FFT Monthly Summary: November 2019

STROUTS PLACE MEDICAL CENTRE

Code: F84051

transforming healthcare

SECTION 1 **CQRS** Reporting

CQRS Reporting

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	FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
	16	10	1	0	3	0	0	0	0	30	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: 148

Responses: 30

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	16	10	1	0	3	0	30
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	16	10	1	0	3	0	30
Total (%)	53%	33%	3%	0%	10%	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:

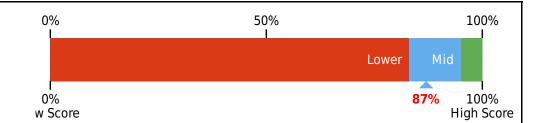
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: 87%

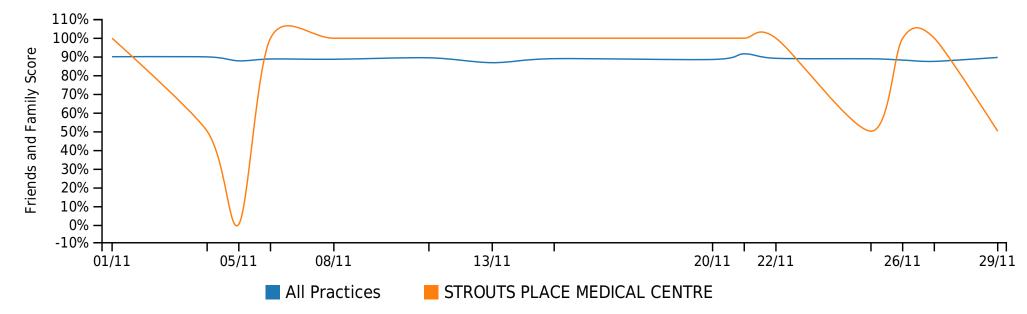
Percentile Rank: 35TH



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 35th percentile means your practice scored above 35% 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 82% 89% 92% STROUTS PLACE MEDICAL CENTRE 50% 92% 75%

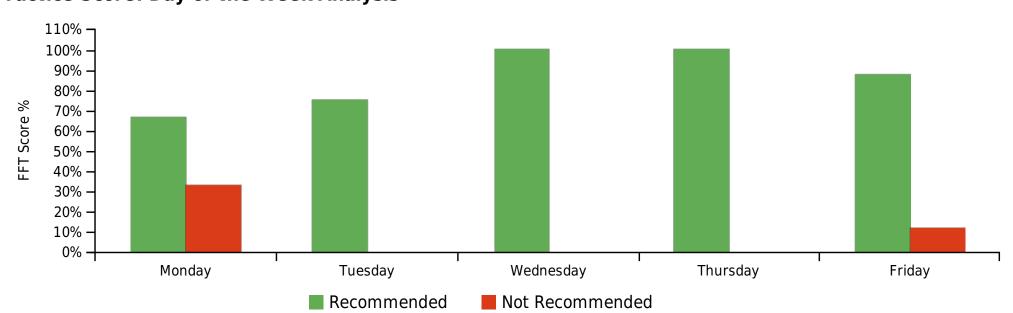




Notes: 1. Scores for current reporting month.

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

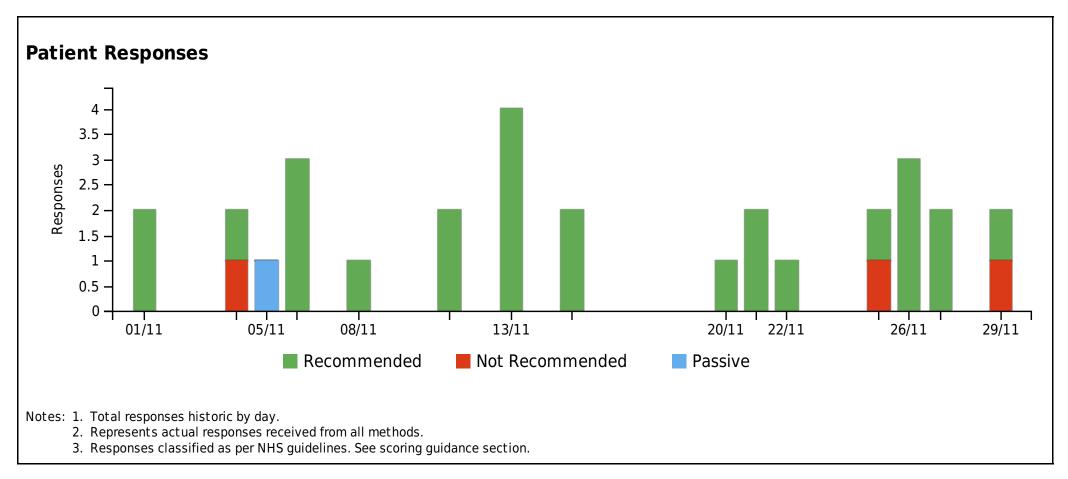
Practice Score: Day of the Week Analysis



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



Tag Cloud Thematic Reception Experience 4 Arrangement of Appointment 2 Reference to Clinician 3 Notes: 1. Thematic analysis for current reporting 2. Thematic analysis covers the most discussed themes by analysing living just additional 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

- ✓ Reception staff and Doctors are all extremely helpful
- ✓ I was unable to book a blood test for 3 weeks away at a hub because your system will not allow.
- ✓ Im very happy and comfortable with everyone at the centre.
- ✓ Friendly staff, helpful relatively easy to get appointments. Take health concerns seriously!
- ✓ The staff and doctors are always friendly and very helpful.
- ✓ In and out on time

Not Recommended

✓ The staff are mostly rude and unfriendly, particularly those sitting behind the desk. I had a terrible first experience when registering at the practice @tice where I was told I needed my NHS number, which I did not know and very few people know. I have never needed this number in my life when I've registered a@red at a doctors and I've been registered at 4 different doctors before. I wasn't able to get through to my old practice to find out my number as they were no@re not answering the phone. I also know for a fact that the practice doesn't need time to provide this number they can find my number themselves but they are@y are clearly too lazy to do this? Perhaps additional training might help them. Please refer to the NHS website: https://www.england.nhs.uk/contact-us/how-can@w-can-we-help/#do-i-need-to-know-my-nhs-number-to-registerwith-a-gp where you will see it advises that patients do not need there NHS number to register. The@. The funny thing is that on the other two occasions I've been to the practice I've seen other patients having the same argument with reception staff. The sta@e staff are so unhelpful and unsympathetic and just shout at people telling them they have to provide their NHS number but this is not true. On my most recent@ecent visit, I felt extremely uncomfortable. There was what appeared to be a quite vulnerable older woman who seemed very confused and couldn't remember where@where she had been registered before and the male receptionist was shouting at her. On the three occasions I've been to the practice I have witnessed this sam@s same saga, and my flatmate has also experienced it. On top of this the place is filthy. The floors don't look like they've been cleaned for weeks and the to@he toilets are filthy with no toilet paper. Aside from this, the nurse I had an appointment with was pleasant (the only person who could actually hold a pleas@pleasant conversation with me during my visit) but she didn't fully explain a lot of things which made me a bit confused/panicked at times. However, a male st@le staff member barged into the room during my smear test, without knocking, which made me feel extremely uncomfortable and very panicked. The nurse did her b@her best to put me at ease but this was quite frankly completely unacceptable and not something I would expect to experience. This was the worst GP practice I@ice I've ever been to and I'm looking to move. There's also terrible opening hours which is not suitable for the London work life - my previous practice was o@was open until 8pm on a wed and thurs and had appointments on a sat. This is a necessity for those living in London. @don.

✓ The HCA initially did not want to clean the vein with an antiseptic wipe prior to taking bloods. I was told this was the policy to not use one. I did no@id not witness the HCA wash or gel their hands either prior to the procedure. I therefore would not recommend this service and will be taking this further. @er.

Passive