FFT Monthly Summary: October 2020

STROUTS PLACE MEDICAL CENTRE **Code: F84051**



Section 1 **CQRS** Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
15	2	1	5	1	2	0	0	0	26	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:	108						
Responses:	26						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	15	2	1	5	1	2	26
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	15	2	1	5	1	2	26
Total (%)	58%	8%	4%	19%	4%	8%	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:

extremely likely + likely Recommended (%) = $^{-1}$ extremely likely + likely + neither + unlikely + extremely unlikely + don't know extremely unlikely + unlikely Not Recommended (%) = $\overline{}$ $extremely\ likely\ +\ likely\ +\ neither\ +\ unlikely\ +\ extremely\ unlikely\ +\ don't\ know$

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

Percentile Rank:



Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

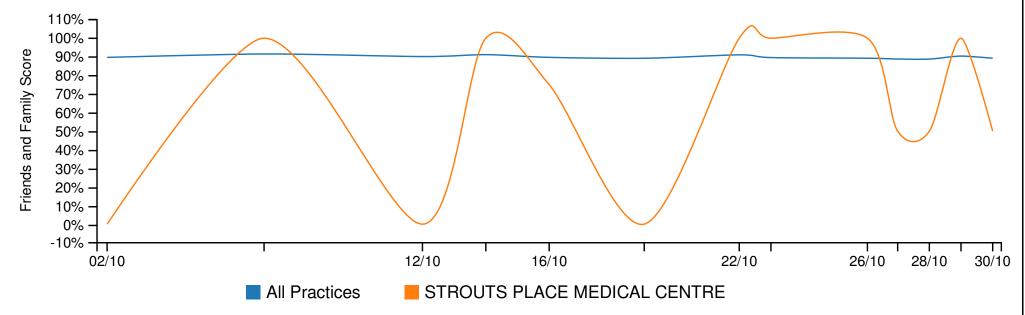
2. Score calculated as per NHS requirements. See scoring guidance section.

0TH

3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 0th percentile means your practice scored above 0% of all practices.

w Score

Practice Score: 'Recommended' Comparison

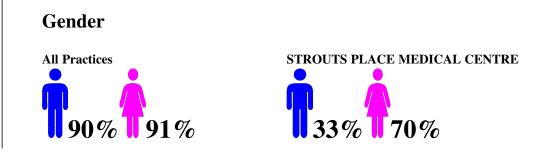


1. Practice score comparison of 'recommended' scores only.

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

Practice Score: 'Recommended' Demographic Analysis

Age				
	< 25	25 - 65	65+	
All Practices	88%	90%	92%	
STROUTS PLACE MEDICAL CENTRE	50%	72%	50%	

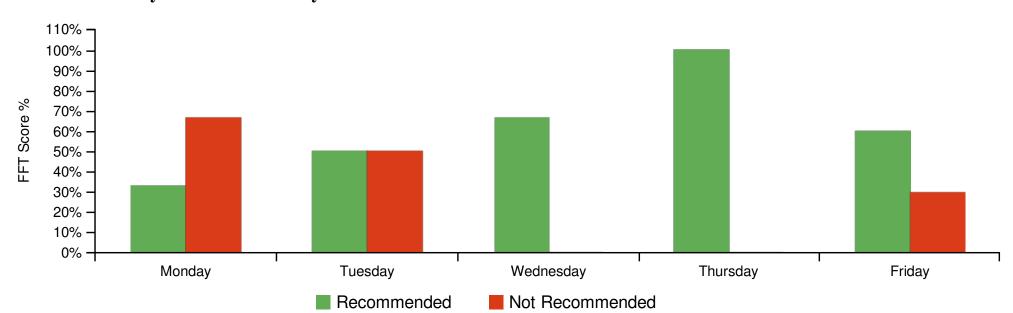


High Score

Notes: 1. Scores for current reporting month.

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

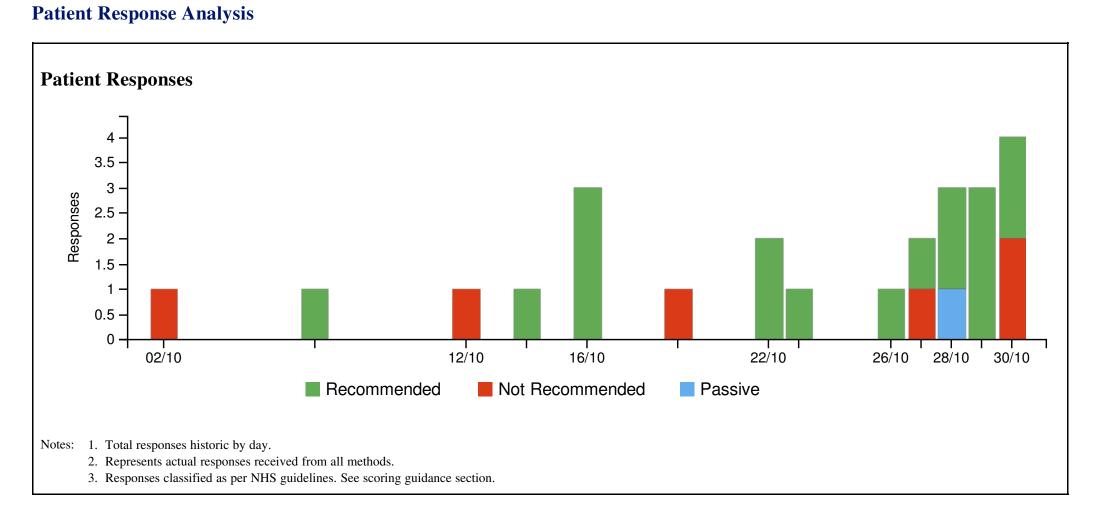
Practice Score: Day of the Week Analysis



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



Section 5

Patient Free Text Comments: Summary

Thematic		Tag Cloud
Reception Experience	5	
Arrangement of Appointment Reference to Clinician	t 5 8	
month. 2. Thematic analysis themes by analysis and is not an exhibitalking points. 3. Tag cloud is rend present participle	s for current reporting s covers the most discussed ing sentence fragements austive analysis of all lered using the most used verbs, gerund verb, etives where the word acted in text size.	

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

- ✓ The doctor was friendly and the staff was helpful. One tip though, the reception staff should be made to wear masks because none of them were. Otherwise,@wise, it was a very good experience this afternoon. @oon.
- ✓ Efficient & covid-safe service & friendly helpful doctor
- ✓ Quick to be seen
- 🗸 I was seen very quickly, the staff at reception were really lovely and helpful and the nurse who did my cervical smear was really great. I had no pain an@in and she was very kind and funny and made me feel very comfortable. @ble.
- ✓ If you go to a bigger GP practice they don't know about you then if serious health problem happen you will be in a situation that nobody would not help@ help you !!I feel phycologicaly very safe here. The staff of this practice are helpful and family orientated make me happy. @py.
- ✔ Because all the time there is a doctor to see patience even this pandemic time. Some surgery you can't anybody to talk to thank you Strouts place
- ✓ I was very satisfied because he understood what I had and he reviewed me very well and explained everything very well and I understood everything and ver@d very formal calm. Thank you very much @much
- ✓ Nurse Margaret is very good
- Because I always get a call back from the dr on the same day mostly within hours. I've also had face to face appointment and I never have to queue on the@n the phone. The best Drs I've ever been to and I've been to a fair few! Thanks@hanks
- ✓ Appointment was on time and dealt with quickly
- ✓ They are service really good.
- Whenever seeing a doctor, or by telephone consultation, or health care assistant, I have found them to be professional, pleasant and knowledgeable.

Not Recommended

- ✓ Not all staff wear masks and patients coming in are not required to sanitise hands overall poor response to COVID.
- ✓ The receptionist take long to pick the phone up when calling for appointment also the midwife are not very helpful they expect you to have early appointm@ointment not late just because they want to go home which is not fair it shouldn't be suited to their needs were the patients it should be whatever we say. @say.
- ✓ It was very rushed and I didn't feel listened to.
- ✓ Appointment waiting time is too long
- ✓ Very unhappy the way the practitioner treated me when I requested that I would like to know the results of my blood test.

Passive

✓ Waited outside for 5 mins and someone who missed their appointment by half an hour was seen before me meaning my appointment was late