FFT Monthly Summary: October 2018

STROUTS PLACE MEDICAL CENTRE Code: F84051

connecting patients transforming healthcare

SECTION 1 CQRS Reporting

CQRS Re		1									
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
33	7	0	0	2	1	0	0	0	43	0	0

SECTION 2

Report Summary

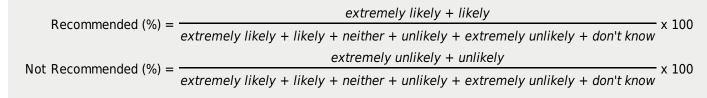
Surveyed Patients:	223						
Responses:	43						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	33	7	0	0	2	1	43
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	33	7	0	0	2	1	43
Total (%)	77%	16%	0%	0 %	5%	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.

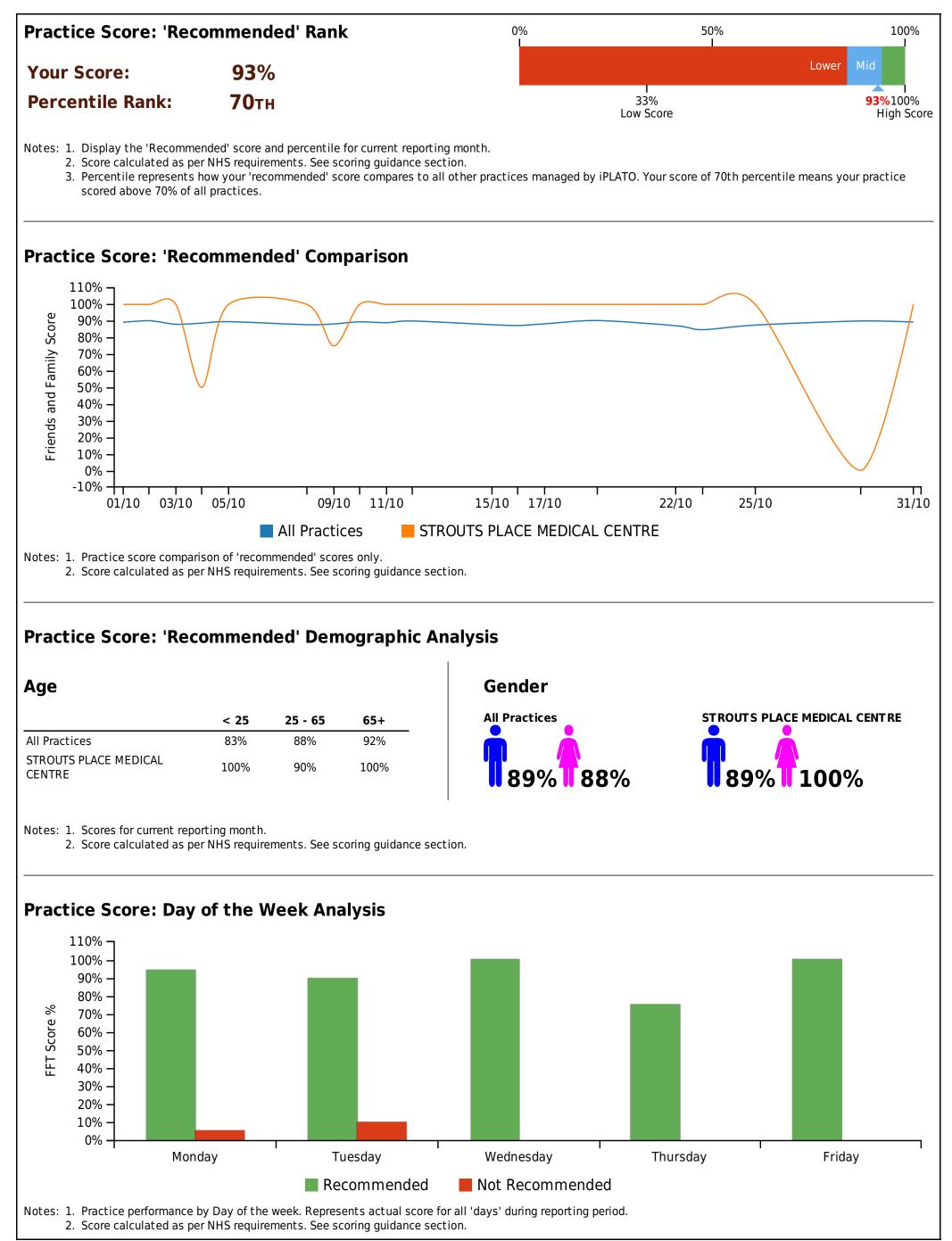
The percentage measures are calculated as follows:



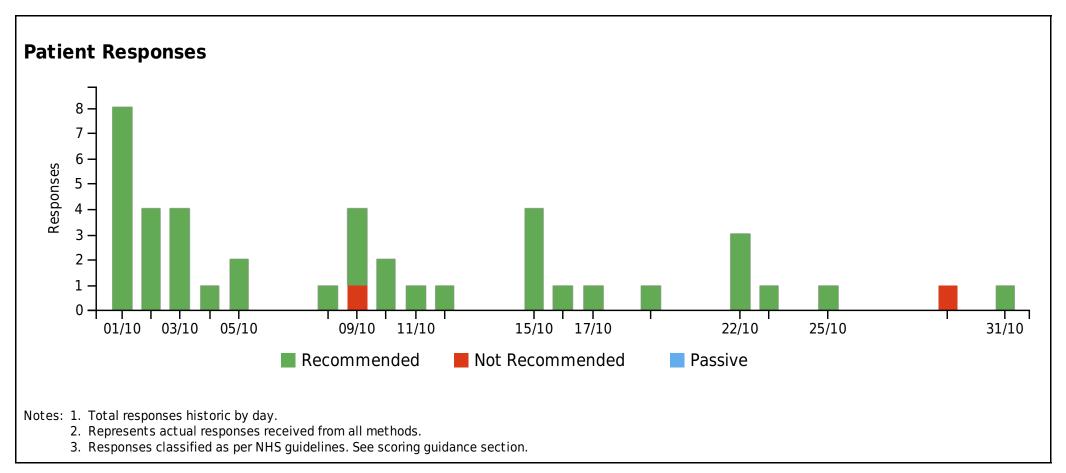
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

Reception Experience	3
Arrangement of Appointment	0
Reference to Clinician	12

- 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 / X No consent to publish comment

Recommended

- ✓ Dr Martinez is the best GP I've ever had.
- ✓ It's a nice medical centre great staff and doctor
- Excellent doctors and admin staff, excellent service
- ✓ Great GP
- ✓I was v happy with my doctor gp maxine.
- Every one at the surgery is extremely responsive and helpful
- In Martinez is very much listening to your issues and going in-depth to assess and give an accurate diagnostic. I felt support and care. Advices can seem@ seem a little patronising but i believe Dr Martinez means it in a constructive way. @way.
- ✓ I was treated in a professional, kind, attentive, friendly manner
- ✓ The original texted question, to which I responded to, does not, In my mind, require a reason. Thank you.
- ✓ Dr Martinez is a excellent doctor
- ✓ The people there are always helpful and they listen
- ✓ Doctor was very helpful
- ✓ Great service
- ✓ Felt like the doctor I saw was understanding and hoest
- ✓ Gp's are very helpful staffs are very friendly me and my family we are happy with the service we are getting
- ✓ The assessment and advice is good and helpful
- ✓ Polite staff. Clear instructions from doctor and doc was thorough.
- X1 Extremely Likely

X Good stuffs, good doctors and a nurse.ButSometimes they forget remember call.

Not Recommended

XI attended for a flu jab and was expressly advised that I was unable to have the Quadrant jab due to being under 65, despite being asthmatic. I was told @told that the UK medical authorities had made this a nationwide ruling. I have subsequently been advised by two people who are younger than me that they recei@received the Quadrant jab. Availability is one thing but being told I did not qualify under any circumstances is a bit of a surprise and a dent to my confiden@fidence in the practice. @ice.

Passive