FFT Monthly Summary: September 2020

STROUTS PLACE MEDICAL CENTRE
Code: F84051

SECTION 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
12	2	0	0	1	0	0	0	0	15	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: **77**

Responses: **15**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	12	2	0	0	1	0	**15**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**12**	**2**	**0**	**0**	**1**	**0**	**15**
Total (%)	*80%*	*13%*	*0%*	*0%*	*7%*	*0%*	*100%*

Summary Scores

👍 93%   👎 7%   ✍ -0%

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:

$$\text{Recommended (\%)} = \frac{\textit{extremely likely + likely}}{\textit{extremely likely + likely + neither + unlikely + extremely unlikely + don't know}} \times 100$$

$$\text{Not Recommended (\%)} = \frac{\textit{extremely unlikely + unlikely}}{\textit{extremely likely + likely + neither + unlikely + extremely unlikely + don't know}} \times 100$$
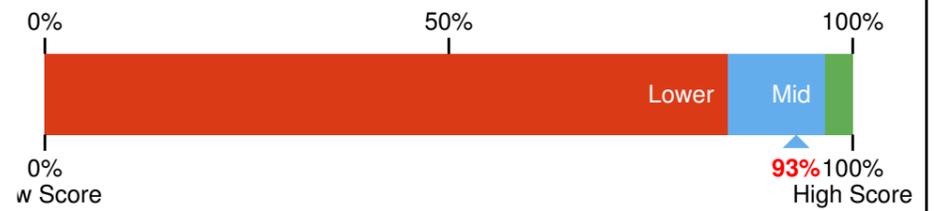
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/
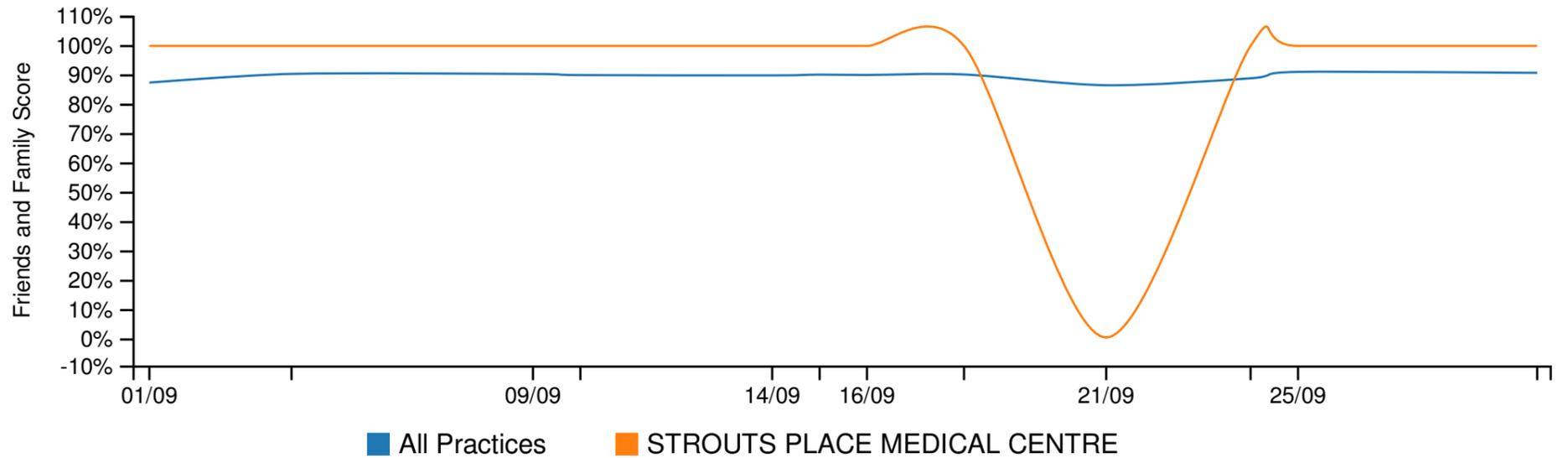
Practice Score: 'Recommended' Rank

Your Score: **93%**

Percentile Rank: **60TH**

| | 0% | 50% | 100% |

Lower | Mid

0% | **93%** 100%
w Score | High Score

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 60th percentile means your practice scored above 60% of all practices.

Practice Score: 'Recommended' Comparison


■ All Practices ■ STROUTS PLACE MEDICAL CENTRE

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	86%	89%	92%
STROUTS PLACE MEDICAL CENTRE	100%	100%	80%

Gender

All Practices	STROUTS PLACE MEDICAL CENTRE
👨 **90%** 👩 **90%**	👨 **100%** 👩 **89%**
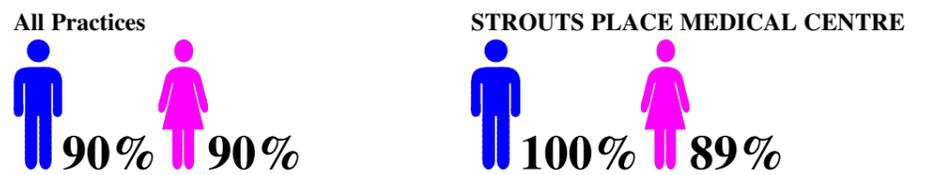
Notes:
1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

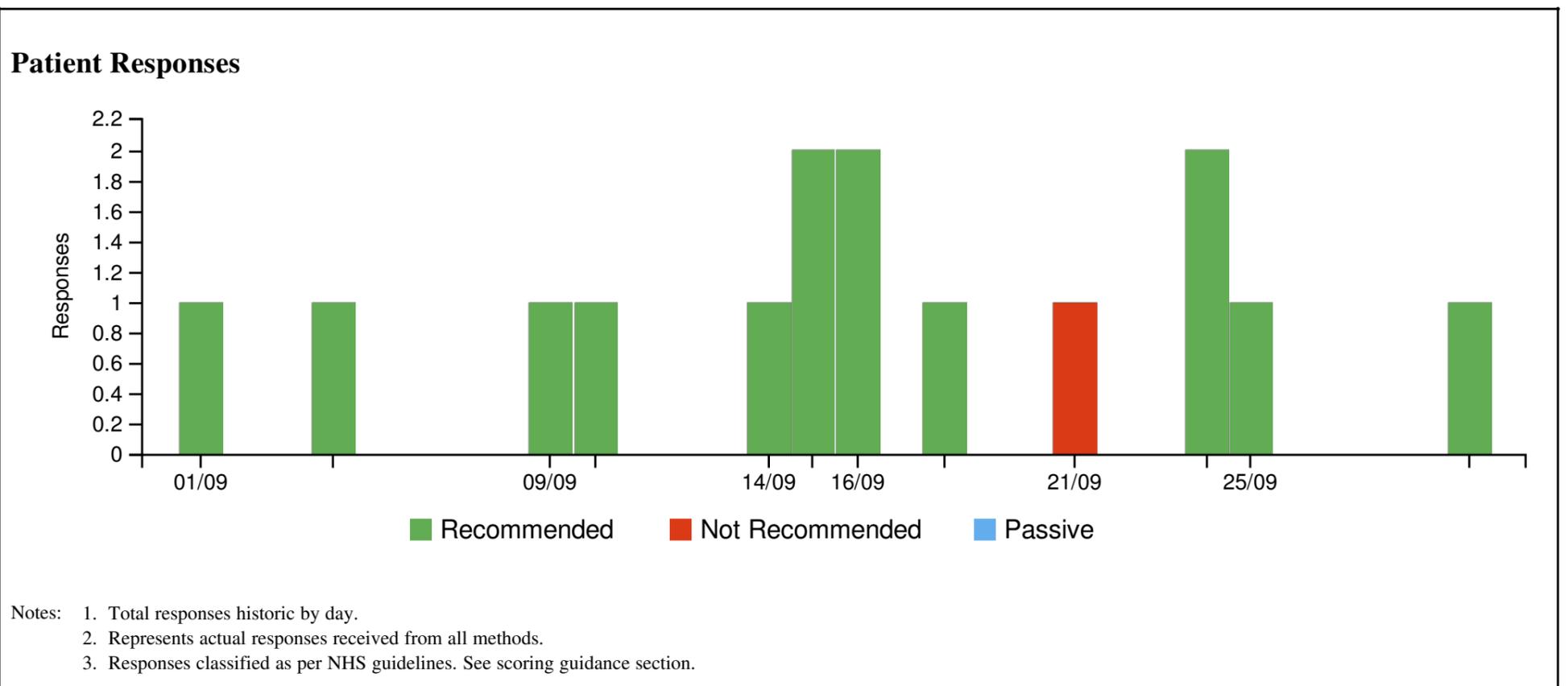**Practice Score: Day of the Week Analysis**

■ Recommended ■ Not Recommended
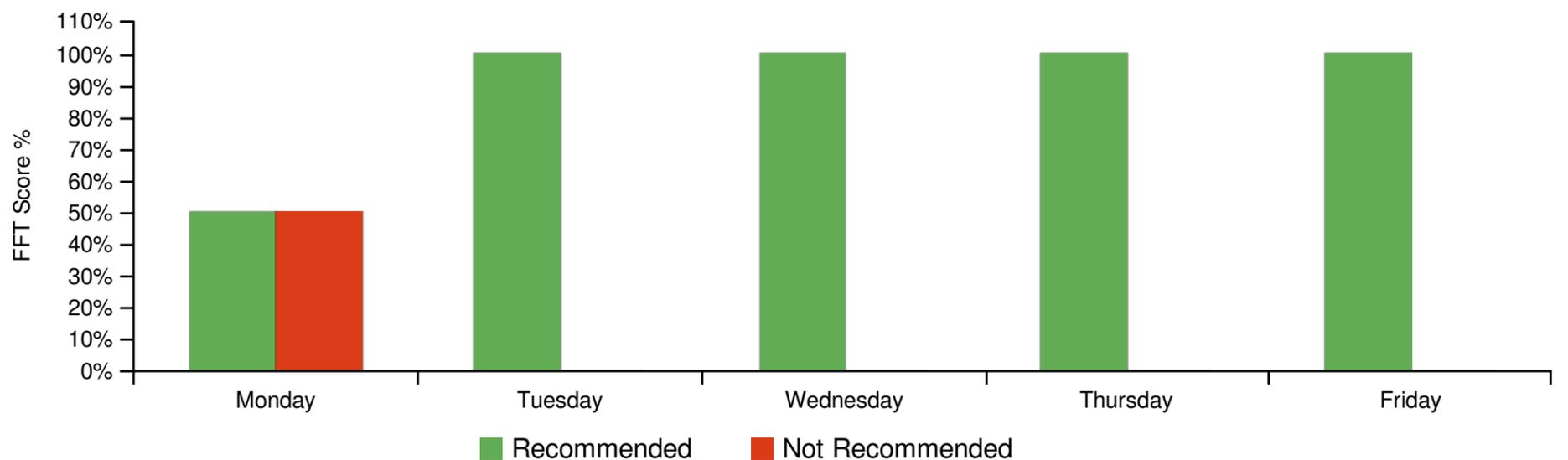
Notes:
1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

Section 4
Patient Response Analysis

Patient Responses

Notes: 1. Total responses historic by day.
        2. Represents actual responses received from all methods.
        3. Responses classified as per NHS guidelines. See scoring guidance section.

SECTION 5
Patient Free Text Comments: Summary

Thematic		**Tag Cloud**
Reception Experience	2	
Arrangement of Appointment	0	
Reference to Clinician	4	

Notes:
1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragments 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.

efficient apprehensive thorough excellent ridiculous quick seriously helpful brilliant mental top waiting busy knowledgeable usual friendly also good attentive tan

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

✓Friendly, helpful, knowledgeable consultation.
✓*Thorough service!*
✓Friendly, efficient nurse
✓*What a ridiculous question. I gave you a top mark, 1.Why would I need to give you a reason?*
✓doctor tan took my problems and mental health seriously
✓*Excellent service and brilliant staff and doctors.*
✓Good service all the way round
✓*Dr Snape*
✗Very quick service i have received

Not Recommended

✓Reception was not attentive or helpful, they did not tell us about waiting times. The surgery was also very busy, the waiting area was a lot busier than @than usual, which made me apprehensive as the COVID 19 pandemic continues @nues

Passive