# **FFT Monthly Summary: August 2019**

STROUTS PLACE MEDICAL CENTRE

Code: F84051

# transforming healthcare

# SECTION 1 **CQRS** Reporting

#### **CQRS Reporting**

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	FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
	20	7	2	0	1	1	0	0	0	31	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:** 223

31 **Responses:** 

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	20	7	2	0	1	1	31
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	20	7	2	0	1	1	31
Total (%)	65%	23%	<b>6</b> %	0%	3%	3%	100%

## **Summary Scores**



#### **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:

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

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

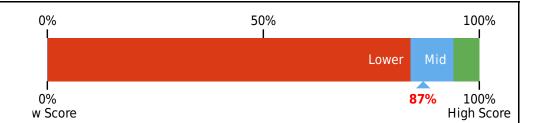
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

# **SECTION 3 Practice Scoring**

#### **Practice Score: 'Recommended' Rank**

Your Score: 87%

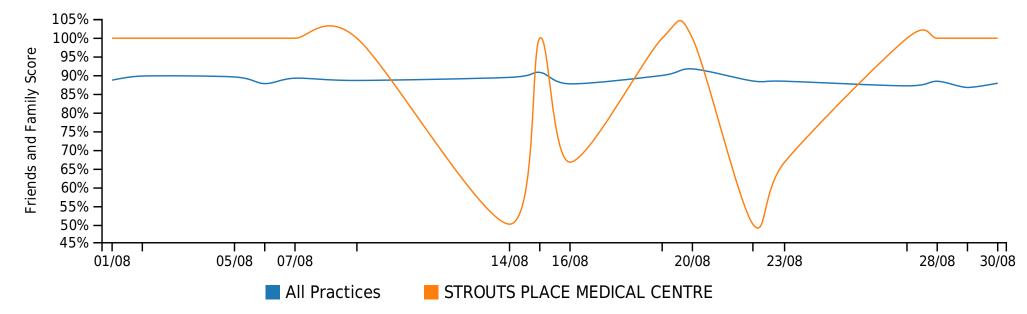
Percentile Rank: 35TH



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 35th percentile means your practice scored above 35% 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</th> 25 - 65 65 + All Practices 81% 88% 92% STROUTS PLACE MEDICAL CENTRE 86% 88% 0%

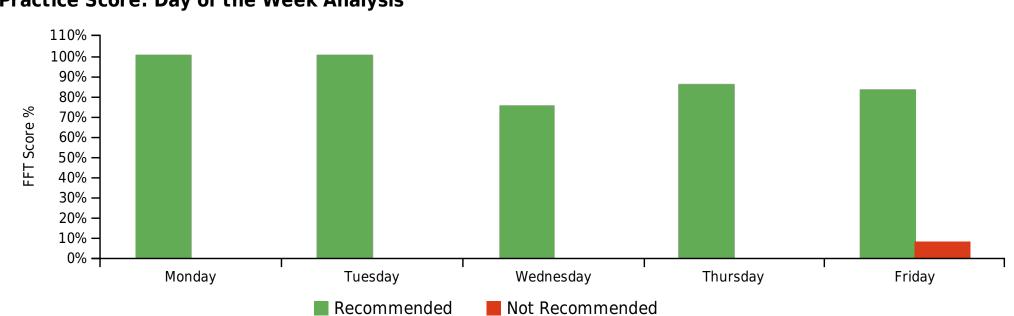




Notes: 1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

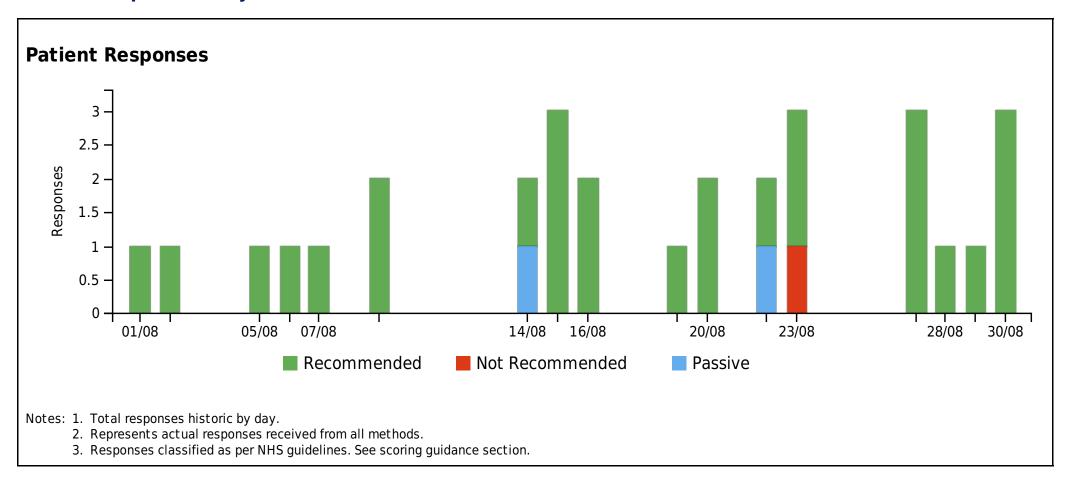
### **Practice Score: Day of the Week Analysis**



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**

Thematic	Tag Cloud	
Reception Experience	3	
Arrangement of Appointment	2	
Reference to Clinician	5	
<ol> <li>Notes: 1. Thematic analysis for comonth.</li> <li>Thematic analysis cover discussed themes by a sentence fragements a exhaustive analysis of points.</li> <li>Tag cloud is rendered unused present participle verb, adverbs and adjective word frequency is reflective.</li> </ol>	ers the most nalysing and is not an all talking using the most e verbs, gerund ctives where the	completely bad always friendly amazing lovely slow medical soon including excellent never many thorough

#### **Patient Free Text Comments: Detail**

- Notes: 1. Free Text Comment received for current reporting month.
  - Classification based on initial response to Q1 rather than content of message.
     Legend: Consent to publish comment / No consent to publish comment

#### Recommended

- ✓ Because I liked the servise.
- ✓ Receptionists are slow in understanding and bad at customer service
- ✓I do receive a good treatment from your surgery and I am speaking to my husband about it., who is planning to join me soon
- ✓ Good management and DR LIKE JAMAN
- ✓ Because all staff including doctors are good (friendly)
- ✓I can get appointments whenever i need one. All staff medical or office are always polite and helpful
- ✓ Efficient service
- ✓ I never completely recommend things like this. There are many other considerations to be taken into account
- ✓ Really amazing doctor
- ✓ Lovely check in system and brilliant midwife
- ✓ Excellent GP appointment really kind thorough and caring GP Dr Michael Francis
- XI didnt wait long and dr listen to me carefuly

#### **Not Recommended**

#### **Passive**