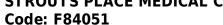
FFT Monthly Summary: April 2019

STROUTS PLACE MEDICAL CENTRE





SECTION 1 **CQRS Reporting**

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
23	10	1	5	2	1	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: 217

Responses:

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	23	10	1	5	2	1	42
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	23	10	1	5	2	1	42
Total (%)	55%	24%	2%	12%	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:

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:

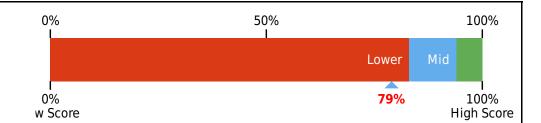
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: 79%

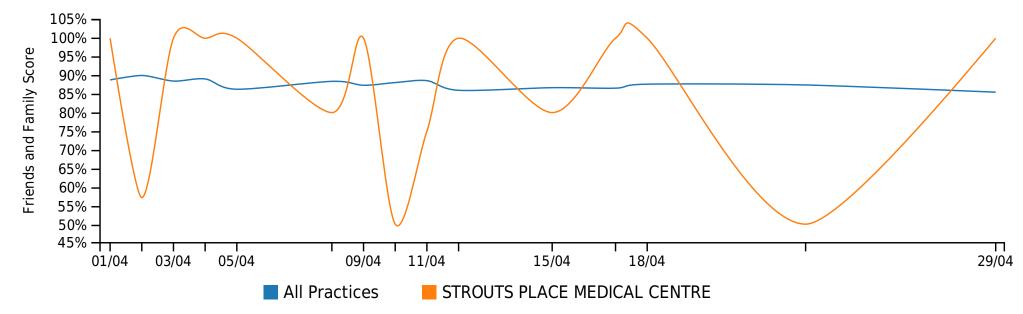
Percentile Rank: 15TH



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 15th percentile means your practice scored above 15% 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</th> 25 - 65 65 + All Practices 80% 88% 92% STROUTS PLACE MEDICAL 33% 81% 100%



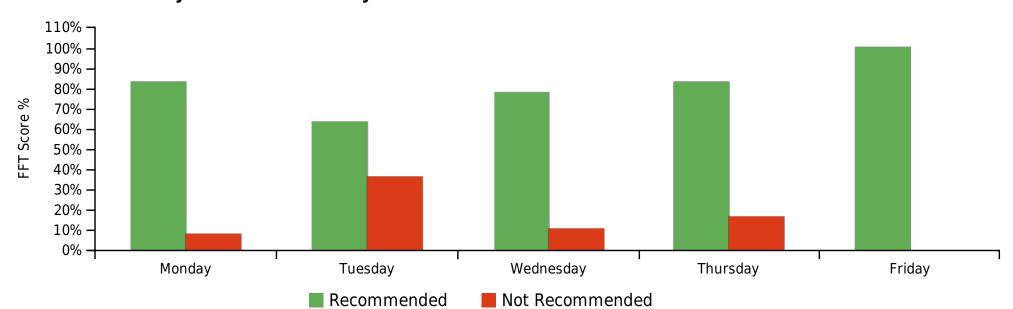


Notes: 1. Scores for current reporting month.

CENTRE

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

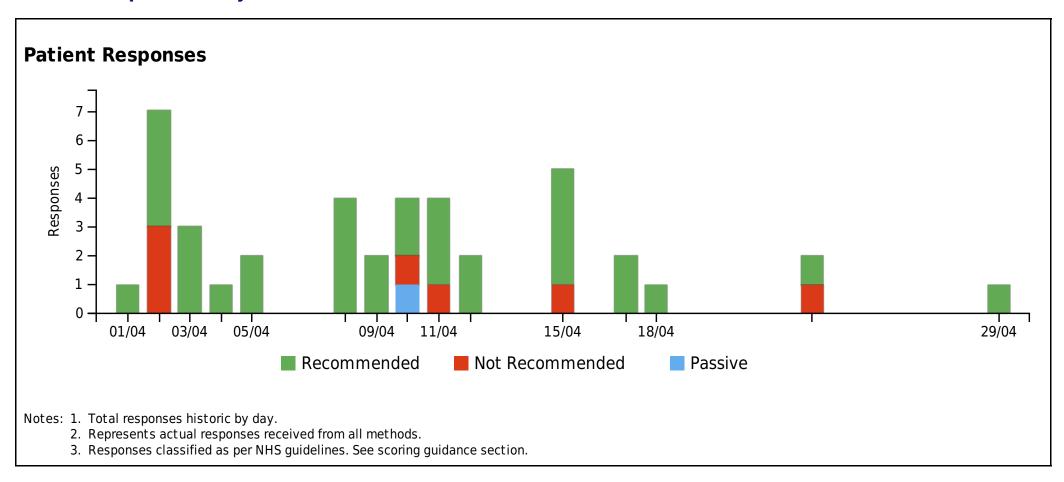
Practice Score: Day of the Week Analysis



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

Tag Cloud Thematic Reception Experience 8 Arrangement of Appointment Reference to Clinician Notes: 1. Thematic analysis for current reporting 2. Thematic analysis covers the most discussed themes by analysing sentence fragements and is not an exhaustive analysis of all talking 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 defensive 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

- ✓ the service was very good from the reception to the Doctor
- ✓ Your Doctors and staff are amazing, and wait times short.
- ✓ Doctor listened and helpful
- ✓ Very friendly and helpful
- ✓ They have very helpful and friendly staff
- ✓ Doctor I saw today (Dr Martinez) was excellent, as other GP I saw has been.
- ✓ Dr Martinez is a great doctor and the reception staff are all brilliant too.
- ✓ I got a good attention and a good treatment from my doctor
- ✓ Doctor was very patient listening to me about my heart condition
- ✓ Efficient, professional and welcoming service
- \checkmark No waiting, saw me as soon as I arrived

Not Recommended

- ✓ Reception were lovely but the nurse was very rude
- ✓ Not best of effort and support shown or advised .
- ✓ Unhelpful and patronising practise manager and poor availability of nursing staff for adults in full time work
- ✓ Very unsympathetic staff and poor attitude to someone who is asking for antidepressants and clearly upset! Very rude
- XNo good experiences

Passive

✓ Wait too long