# **FFT Monthly Summary: November 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
28	5	3	2	3	0	0	0	0	41	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:	204						
Responses:	41						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	28	5	3	2	3	0	41
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	28	5	3	2	3	0	41
Total (%)	68%	12%	7%	5%	7%	0%	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:

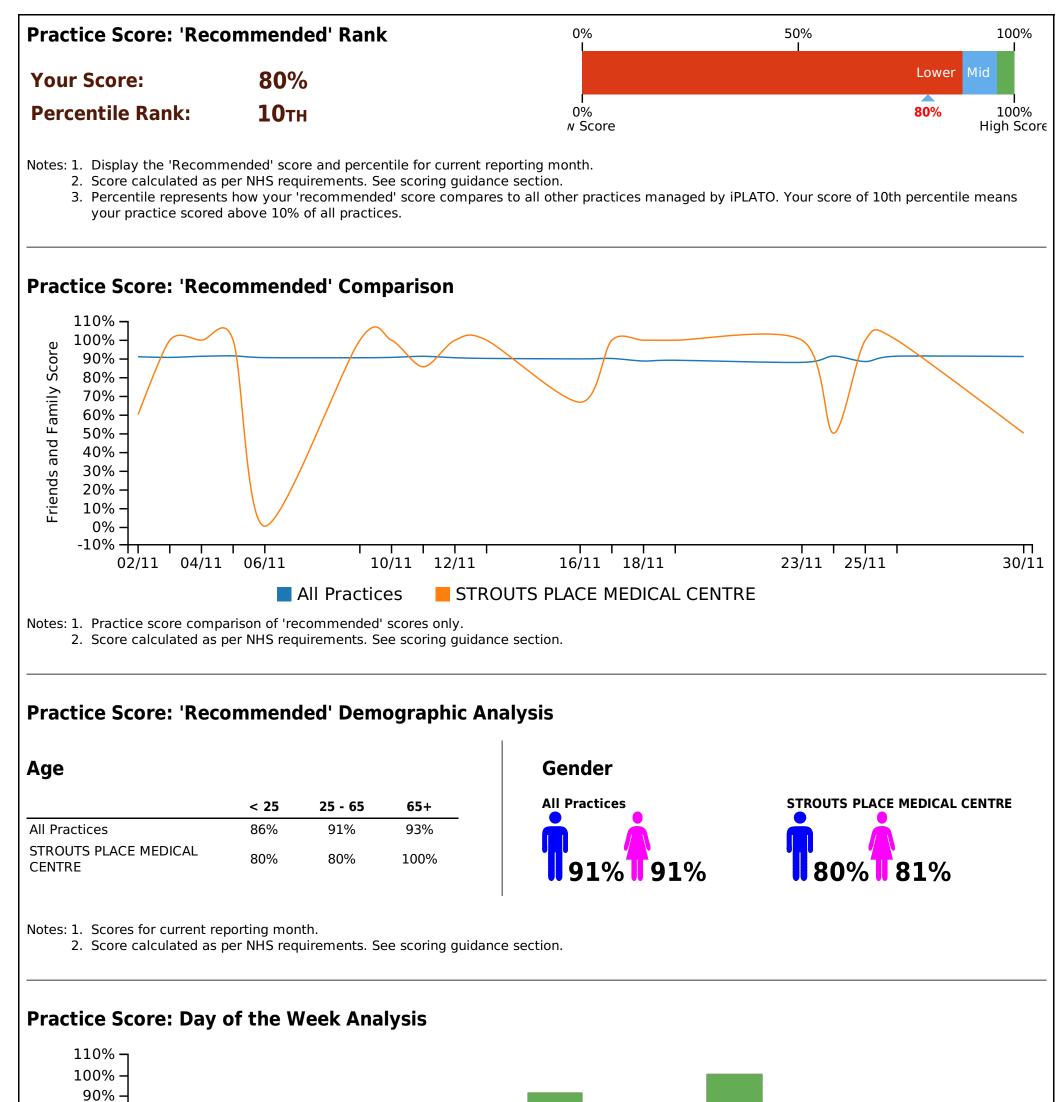
$$Recommended (\%) = \frac{very \ good + good}{very \ good + good + neither + poor + very \ poor + don't \ know} \times 100$$

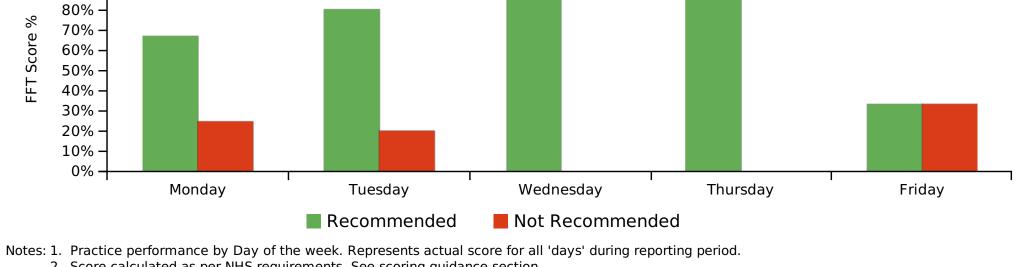
$$Not \ Recommended (\%) = \frac{very \ poor + poor}{very \ good + good + neither + poor + very \ poor + don't \ know} \times 100$$

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/

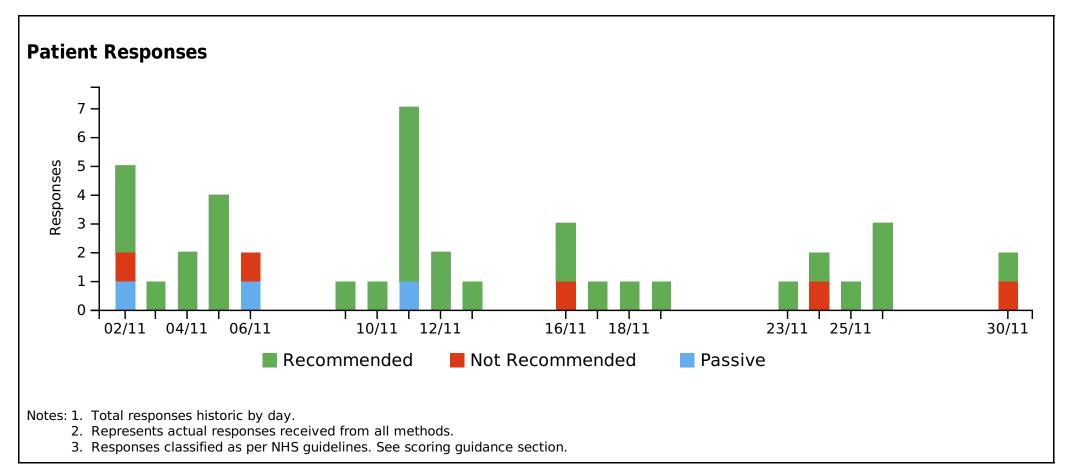
# SECTION 3 **Practice Scoring**





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	8
Arrangement of Appointment	2
Reference to Clinician	11

- Notes: 1. Thematic analysis for current reporting month.
  - 2. Thematic analysis covers the most discussed themes by analysing sentence fragements and is not an exhaustive analysis of all talking points.
  - Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and adjectives where the word frequency is reflected 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

- ✓ Received a good service and managed to get the correct treatment needed
- ✓ Followed COVID guildlines good stafff
- ✓The go was very informative and well prepared
- ✓The doctor was lovely! She is super helpful and thorough and genuinely compassionate
- ✓ Professional service
- The reception staff are all friendly, lovely and helpful Doctor Paul Snape has been and is fantastic helping me with the issues I've had. Blessed to ha@to have such a great doctor Thank you Reynagh @nagh
- The doctor was very helpful and was keen to help regarding my concern
- ✓ Professional and friendly
- No delay, the nurse was very nice and efficient with my daughter, they did refurbishment and the place is very confortable and warmful and the people a@ple at the desk are nice too@e too
- Lovely nurse and wonderful team at reception ! Very welcoming and kind
- ✓ Good efficient service, clean practice
- ✓ The medical centre is efficient friendly and very helpful. I've not had a GP service this good ever.
- ✓I am satisfied with their service
- ✓ Very helpful nurse and informative, quick service and got what I needed
- ✓ He created a friendly environment. Making me feel relaxed. He was polite and approachable.
- ✓ Very helpful staff, friendly and safe environment
- ✓The most thorough first appointment I've ever had and the nurse was wonderful
- ✓ Staff and doctors always helpful
- ✓I find the staff really nice.
- ✓ Quick to get an appointment. Running on time, helpful staff, talked through each step of my appointment and was given good medical advice. Felt comfortab@ortable throughout my appointment and in good hands @ands
- Everyone was very kind and it was quick, very little waiting

XReceptionist answered my questions. The Doctor also called me within an hour as I requested it was urgent!

#### Not Recommended

✓ who are you

Yes, the doctor was quite available for us, as we are his patients. However, the environment was mediocre. Thanks

The person who gave me my jab didnt explain the process at all and didn't know what to give me at first- which left me feeling uneasy and unsure I was ev@as even given the correct jab. None of the staff are social distancing inside the reception area or wearing masks when moving about the office. There's also n@lso no process for letting people out of the office so I was stuck for a while trying to get out. @ut.

#### Passive

Mr Rupayan Talukder was difficult to understand and rather rude.Good morning