- Deligersan Qinggele
- Grace Fagan
- John Ryan
- Ronald Larkin
- G. Georgieva
- Yusef Shantir
- Mia Gatay

- Abdelkrin Sekkar
- Tina Wood
- Roy Chandler
- Betty Chandler
- Jewel Hearsh
- Norman Blackwood
- Mr Zahid Ali

DISCUSSION AND FORWARD PLANNING

1. Presentation of Patient Questionnaire Results 2015/2016

Discussion of Patient's Questionnaire Results. (As attached in the PRG Survey Report 2015/2016). An electronic report was generated on a projector displaying a graphical presentation with diagrams of the results obtained on completion of the patient questionnaire. The individual results were discussed with the PPG members.

2. New changes within the practice

- Telephone lines – As both Dr Shantir's and Dr Ivibijaro's share the same building, some of the patients for both of the surgeries are surgery, but are trying to ring up Dr Ivibijaro's, which is clogging up the phone lines.

Also some of the patients are trying to contact the NHS clinics that also operate in the building we have to pass the calls to either one or the other or to the clinics, clogging up the phone lines even more, causing patients on all callers wait longer on the phone lines while they are being transferred.

On the website and on NHS Choices there have always been, since its launch in 2012, contacts details for the supporting clinics. The contact details are also available on the practice leaflet.

There really is no way to avoid this issue, but the information regarding the contact details for the practice and the supporting clinics is available to download from the website, or can be printed off by one of the receptionists.

Also patients are going to be made more aware of the Online Booking system, the patient just has to collect a form from the receptionist or from the website, complete and return it to the practice, allowing them to book appointments online from the comfort of their own smart phone device.

This would help to reduce the pressure put on the phone lines.

- Online Booking System – It was explained that during the collection of the questionnaires, not many of the patients were aware of the online booking system.

The relevant promotional material online and on the updated practice information boards and reception desk.

It was also agreed that all members of the practice would begin to push and roll out the service. This would release some of the pressure on our reception staff, allowing the work to flow more efficiently and provide a much better service to our patients.

- DNA (Do Not Attend) Appointments - If a patient have more than 3 DNA's, the patient is sent a letter reminding them that they need to start to come in for appointment when they book them, as this is a financial impact on the NHS funding.

If the patient continues to fail to turn up for booked appointments, as the time and money can be well spent on patients that actually do attend appointments, they will receive a letter informing them that they might be removed from the practice if this continues to be the norm.

This will also be referenced on the Appointments and Policies Page on the website.

- Friends and Family Test (FFT) – The FFT's are handed out or can be collected from the reception desk and the results are submitted every month.

Not all patients leave comments in the space provided for them, and to monitor the comments for feedback, the FFTs with comments will be recorded as a percentage.

3. Introduction of new services within the practice

- Patient Access such as booking online appointment, and requesting repeat prescriptions. This has been arranged to be set by the beginning of April 2016 and will be rolled out to patients via the reception staff and advertisements on the notice boards and on the practice website.
- WIFI – Every practice in the UK has a free WIFI hotspot that patients are available to use, there should be some advertising material in the practice highlighting this and this will be put on our notice boards by the week beginning 21st March 2016.
- Community Phlebotomists – Homebound patients will be visited by community phlebotomists from clinicians to collect blood, once a week on Fridays.
- Young and Free (Free Chlamydia and Gonorrhoea Testing for 15-24 Year olds – Patients will now be able ask the nurse at the practice for a quick, free, painless and confidential test.

FORWARD ACTION PLAN

The opinions, suggestions and feedback highlighted in the PPG meeting 2015/2016 on 12th March 2016 would be reviewed and considered by the practice's primary care team.

The results of the survey would also be advertised on the notice board as well as stored in a folder ready for a CCG inspection.

It would be brought into action in the coming 4-6 months. Further, PPG meeting for the year 2016/2017 will be scheduled at a later date and PPG members would be notified and invited via telephone, emails, post and website and poster advert.

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? e.g. a large student population, significant number of jobseekers, large numbers of nursing homes, or a LGBT community?

Yes No

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year:

- The use of physical and web-based questionnaires via the reception and clerical staff of the practice and Survey Monkey.
- Viewing our page on NHS Choices and responding to patient's comments.

All our promotional material is available both in-house and online.

We have posters advertising the PPG both in our waiting areas and on our reception desk, as well as animation and links to PPG applications, PPG questionnaires, practice leaflets and so on.

The staff, should they run out of the documents, have been trained and shown where to download and print these documents.

There is also a main folder which is easily accessible to the clerical staff. This folder is maintained by our website developer, who constantly monitors the survey monkey questionnaires and also monitors out FFT (Friends And Family Test) scoring.

The total number of random patients that responded to the survey was 100, and the questions that were asked were discussed and approved with the PPG group in the annual meeting held last year on March 22nd 2015.

A variety of communication methods were used to obtain as many questionnaires as possible by the 12th March 2016, to allow the data collected more accurate and precise.

QUESTIONNAIRES;

- Were handed out and completed by patients either before or after an appointment by the doctors, nurses and the reception staff
- Were completed online via the use of Survey Monkey

100 questionnaires in total were received back before the deadline. We hold a diverse cultural community in our practice and the original questionnaire is available in-house and can be translated via Google Translate into other European languages.

Tables and charts illustrate the results of those who completed the practice survey.

The data was analysed using Survey Monkey. This permitted us to present the outcome in charts and graphs to make it presentable, clear and concise for our patients.

Please see appendix 1

FRIENDS AND FAMILY TEST;

All patients were asked to complete a FFT given to them by the Doctor's, nurse's and receptionist's, and were entered in the first week of every month onto the CQRS system. The FFT's are also filed and stored in-house, alongside an Excel spreadsheet that monitors the monthly FFT score for the practice (see appendix 4). This spreadsheet will now be used alongside the CQRS system to better our understanding and views of the patients.

There was also a Word document created to record the comments of the patients,, this again is stored in electronic copy on the system, with a sample of views ready to be addressed at future PPG meetings.

Please see appendix 4

How frequently were these reviewed with the PRG?

Once a year, our last meeting was Saturday 21st March 2015.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Telephone access – Some patients have shown that they have had some difficulty in contacting the practice, for example ringing at peak times. We currently have 4 lines;

- 1 designated for faxes and communication with other health organisations
- 3 lines for communicating with patients

As both Dr Shantir's and Dr Ivbijaro's share the same building, some of the patients for both of the surgeries are ringing up for either one or the other, which is clogging up the phone lines.

Also some of the patients are trying to contact the NHS clinics that also operate in the building we have to pass the calls to either one or the other or to the clinics, clogging up the phone lines even more, causing patients on all callers wait longer on the phone lines while they are being transferred.

What actions were taken to address the priority?

Extending the opening hours of the lines from 2pm – 6pm, instead of 4pm - 6pm

On the website and on NHS Choices there have always been, since its launch in 2012, contacts details for the supporting clinics.

The contact details are also available on the practice leaflet.

The information regarding the contact details for the practice and the supporting clinics is available to download from the website, or can be printed off by one of the receptionists.

The information boards have been updated with information the practice.

Result of actions and impact on patients and carers (including how publicised):

Impact on patients

Patients are now able to contact the surgery from 2pm – 6pm, making it easier for them to contact the practice directly.

The out of hours telephone service is available between 12:30pm and 2pm. The rest of the day there is direct contact with the practice.

Also publicised in-house and on the website is the location of the weekend emergencies hub.

This is publicised in the website, NHS Choices, and in our reception, waiting rooms and in our practice leaflet.

No impact on carers

Priority area 2

Description of priority area:

Appointment bookings – – It was explained that during the collection of the questionnaires, not many of the patients were aware of the online booking system.

What actions were taken to address the priority?

All relevant promotional material online and on the updated practice information boards and reception desk has been updated.

It was also agreed that all members of the practice would begin to push and roll out the service..

It has been agreed that all members of the practice would begin to push and roll out the service, by providing patients with the online registration letters.

This would release some of the pressure on our reception staff, allowing the work to flow more efficiently and provide a much better service to our patients.

Result of actions and impact on patients and carers (including how publicised):

Impact on patients

Online appointments - Once their registration letter has been completed and received by the practice, patients should come into the practice to collect their unique registration credentials, with which they can use to register and use the online service.

In the coming months, patients will be able to use this service to also view online prescriptions and ask for help and advice when they feel it is needed.

This is publicised in the website, NHS Choices, and in our reception, waiting rooms and in our practice leaflet.

No impact on carers

Priority area 3

Description of priority area:

DNA (Do Not Attend) Appointments – Some patients are booking appointments, but not attending them

What actions were taken to address the priority?

If a patient have more than 3 DNA's, the patient is sent a letter reminding them that they need to start to come in for appointment when they book them, as this is a financial impact on the NHS funding.

Result of actions and impact on patients and carers (including how publicised):

Impact on patients

If the patient continues to fail to turn up for booked appointments, as the time and money can be well spent on patients that actually do attend appointments, they will receive a letter informing them that they will be removed from the practice.

This is publicised in the website, NHS Choices, and in our reception, waiting rooms and in our practice leaflet.

No impact on carers

Priority area 4

Description of priority area:

Urgent and non-urgent appointments – There has been some confusion regarding the differentiation between urgent and non-urgent appointments resulting in problems when booking patient appointments.

What actions were taken to address the priority?

When booking appointments, receptionists will be given advice and training on how to distinguish the difference between the 2.

If the appointment is deemed urgent, then the patient will be booked in for an appointment within 24 hours.

Result of actions and impact on patients and carers (including how publicised):

Impact on patients

Patients will receive appointments when available, due to staff training.

This is publicised in the website, NHS Choices, and in our reception, waiting rooms and in our practice leaflet.

No impact on carers

Progress on previous years

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

There haven't been many changes to the service given to the patient over the last year, what remains are the concerns of patients trying to get through to the surgery throughout their opening times, and the receptionists manner when in conversing with a patient either on the telephone or in face-to-face situations over the desk.

Although this is a concern it has been highlighted and as of March 2nd 2015, the practice has started to rollout the use of online appointment booking, which will over the next couple of months, allow patients to handle prescriptions and update their own patient details from their own personal computer or tablet device.

There is updated promotional material (now in colour) within the surgery and on the surgery website to support and make the patients aware of this new service.

The practice has also seen a transition in the hiring of new medical and clinical personnel as staff have retired and moved on to further things, so we are at a point where we are spending time with the newer staff, in training them to help deliver an improved service to our patients.

The website, itself is in a state of change, every time that something changes, the change is date-stamped. All new documents have been added to the documents page (which has been revamped to include translated version of the practice charter and NHS fact sheet), and the site has just been tidied up and reviewed according to NHS updates.

With regards to promoting the website, its presence is highlighted in our waiting areas and on our reception desk, as well as through word of mouth.

We have also taken the opportunity recently to update our page on NHS Choices, viewing what patients have reported in their online reviews and taking them into consideration on how we can improve, this is where the online appointment booking comes into play, as 99% of the patient reviews focuses around the answering of our telephones and front of house staff.

These 3 areas, we believe are the 3 most essential areas that we need to focus on.

WEBSITE LINKS

- Dr Shantir's Practice - <http://www.drshantirpractice.co.uk/>
- Dr Shantir's Practice Documents library - <http://www.drshantirpractice.co.uk/Documents.htm>
- Online Appointment - <https://patient.emisaccess.co.uk/Account/Login?ReturnUrl=%2f>
- Survey Monkey Questionnaire - <https://www.surveymonkey.com/r/SPLV7R2>
- Report 2011 – 2014 - <http://www.drshantirpractice.co.uk/Website%20Documents/Surveys/Survey2014.pdf>

4. PPG Sign Off

Report signed off by PPG: Yes No

Date of sign off: Wednesday, 30 March 2016

1. How has the practice engaged with the PPG:

For the last 4 years we've been running a PPG group, meetings and results are published online on the practice website and on our NHS Choices profile.

2. How has the practice made efforts to engage with seldom heard groups in the practice population?

Advertised material in waiting rooms, notice boards, front desk area, website, and discussed in appointments (face-to-face).

3. Has the practice received patient and carer feedback from a variety of sources?

Yes

4. Was the PPG involved in the agreement of priority areas and the resulting action plan?

Yes

5. How has the service offered to patients and carers improved as a result of the implementation of the action plan?

- Patients have been made aware of changes online and in our reception and waiting room areas.
- From recent history, patients have shown concerns with residential parking restriction. As a result of the previous meeting, a letter was sent out.
- From the survey and meeting, patients have requested that the practice extend their opening hours to include those who work late and can't attend appointments during working hours (9am-5pm), therefore hours were extend on Mondays till 7.30pm, Tuesday, Wednesday and Friday until 7pm.
- Patients found that the telephone lines were busy at times and requested that the lines had to be extended therefore lines will be open from 2pm – 6pm (for details see priority area 3). We have 3 lines constantly on the go, therefore we have introduced online booking appointments to assist with patient access and ease the workload of the receptionists.

6. Do you have any other comments about the PPG or practice in relation to this area of work?

We have a good co-operative relationship with our PPG member's and we rely on them in receiving feedback from the community which the surgery serves as well as updating changes and developments in the service patients are given.

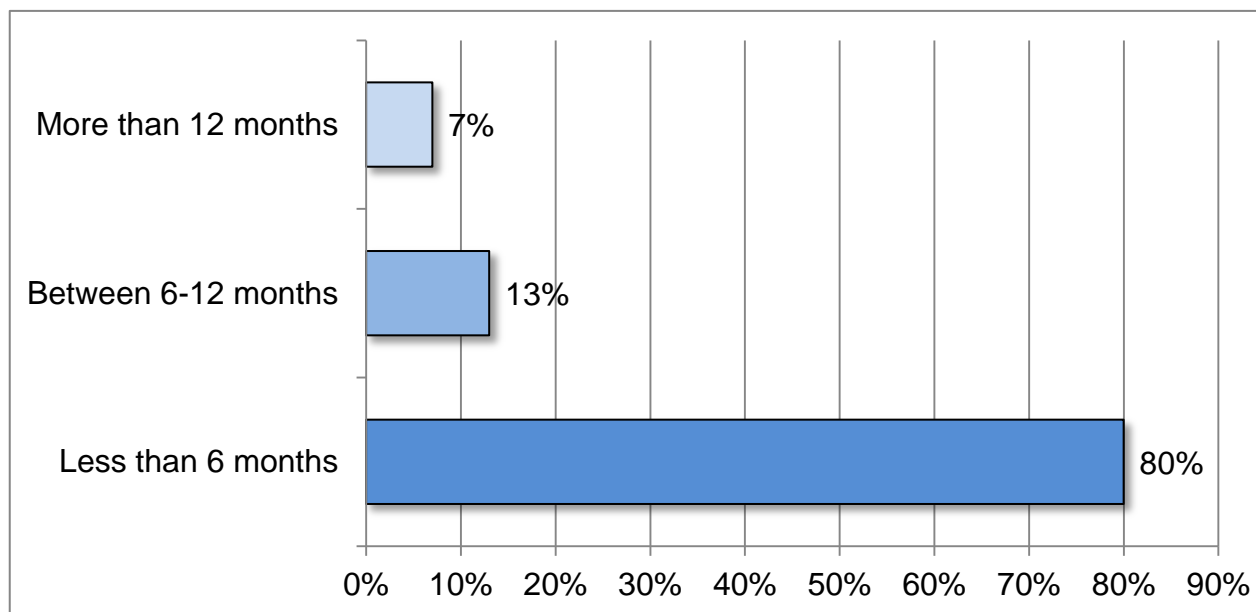
APPENDIX 1 – SURVEY QUESTIONS AND ANSWERS

1. Please enter your email address.

This answer is confidential and stored on Survey Monkey and hard copy completed questionnaires. Only the practice manager and web developer have access to Survey Monkey.

2. When did you last attend your GP surgery?

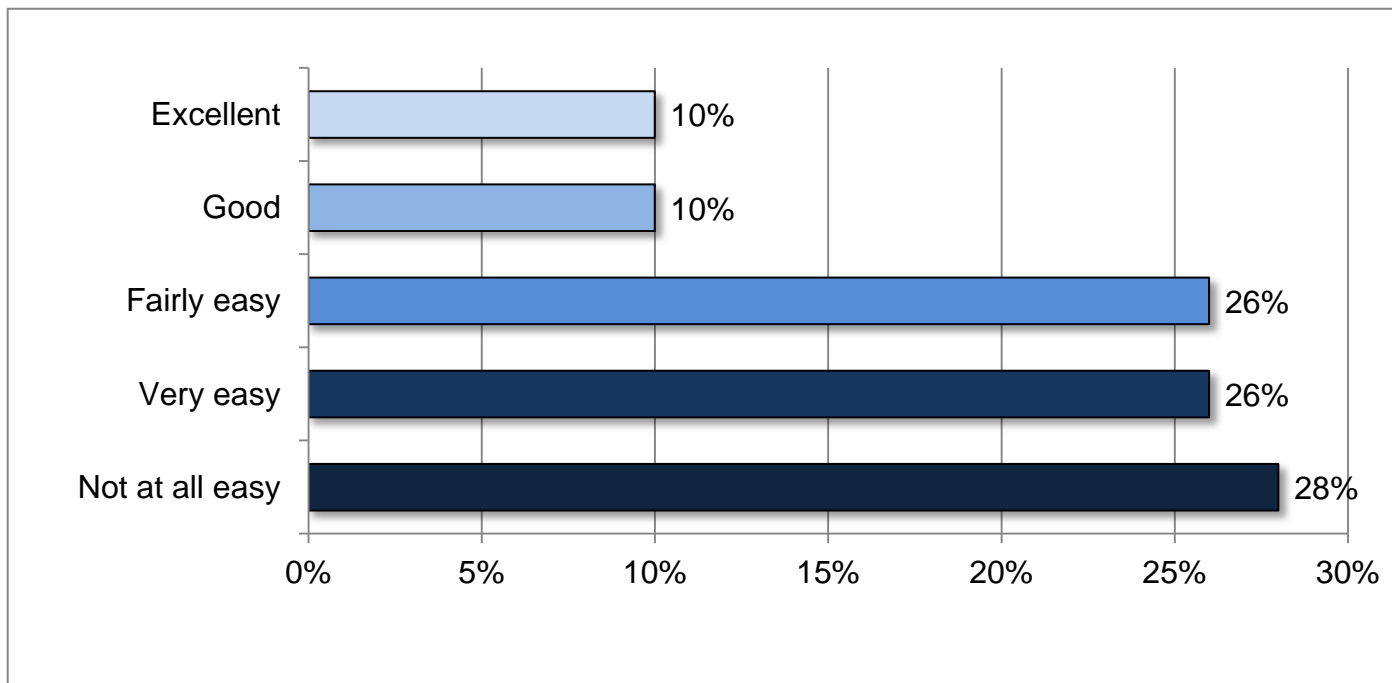
	Responses	% of responses
Less than 6 months	80	80%
Between 6-12 months	13	13%
More than 12 months	7	7%
Totals	100	100%



3. In the past 6 months how easy have you found the following?

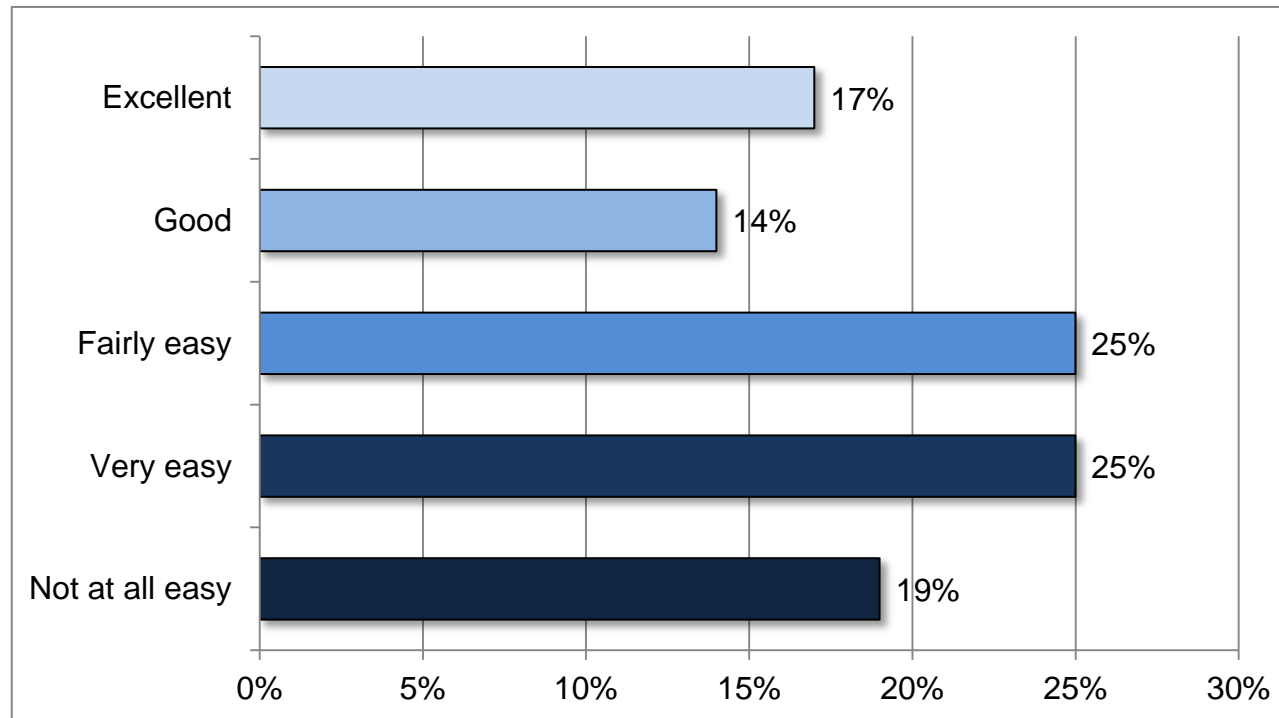
a. Getting through to the surgery via telephone?

	Responses	% of responses
Not at all easy	28	28%
Very easy	26	26%
Fairly easy	26	26%
Good	10	10%
Excellent	10	10%
Totals	100	100%



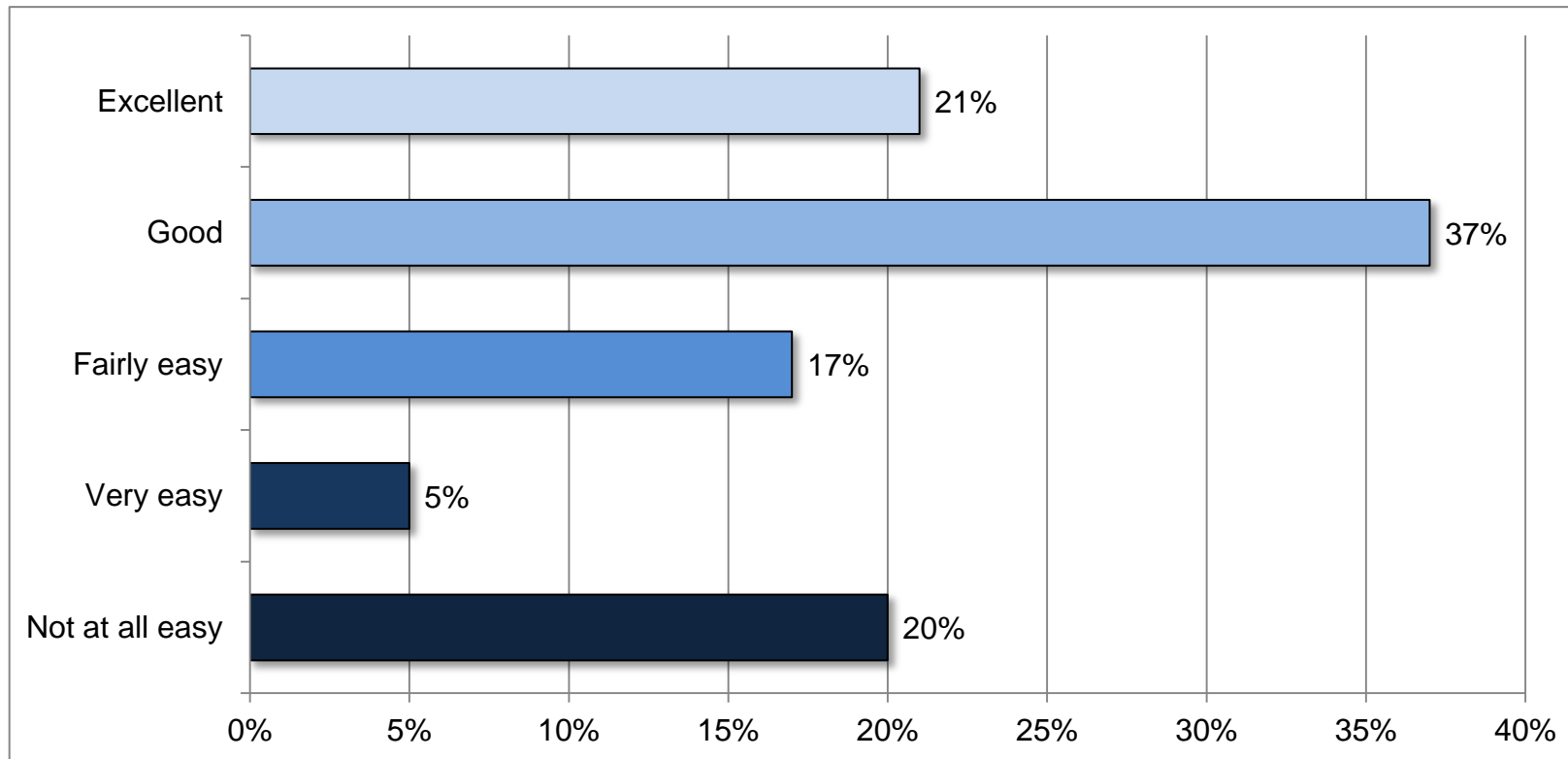
b. Getting an appointment with your preferred GP?

	Responses	% of responses
Not at all easy	19	19%
Very easy	25	25%
Fairly easy	25	25%
Good	15	15%
Excellent	17	17%
Totals	100	100%



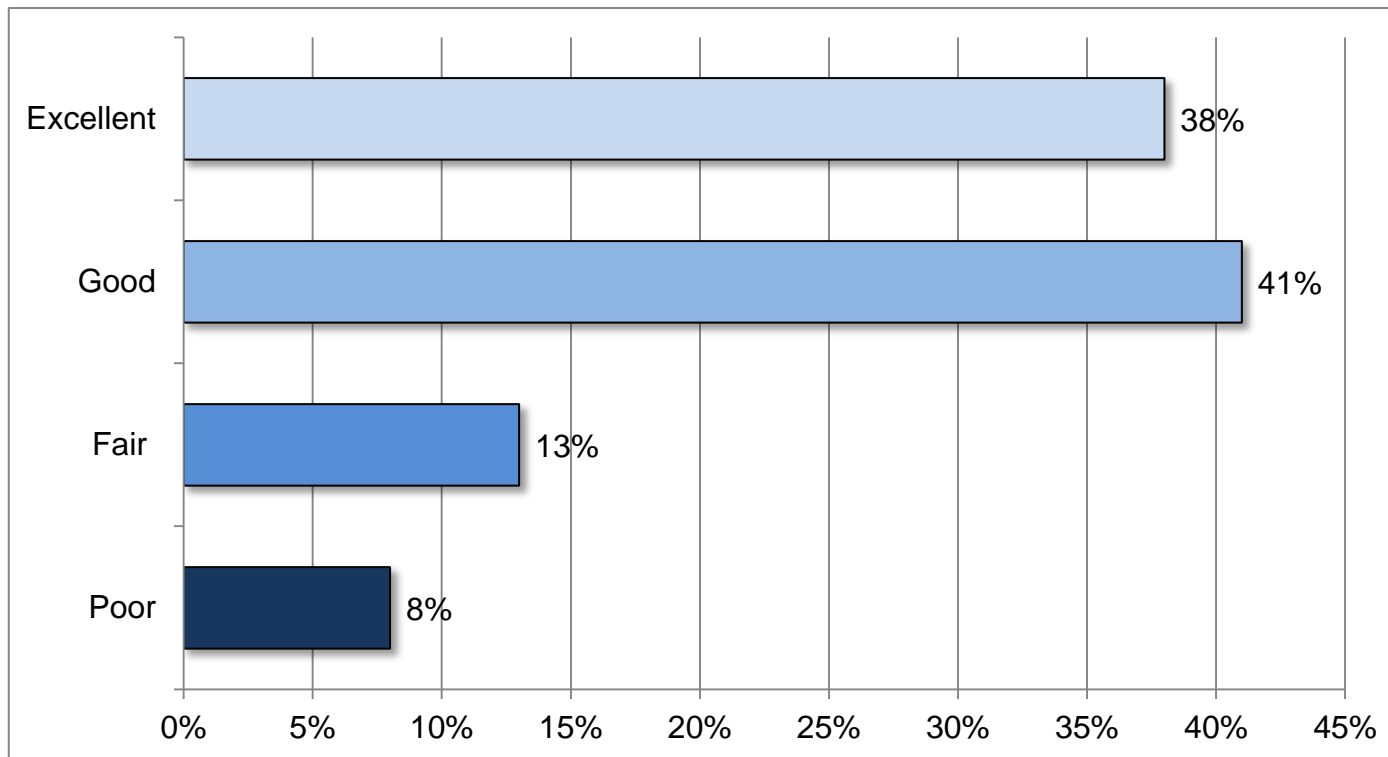
c. Speaking to a doctor on the telephone?

	Responses	% of responses
Not at all easy	20	20%
Very easy	5	5%
Fairly easy	17	17%
Good	37	37%
Excellent	21	21%
Totals	100	100%



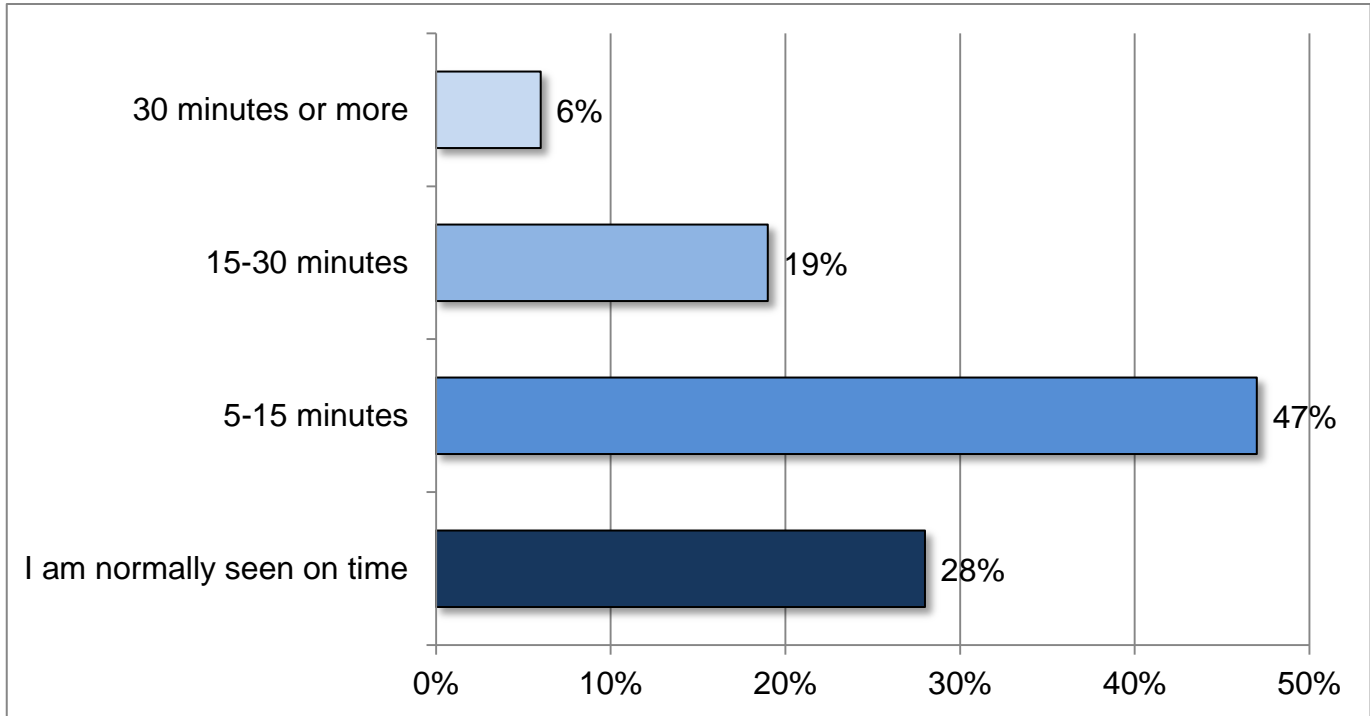
4. How helpful do you find the receptionists?

	Responses	% of responses
Poor	8	8%
Fair	13	13%
Good	41	41%
Excellent	38	38%
Totals	100	100%



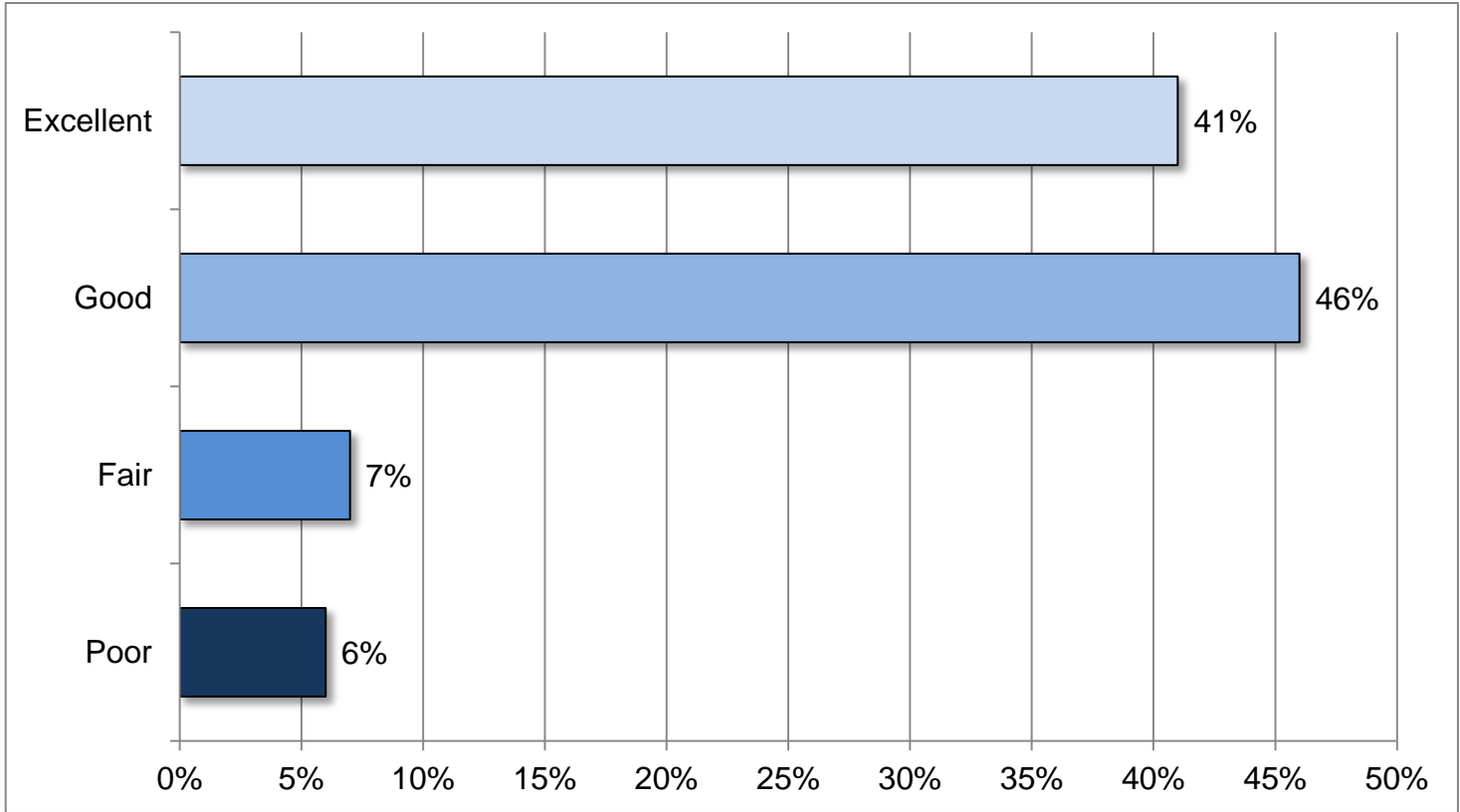
5. How long after your appointment time do you normally wait to be seen?

	Responses	% of responses
I am normally seen on time	6	6%
5-15 minutes	7	7%
15-30 minutes	46	46%
30 minutes or more	41	41%
Totals	100	100%



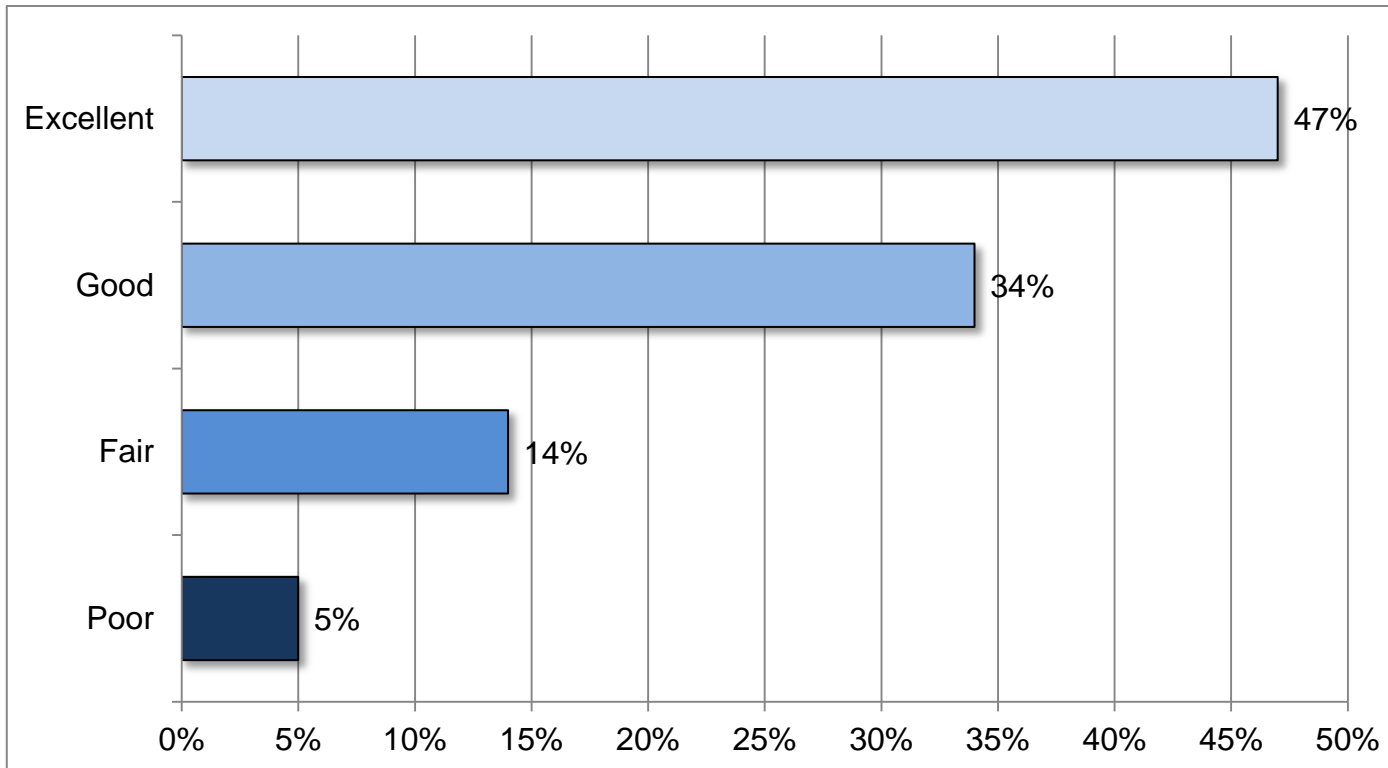
6. How do you rate the level of care that you received from the nurse's?

	Responses	% of responses
Poor	6	6
Fair	7	7
Good	46	46
Excellent	41	41
Totals	100	100



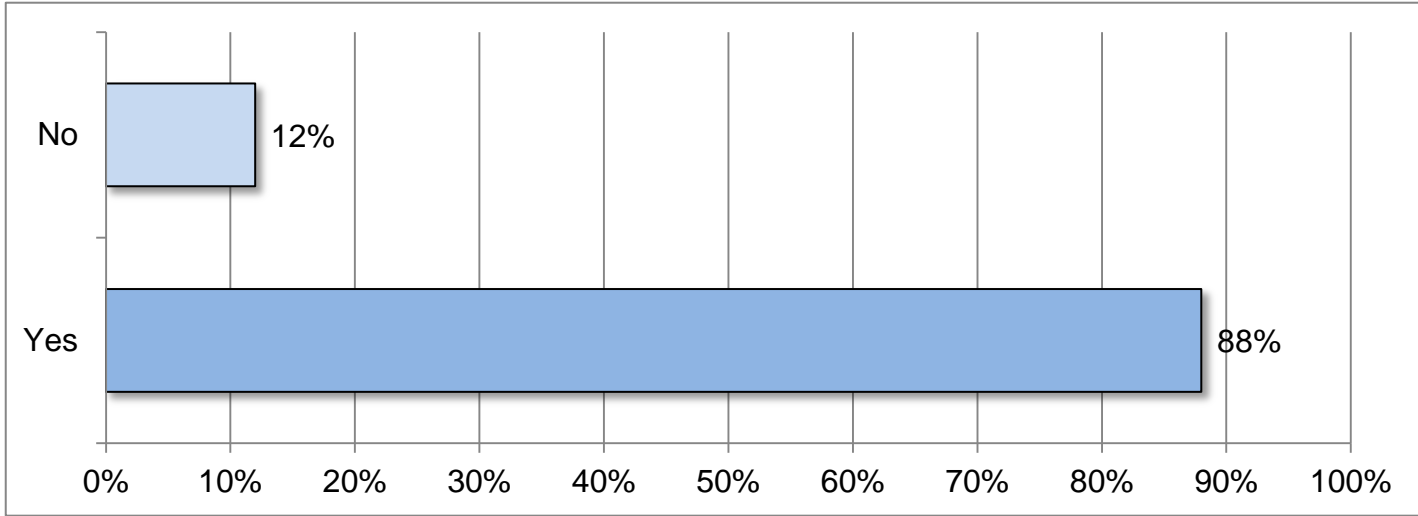
7. How do you rate the level of care that you received from the GP's?

	Responses	% of responses
Poor	5	5%
Fair	14	14%
Good	34	34%
Excellent	47	47%
Totals	100	100%



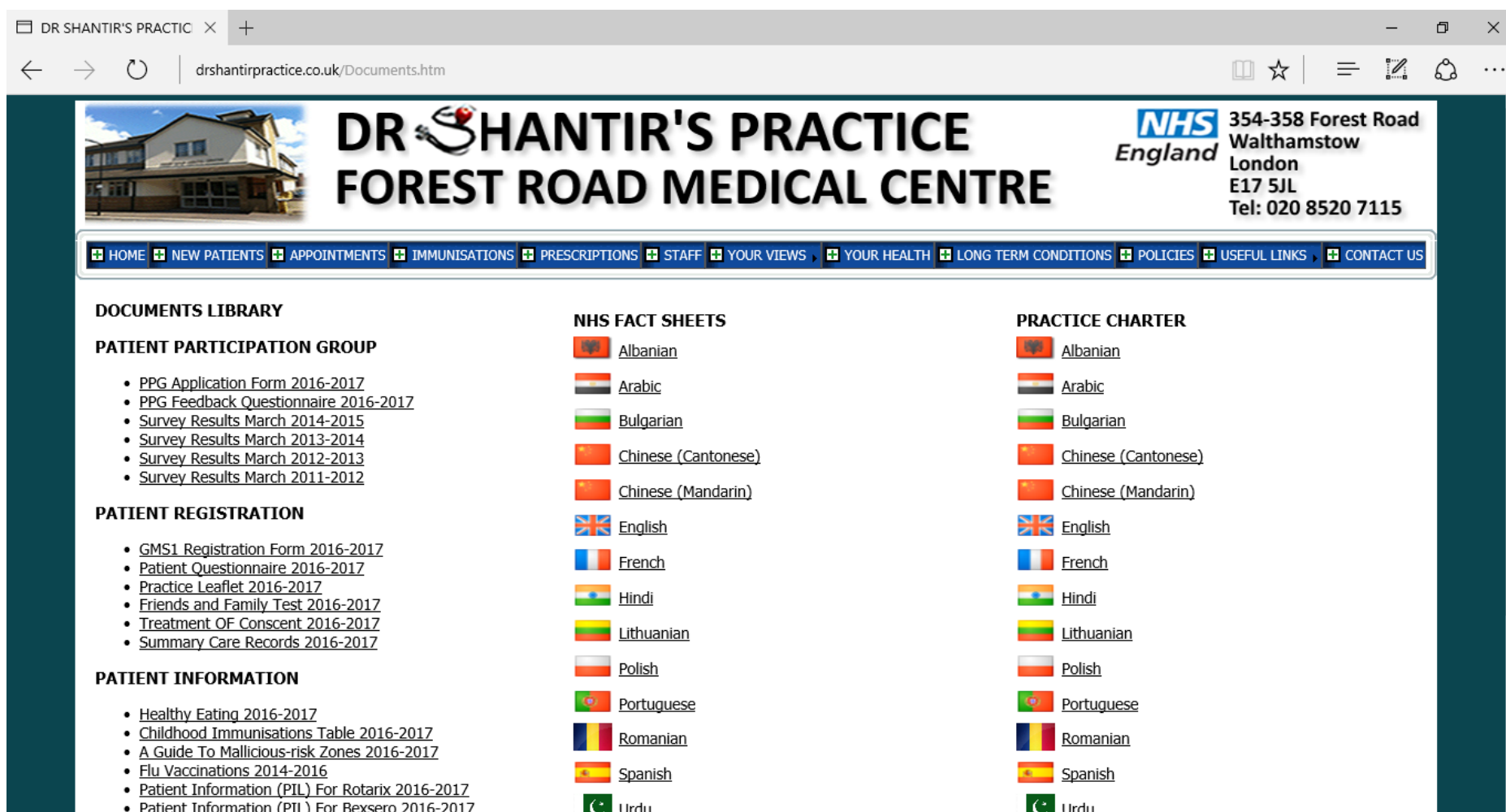
8. Would you recommend your GP surgery to someone who has just moved to you area?

	Responses	% of responses
Yes	88	88%
No	12	12%
Totals	100	100%



APPENDIX 2 – WEBSITE DOCUMENTS LIBRARY

All our documents are available from our online documents library: <http://www.drshantirpractice.co.uk/Documents.htm> and from our NHS Choices page, <http://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=44750>



The screenshot shows a web browser window displaying the website for Dr Shantir's Practice. The browser's address bar shows the URL drshantirpractice.co.uk/Documents.htm. The website header features a photograph of the medical centre, the text "DR SHANTIR'S PRACTICE FOREST ROAD MEDICAL CENTRE", the NHS England logo, and the practice's address: "354-358 Forest Road, Walthamstow, London, E17 5JL, Tel: 020 8520 7115". A navigation menu includes links for HOME, NEW PATIENTS, APPOINTMENTS, IMMUNISATIONS, PRESCRIPTIONS, STAFF, YOUR VIEWS, YOUR HEALTH, LONG TERM CONDITIONS, POLICIES, USEFUL LINKS, and CONTACT US.

The main content area is titled "DOCUMENTS LIBRARY" and is organized into three columns:

- DOCUMENTS LIBRARY**
 - PATIENT PARTICIPATION GROUP**
 - [PPG Application Form 2016-2017](#)
 - [PPG Feedback Questionnaire 2016-2017](#)
 - [Survey Results March 2014-2015](#)
 - [Survey Results March 2013-2014](#)
 - [Survey Results March 2012-2013](#)
 - [Survey Results March 2011-2012](#)
 - PATIENT REGISTRATION**
 - [GMS1 Registration Form 2016-2017](#)
 - [Patient Questionnaire 2016-2017](#)
 - [Practice Leaflet 2016-2017](#)
 - [Friends and Family Test 2016-2017](#)
 - [Treatment OF Conscent 2016-2017](#)
 - [Summary Care Records 2016-2017](#)
 - PATIENT INFORMATION**
 - [Healthy Eating 2016-2017](#)
 - [Childhood Immunisations Table 2016-2017](#)
 - [A Guide To Mallicious-risk Zones 2016-2017](#)
 - [Flu Vaccinations 2014-2016](#)
 - [Patient Information \(PIL\) For Rotarix 2016-2017](#)
 - [Patient Information \(PIL\) For Bexsero 2016-2017](#)
- NHS FACT SHEETS**
 - [Albanian](#)
 - [Arabic](#)
 - [Bulgarian](#)
 - [Chinese \(Cantonese\)](#)
 - [Chinese \(Mandarin\)](#)
 - [English](#)
 - [French](#)
 - [Hindi](#)
 - [Lithuanian](#)
 - [Polish](#)
 - [Portuquese](#)
 - [Romanian](#)
 - [Spanish](#)
 - [Urdu](#)
- PRACTICE CHARTER**
 - [Albanian](#)
 - [Arabic](#)
 - [Bulgarian](#)
 - [Chinese \(Cantonese\)](#)
 - [Chinese \(Mandarin\)](#)
 - [English](#)
 - [French](#)
 - [Hindi](#)
 - [Lithuanian](#)
 - [Polish](#)
 - [Portuquese](#)
 - [Romanian](#)
 - [Spanish](#)
 - [Urdu](#)

APPENDIX 3 – MINUTES MEETING

A Meeting held on between 12th March 2016 between 12:00 – 13:30 at Forest Road Medical Centre.

Hosts

Mr. D. Shantir (Principle General Practitioner)
Mrs. A. Shantir (Practice Manager)

Mr D Cook (Website Administrator)

Attendees:

- Charles Chute
- Wendy Peart
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Also some of the patients are trying to contact the NHS clinics that also operate in the building we have to pass the calls to either one or the other or to the clinics, clogging up the phone lines even more, causing patients on all callers wait longer on the phone lines while they are being transferred.

On the website and on NHS Choices there have always been, since its launch in 2012, contacts details for the supporting clinics. The contact details are also available on the practice leaflet.

There really is no way to avoid this issue, but the information regarding the contact details for the practice and the supporting clinics is available to download from the website, or can be printed off by one of the receptionists.

Also patients are going to be made more aware of the Online Booking system, the patient just has to collect a form from the receptionist or from the website, complete and return it to the practice, allowing them to book appointments online from the comfort of their own smart phone device.

This would help to reduce the pressure put on the phone lines.

- Online Booking System – It was explained that during the collection of the questionnaires, not many of the patients were aware of the online booking system.

The relevant promotional material online and on the updated practice information boards and reception desk.

It was also agreed that all members of the practice would begin to push and roll out the service. This would release some of the pressure on our reception staff, allowing the work to flow more efficiently and provide a much better service to our patients.

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3. Introduction of new services within the practice

- Patient Access such as booking online appointment, and requesting repeat prescriptions.

This has been arranged to be set by the beginning of April 2016 and will be rolled out to patients via the reception staff and advertisements on the notice boards and on the practice website.

- WIFI – Every practice in the UK has a free WIFI hotspot that patients are available to use, there should be some advertising material in the practice highlighting this and this will be put on our notice boards by the week beginning 21st March 2016.
- Community Phlebotomists – Homebound patients will be visited by community phlebotomists from clinicians to collect blood, once a week on Fridays.

- Young and Free (Free Chlamydia and Gonorrhoea Testing for 15-24 Year olds – Patients will now be able ask the nurse at the practice for a quick, free, painless and confidential test.

FORWARD ACTION PLAN

The opinions, suggestions and feedback highlighted in the PPG meeting 2015/2016 on 12th March 2016 would be reviewed and considered by the practice's primary care team.

The results of the survey would also be advertised on the notice board as well as stored in a folder ready for a CCG inspection.

It would be brought into action in the coming 4-6 months. Further, PPG meeting for the year 2016/2017 will be scheduled at a later date and PPG members would be notified and invited via telephone, emails, post and website and poster advert.

APPENDIX 4 – FRIENDS AND FAMILY TEST BREAKDOWN JANUARY 2015 TO JANUARY 2016

	Jan 2015	Feb 2015	Mar 2015	Apr 2015	May 2015	June 2015	July 2015	Aug 2015	Sept 2015	Oct 2015	Nov 2015	Dec 2015
Extremely Likely	25	24	27	8	10	0	10	1	4	9	6	7
Likely	6	4	6	3	3	0	4	0	2	6	5	0
Neither/Nor	1	1	1	0	1	0	1	0	1	0	0	0
Unlikely	0	1	2	0	1	0	0	1	0	0	1	0
Extremely Unlikely	0	0	0	0	0	0	1	0	1	2	0	0
Total	32	30	36	11	15	0	16	2	8	17	12	7

FFT SCORE	75	73	67	73	53	0	50	0	25	41	42	100
Male	14	13	16	5	8	0	8	1	6	6	6	3
Female	18	17	20	6	7	0	8	1	2	8	6	3
Total	32	30	36	11	15	0	16	2	8	14	12	6

0-15	0	0	4	0	0	0	0	0	0	0	0	0
16-24	0	1	1	2	1	0	0	0	1	0	2	0
25-34	4	9	13	4	4	0	5	1	1	4	3	2
35-44	7	1	5	0	6	0	2	0	1	2	3	0
45-54	4	5	3	1	4	0	4	1	2	5	1	2
55-64	6	7	3	3	0	0	3	0	0	3	0	1
65-70	6	2	2	0	0	0	0	0	1	1	0	0
70+	5	5	5	1	0	0	2	0	2	2	3	2
Total	32	30	36	11	15	0	16	2	8	17	12	7

Please note that June 2015 and August 2015 are 0 as there weren't any FFT's submitted in those 2 months.

