FFT Monthly Summary: June 2016

STROUTS PLACE MEDICAL CENTRE Code: F84051



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001 FF	FT002 FF	T003 FFT(04 FFT(05	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
28	12	0 4	1		1	2	0	0	44	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:	215						
Responses:	46						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	27	11	0	4	1	1	44
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	1	1	0	0	0	0	2
Total	28	12	0	4	1	1	46
Total (%)	61%	26%	0%	9%	2%	2%	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

extremely unlikely + unlikely

Not Recommended (%) =

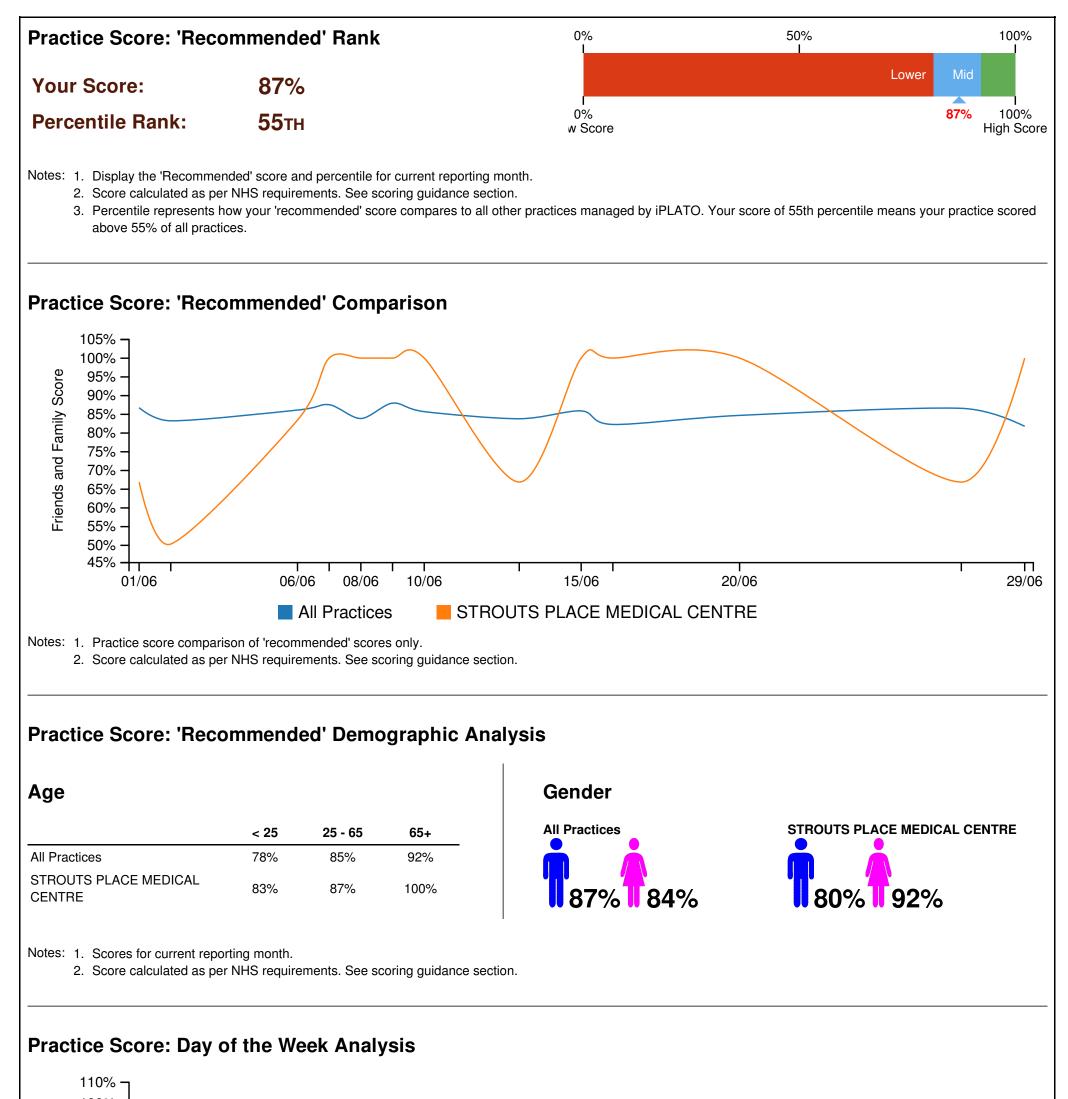
- x 100

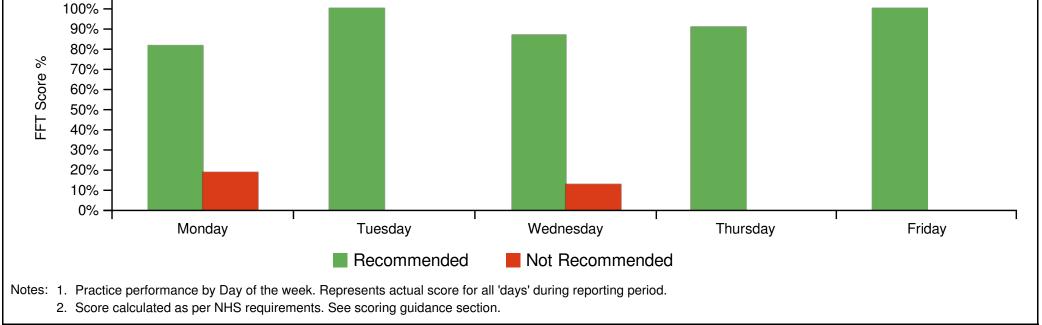
extremely likely + likely + neither + unlikely + extremely unlikely + don't know

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

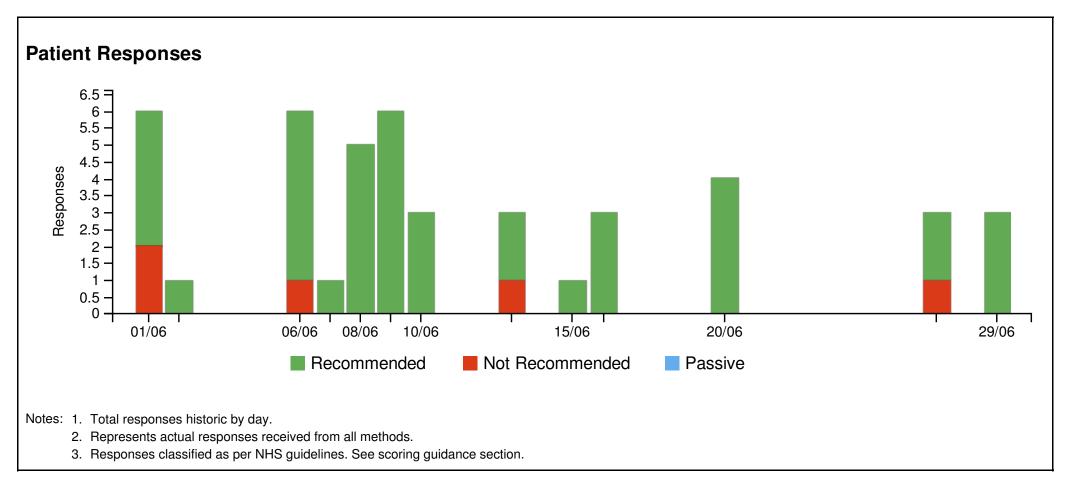
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

SECTION 3 Practice Scoring

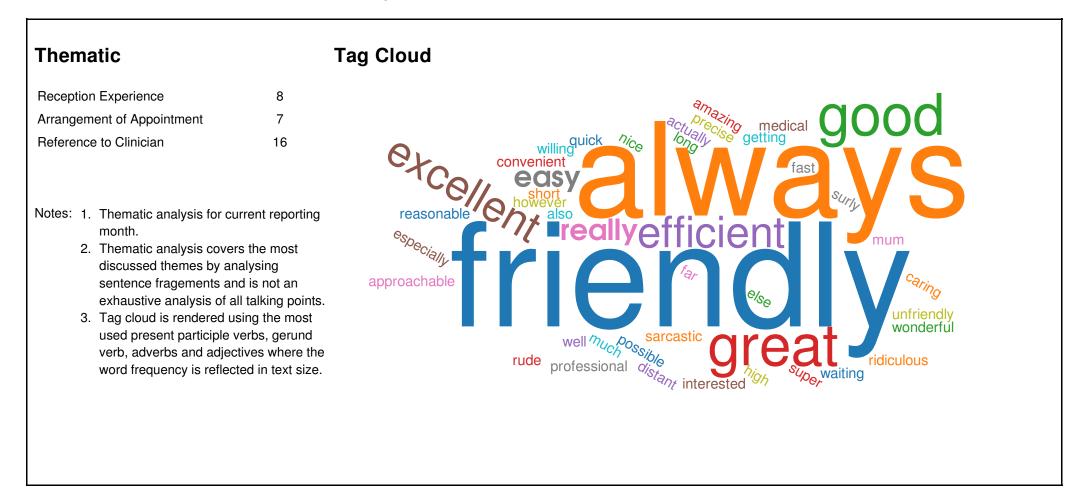




SECTION 4 Patient Response Analysis



SECTION 5 Patient Free Text Comments: Summary



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

- ✓ All you're staff are so helpful
- ✓ As I said great doctors and great receptionists. Location is very convenient for me as well
- Very efficient service and friendly GP
- Always treated with qespect and
- Getting appointment in reasonable time.
- I would like to thank Dr Martinez for his excellent care he gives to my mother and the front desk team who are always more than helpful and very caring.
- Appointments are always given when neededReceptionist are very friendly and always helpful??
- ✓ Nice reception staff and nurse
- Easy to book appointments when you need them, always super friendly at the desk. I chose 1 because I actually did recommend the medical centre to my mum!
- The practice has been helpful and friendly and is close.
- Fast, precise, cordiality and profissionalism
- Because friendly behavior of staff and doctor is so good
- Efficient, answer the phone! and have lots of appointments. I also really like Dr Zamman.
- Friendly, efficient, quick service and staff
- Prescription is given on time. Appointments given short time. No long queues
- Easy system to check in. Appointment ran on time. Friendly reception staff. Doctor who spoke good English.
- Friendly environment
- ✓ Service
- Excellent doctors who are approachable, professional and have a high level of expertise.
- Friendly and good doctors and nurses
- Staff is always very friendly and helpful. Doctors are great always take the time to listen and always very willing to help!
- Waiting time ... its ridiculous
- ✓ Great service
- I always come to see Dr Martinez, he is a wonderful doctor
- This GP practice is amazing!

Not Recommended

However much regret I have come across this doctor for the first time who seems to not know or do not want to connect with patients possible sarcastic attitude, I am really appalled by the care I have received in this practice for the first time. I hope no one else experiences the same quality of care. On the other hand, I do know this practise has very good doctors.

In Martinez is an excellent doctor but most of the other staff especially the receptionists are far too surly and unfriendly

Rude, distant, un-helpful, didn't introduce himself, seemed un-interested, did not listen to me or for why i was there, didn't understand why I was there, referred me to another doctor. Waste of my time.

The doctor we choose do not give an appointment.

Passive