FFT Monthly Summary: December 2016

STROUTS PLACE MEDICAL CENTRE Code: F84051



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001 FFT002 FFT003 FFT004 F	FFT005 FFT006	FFT007 FF	FT008 FFT009	FFT010	FFT011	FFT012
26 12 1 0	1 0	0	0 0	40	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:	260						
Responses:	40 Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	26	12	1	0	1	0	40
Total (%)	65%	30%	3 %	0%	3%	0%	100%

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

extremely unlikely + unlikely

Not Recommended (%) =

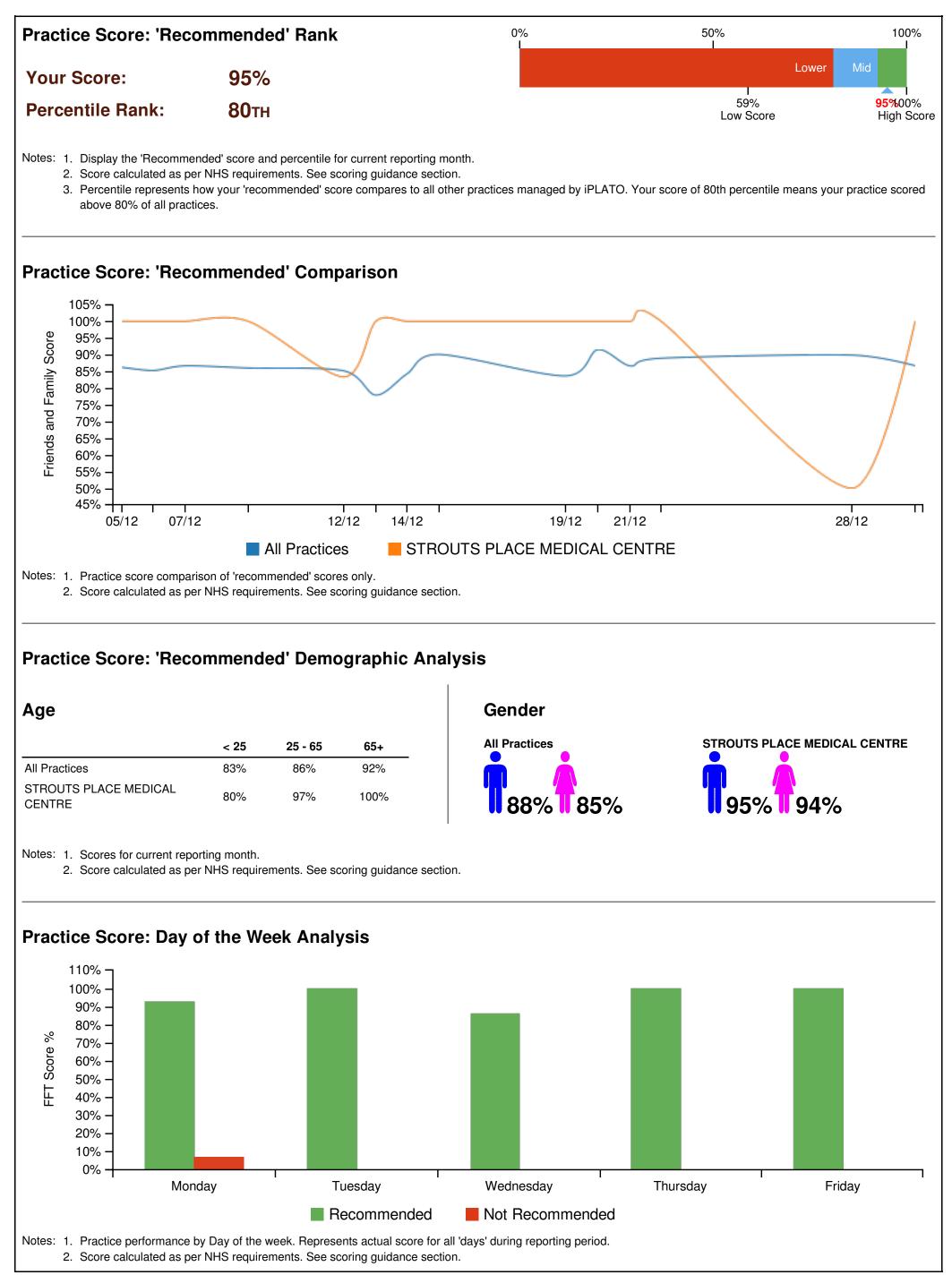
- x 100

extremely likely + likely + neither + unlikely + extremely unlikely + don't know

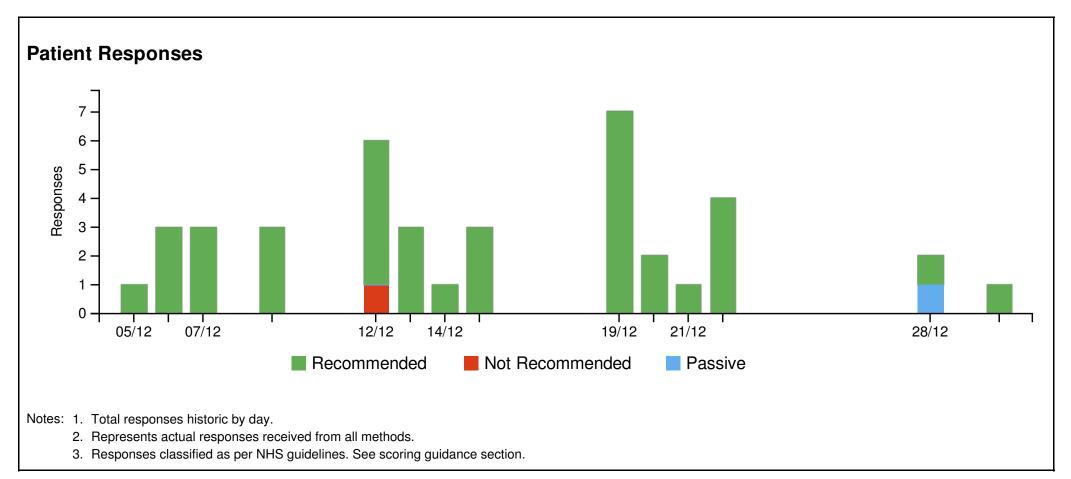
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring



SECTION 4 Patient Response Analysis



SECTION 5 Patient Free Text Comments: Summary

Thematic	Tag Cloud		
Reception Experience	6		
Arrangement of Appointment	4		
Reference to Clinician	11 ab	oad poor	excellen
 Notes: 1. Thematic analysis for current month. 2. Thematic analysis covers the discussed themes by analysis sentence fragements and is exhaustive analysis of all talk 	most ng always not an pe ing points.	seeing also enough far _{however} e fect y sont	superb
 Tag cloud is rendered using used present participle verbs verb, adverbs and adjectives word frequency is reflected in 	, gerund CK	e polite multi real	ly ifficult great following

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 speed they got me into the hospital to have emergency surgery on my heart
- Good appointment availability and very friendly and helpful reception staff. Would like to be able to take my pushchair into reception as this can be very difficult if my baby is asleep.
- Service was best
- ✓ Because they give me good treatment and what is over their limits they refer me to specialists and monitor it
- ✓ Good reception and staff are very polite and helpful as the doctors. Thanks
- ✓ Dr and nurse were both fantastic
- Service is superb, the only thing to change is to turn the heating down far to hot.
- ✓ I trust the doctor I am seeing but a year ago had negative experiences e.g. Appointment confusion
- ✓ Lovely doctors and easy to get an appointment quickly.
- ✓ This was simply a health screening and my first consultation so cannot give details
- ✓ Well you asked me a question and I answered it.Isn't that good enough?
- ✓ On time & polite, caring consultation.
- ✓ My doctor, Dr D Ahmed is really good at her job. Staff at reception are pleasant and helpful.
- ✓ Most times get seen on time,and staff pleasant,
- ✓ Kindness of the nurse
- ✓ Professionalism of the staff and nurse
- ✓ Very helpful
- ✓ The doctors are amazing. I'm Getting excellent help for my poor health The staffs also perfect
- Every time I see the nurse, I think she's great!
- Excellent & prompt service

✓ Gps are patient, always able to get an apppintment within a week and gps are good by following up and being engaged in our treatment plans

X Dr. was great

Not Recommended

Appointment was for sick note following leg fracture. Dr at A&E advised that gp could provide this over the phone as they receive all A&E notes. At surgery, reception insist I must attend to be examined. Examination consisted of a 2minute conversation with gp that could have easily been done over phone. However I have incurred 25 in cab fares and aggravated the pain in my leg due to the short-sightedness of surgery reception.

Passive

I came from abroad and there is not much people I know in my surrounding