FFT Monthly Summary: January 2018

STROUTS PLACE MEDICAL CENTRE Code: F84051

SECTION 1 **CQRS** Reporting



CQRS Reporting

	FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
l	20	15	7	0	0	0	0	0	0	42	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: 242

Responses:

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	20	15	7	0	0	0	42
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	20	15	7	0	0	0	42
Total (%)	48%	36%	17%	0%	0%	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 (%) =
$$\frac{extremely\ unlikely + unlikely}{extremely\ likely + likely + neither + unlikely + extremely\ unlikely + don't\ know} \times 100$$

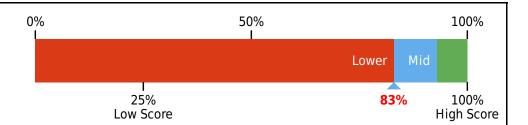
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

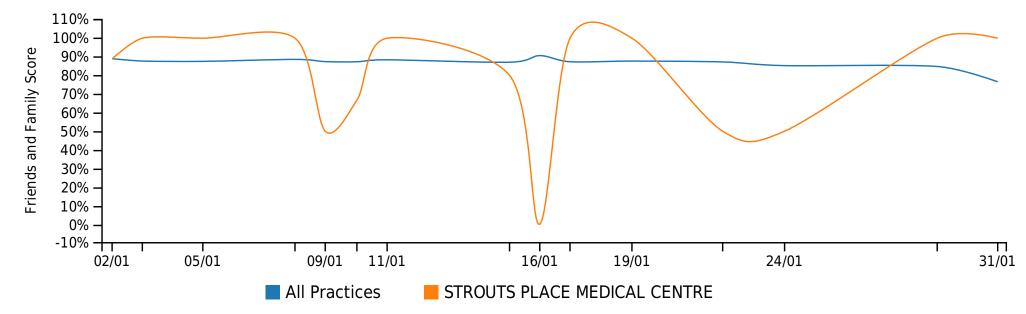
Your Score: 83%
Percentile Rank: 25TH



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 25th percentile means your practice scored above 25% of all practices.

Practice Score: 'Recommended' Comparison



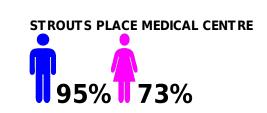
Notes: 1. Practice score comparison of 'recommended' scores only.

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

Practice Score: 'Recommended' Demographic Analysis

Age			
	< 25	25 - 65	65+
All Practices	80%	87%	92%
STROUTS PLACE MEDICAL CENTRE	50%	86%	100%

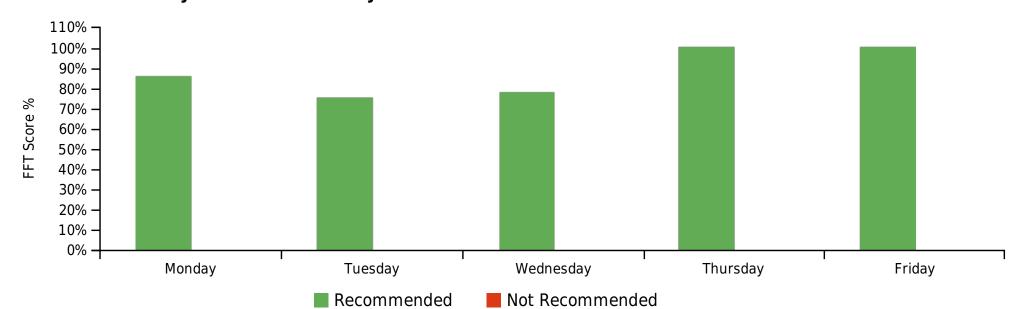




Notes: 1. Scores for current reporting month.

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

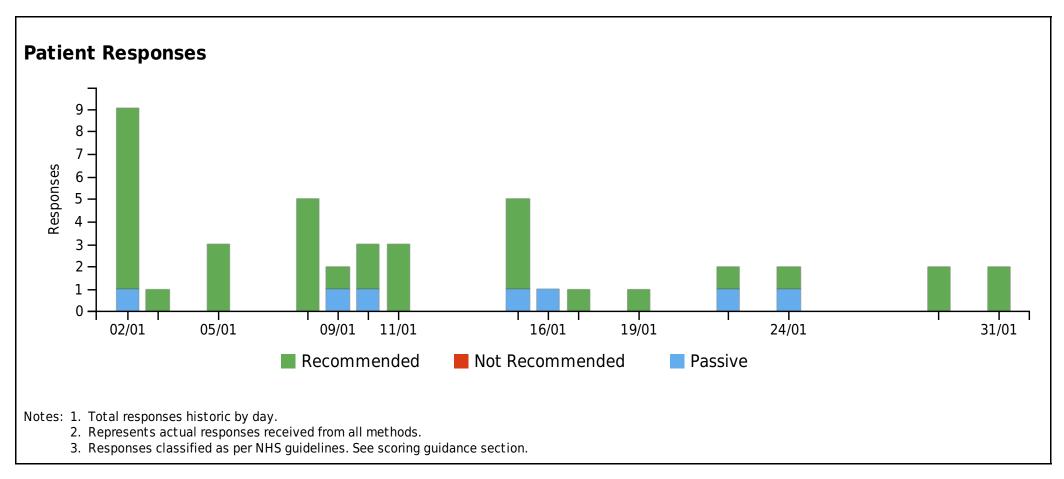
Practice Score: Day of the Week Analysis



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

Thematic	Tag Cloud	
Reception Experience	4	
arrangement of Appointment	2	
Reference to Clinician	9	Stance
Notes: 1. Thematic analysis for current month. 2. Thematic analysis covers the discussed themes by analysis sentence fragements and is nexhaustive analysis of all tall points. 3. Tag cloud is rendered using the used present participle verbs verb, adverbs and adjectives word frequency is reflected in size.	most g ot an cing e most gerund where the	caring pleasant excelling quite high never great professional knowledgeable clean alwaysing least professional also amazing least least professional also amazing least le

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

- ✓ Professionalism and quality of treatment
- ✓ Kindness and respect
- ✓ Proffessional, punctual
- ✓ The service is generally quite good and the doctor very good, but it is very difficult to get an appointment soon. We have to wait for too long. Also, it would be great to open on one weekend day as well.
- ✓ Excellent receptionists and a very knowledgeable caring doctor
- ✓ Detailed, caring and thorough appointment
- ✓ Great doctor
- ✓ Helpfulness
- ✓ Because doctor was so friendly , doctor explained me my condition properly.
- ✓ Its very good Gp place they car to much thanks for that service
- ✓ Drs pleasant and take time to listen, and surgery is always clean and tidy,
- ✓ Care attention and being professional
- ✓ The service I have had so far was very good.
- ✓ Dr Martinez is amazing!
- ✓ Seen on time and doctors attention to detail,

Not Recommended

Passive

- ✓ Doctor Martinez is excellent, would highly recommend him but the re receptionists arent the friendliest and the centre isnt the cleanesnest. t.
- ✓ Reception staff can be a bit more friendlier standard of staffs Es English can be improvedved
- ✓ Called in late. Never in time
- ✓ Theres not much privacy from the waiting area to reception. Peopleple can hear the conversation your having with the receptionist st
- XYou dont have a proper bed for smear test