FFT Monthly Summary: May 2019

STROUTS PLACE MEDICAL CENTRE Code: F84051

SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
FFIOUT	FFIUUZ	FF1005	FF1004	FFI005	FFI000	FFI007	FFIUUO	FF1009	FFIUIU	FFIUII	FFIUIZ
29	6	1	2	2	0	0	0	0	40	0	0

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

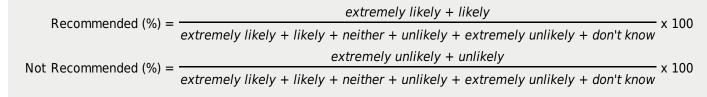
SECTION 2 Report Summary

Surveyed Patients:	232						
Responses:	40						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	29	6	1	2	2	0	40
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	29	6	1	2	2	0	40
Total (%)	73%	15%	3%	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:

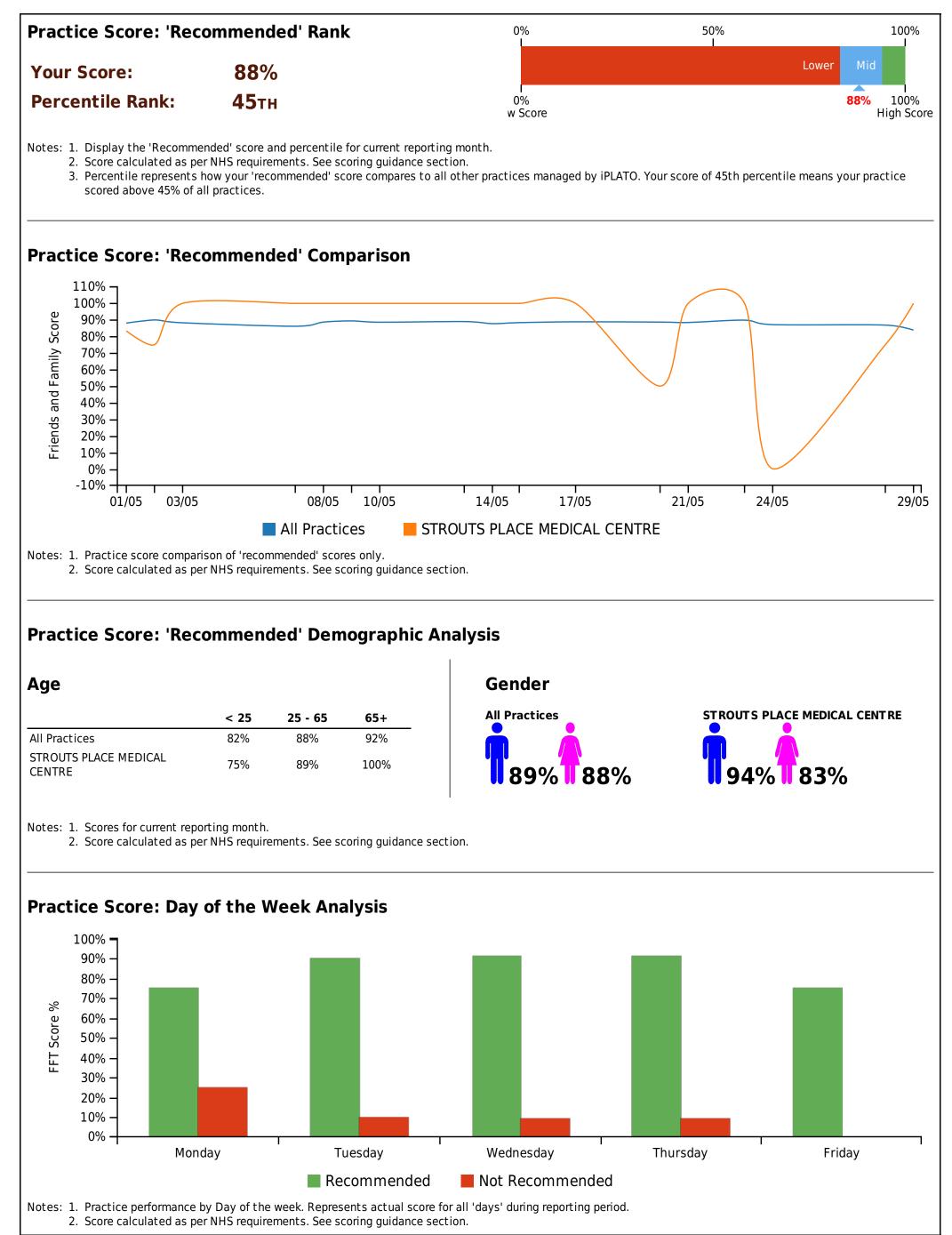




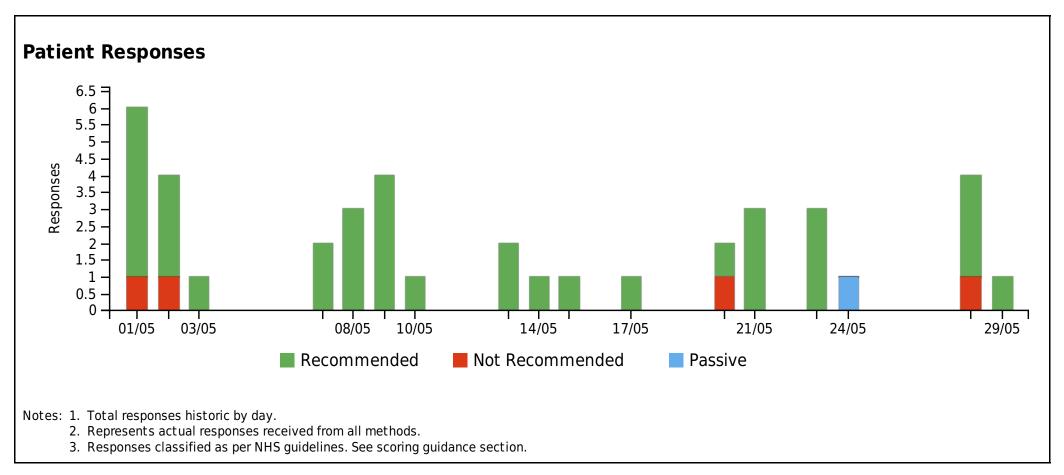
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

5 2

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Thematic

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

- ✓ Doctors are really nice and friendly they know what they doing and staff are friendly too
- ✓ To fix my hearing problems
- ✓ The Dr did not rush me but made my concerns important by providing time to go through my concerns
- ✓ Would rececomend to all, very polite and friendly x
- ✓I have a brilliant GP ... and the practice is professional
- The care I received was excellent. However, would always suggest that others make their own judgment as to whether this surgery is the most appropriate for them
- ✓ Dr Martinez
- ✓ Helpful staff
- ✓ Listened, resolved and valued
- ✓ Good relationship with my doctor who is good at listening.
- ✓The doctor and the female receptionist have been very helpful
- In Zaman is very exceptional and very professional at his job. He is very understanding and listens to your medical issues in depth. He is outrageousl@eously talented at his profession. Secondly the reception staff's are very friendly helpful and kind. 11/10 for Strouts place medical centre.@ntre.
- ✓ Fast and professional, both desk and medical service
- ✓ Efficient, nice staff, nice building
- \checkmark I like my all gp services because they take all health issues seriously.
- Really happy with everything at Strouts Place. The doctor was very helpful and I received an appointment for a scan very quickly after seeing him.

Not Recommended

I was told I have put on a significant amount of weight and Shamed ed for it, despite saying I have been exercising 5 times a week and ha having severe depression for 6 months, which included being 3 weeks os off of work. When I said I am trying to lose weight because I am awaaware of my weight gain (which was criticised severely despite a histostory of eating disorders) I was told excersise was uselesss. I tried ed to explain I have a healthy diet and put on weight due to medicatiotion and issues with dealing with my depression diagnosis, and this wa was brushed over until I repeated this information on multiple occasiasions. I then asked for advice with eczema and was told to buy cream am from Canada - obviously not part of a usual NHS diagnosis. Overall II I was very upset and had several panic attacks due to the insensitsitivity of my appointment, which almost resulted in self harm and suisuicide attempts due to the blunt, tactless comments of one of Stroutsuts places medical professionals who evidently did not care about my my current mental health issues and fragile self esteem to do with my my weight (which was repeatedly chastised- despite being a UK 10/12 wh which is not in my opinion a health risk - especially with a healthy hy plant based diet and regular exercise regime - all of which was ignignored).

Passive