# **FFT Monthly Summary: November 2018**

STROUTS PLACE MEDICAL CENTRE Code: F84051



# SECTION 1 CQRS Reporting

CQRS Repo	orting										
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
22	12	3	2	2	0	0	0	0	41	0	0

desk on 0800 440 2777 or email them at cqrsservicedesk@gdit.com. Please select the 'Data Submission' tab from the main menu.

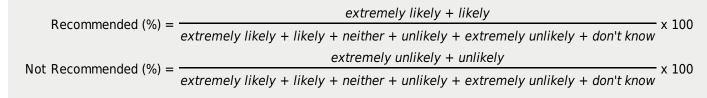
### SECTION 2 Report Summary

E	xtremely						
	Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	22	12	3	2	2	0	41
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	22	12	3	2	2	0	41
Total (%)	54%	<b>29</b> %	7%	5%	5%	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.

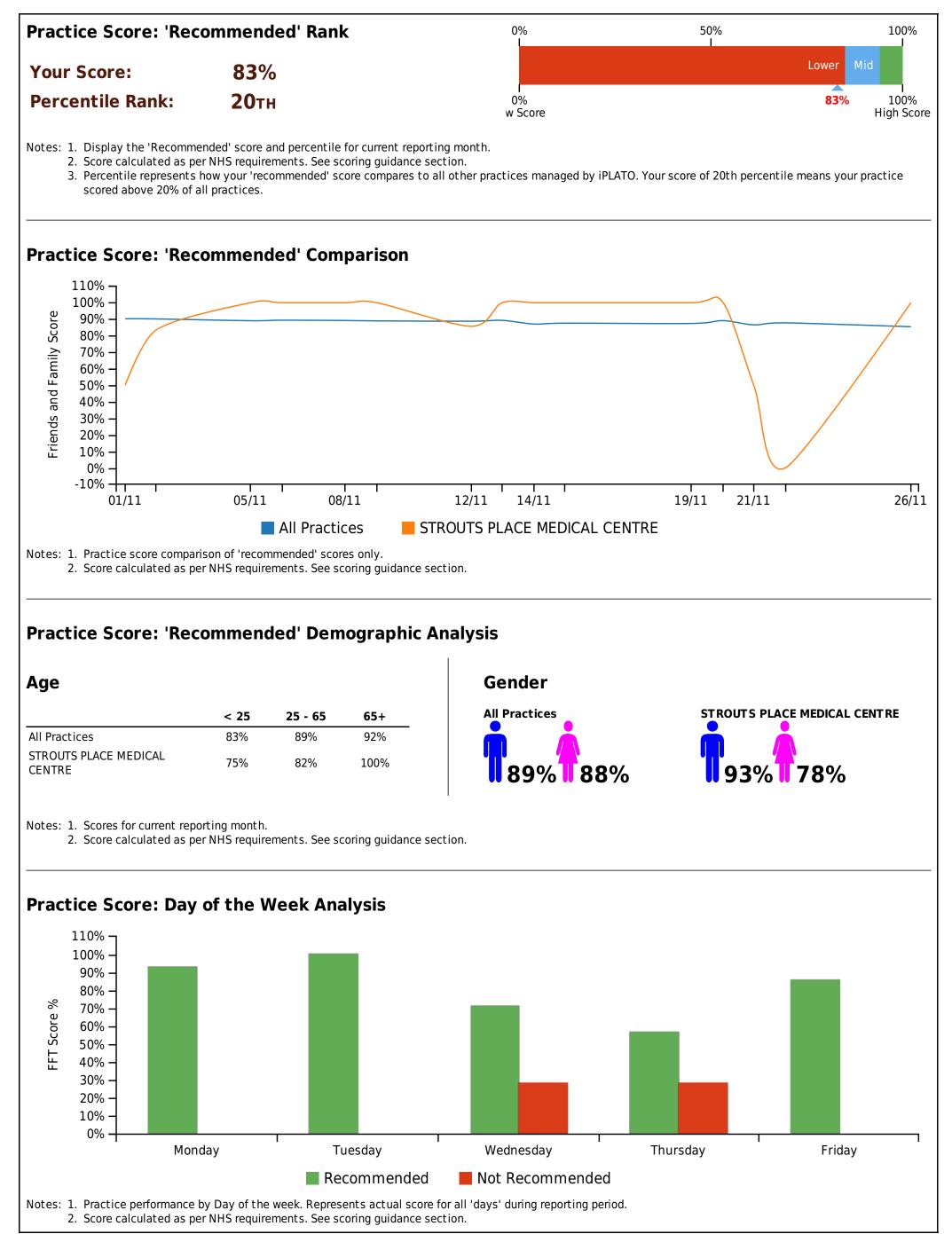
The percentage measures are calculated as follows:



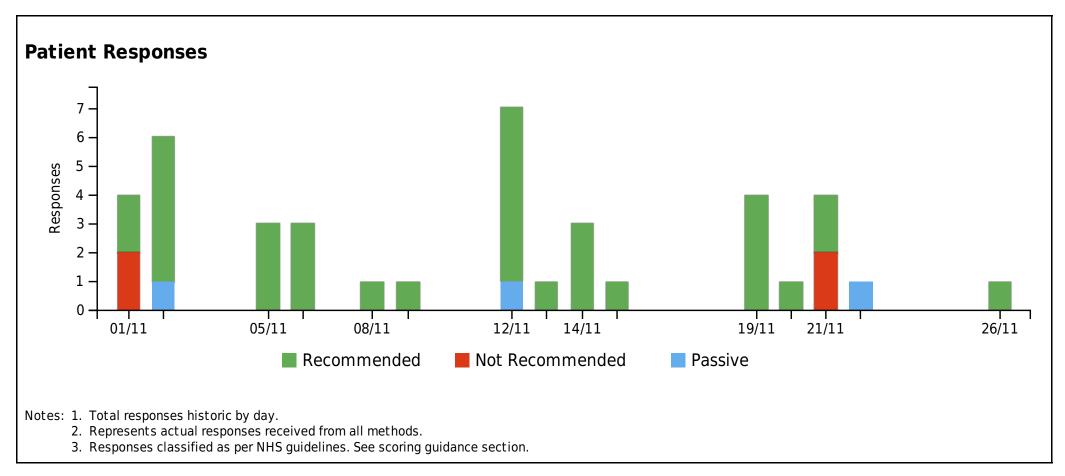
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

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3 7

### Thematic

### Tag Cloud

Reception Experience	
Arrangement of Appointment	
Reference to Clinician	

- 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.
  - 3. 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

- ✓ Very understanding and helpful GP in Dr Zarman
- ✓ Didnt have to wait a long time was seen and the dr was very nice and professional.
- ✓ Good service
- ✓ Exttely likely
- ✓ Nurse was excellent when I was scared of injections made me laugh
- ✓ Good service
- ✓ Good selection of appointment times and really helpful receptionists.
- ✓ Lovely doctor and appointment on time
- ✓ Friendly staff, fast response, super clean facilities, smiles
- ✓ Polite and professional servise
- ✓I am mostly happy with the service they provide.
- ✓ Staff are generally very helpful and friendly
- ✓ My doctor is great and always helpful
- Coz staff r real and stright forward doctors r good too
- ✓ Drs are very very nice but the receptionist are very rude
- ✓ Can always get an appointment and the doctors, particularly Martinez is really friendly and knowledgeable
- ✓ Always willing 2 help when needed like 2day

#### **Not Recommended**

✓ Dortor is fine. But reception is not very helpful.

#### Passive

✓ Really I would have put 2