FFT Monthly Summary: November 2016

STROUTS PLACE MEDICAL CENTRE

Code: F84051



Section 1 **CQRS** Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
25	6	5	3	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: 250

40 **Responses:**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	25	6	5	3	1	0	40
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	25	6	5	3	1	0	40
Total (%)	63%	15%	13%	8%	3%	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 (%) =
$$\frac{extremely \ likely + likely}{extremely \ likely + likely + neither + unlikely + extremely unlikely + don't \ know} \times 100$$
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:

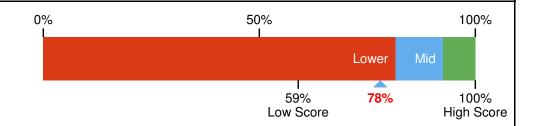
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3 Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: 78%

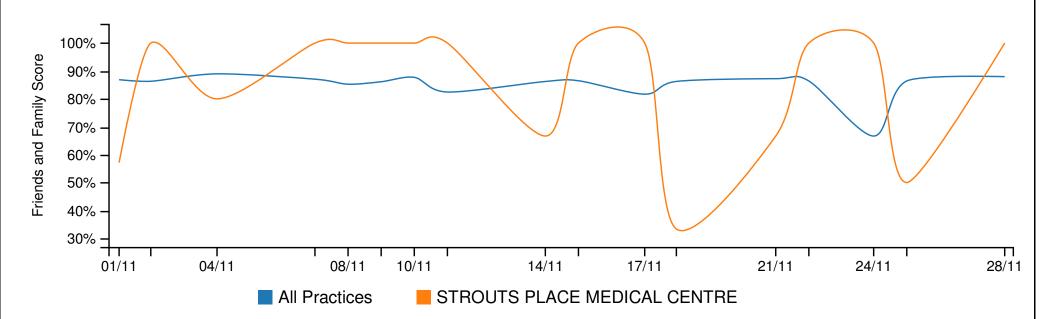
Percentile Rank: 20TH



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 20th percentile means your practice scored above 20% of all practices.

Practice Score: 'Recommended' Comparison



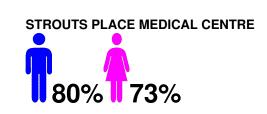
Notes: 1. Practice score comparison of 'recommended' scores only.

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

Practice Score: 'Recommended' Demographic Analysis

Age			
	< 25	25 - 65	65+
All Practices	78%	87%	92%
STROUTS PLACE MEDICAL CENTRE	100%	77%	0%

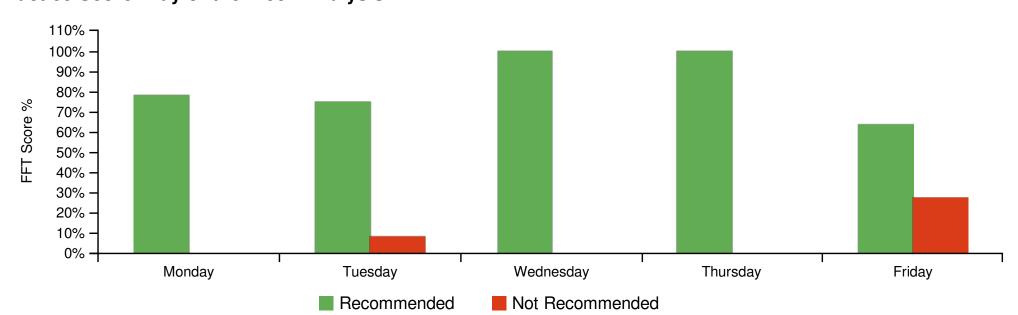




Notes: 1. Scores for current reporting month.

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

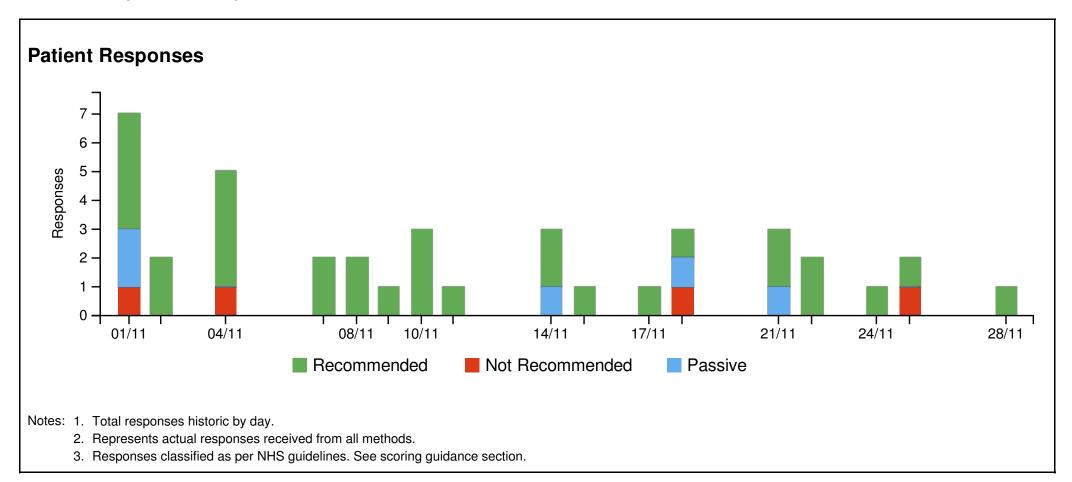
Practice Score: Day of the Week Analysis



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

Tag Cloud Thematic Reception Experience 5 Arrangement of Appointment 2 orofessional Reference to Clinician 8 Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most gh safe excellent going raking rusually discussed themes by analysing sentence fragements and is not an exhaustive analysis of all talking points. 3. Tag cloud is rendered using the most used present participle verbs, gerund waiting 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

- ✓ Margaret Oyewusi was great!
- ✓ Good service
- ✓ Friendly staff and clear communication
- ✓ Doctor was excellent. Thorough, helpful, knowledgeable and friendly
- ✓ Everybody where helpful and i didn't wait for long
- ✓ Explanations
- ✓ My GP sounds professional, I trust his vision and knowledge, he cured me from disease which I had for life time I guess, it was my stomach. I couldn't believe that it's gone, now I'm going with another problem as I have damaged my finger and he has been there for me with all support, I feel in safe hands and that's what I needed. Which I can't say about another GP. Which I've met him for two times cos Fernandez was missing. He was difficult I had have pain in my stomach and he was saying I was alright and I didn't need any medicine. He was rushing he off and there was only his way.... he didn't listen and made me feel small anything I've said to him. I've met him twice and it was hell. Reception is always friendly and lively. Girls there were always friendly.
- ✓ Nice service , but very ill informed practise not taking patient views into consideration
- ✓ Helpful staff
- ✓ Appointment was on time, the doctor was pleasant professional and thorough. Overall the experience was good.
- ✓ Very friendly doctor A. Ahmed
- ✓ My Doctor listen to me!
- ✓ Friendly people
- ✓ Very helpfull
- Customer service at the recepcin is very helpful, friendly and quiquick and Dr. Martinez has sensibility and knowledge to help me with mh my problemsems
- ✓ Good service and help
- ✓ Good service and can usually get an appointment the following day.
- X Reciptionists are very helpful. And the dr also very good and helpful

Not Recommended

- ✓ Rude staf
- ✓ Because there was a spider in your toilet !! In the toilet of GP !! A spider !! The girls there are lovely ! The receptionists are helpful and kind

Passive

✓ Waiting