FFT Monthly Summary: December 2020

STROUTS PLACE MEDICAL CENTRE
Code: F84051

iplato
connecting patients
transforming healthcare

SECTION 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
24	9	1	1	1	0	0	0	0	36	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: **164**

Responses: **36**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	24	9	1	1	1	0	**36**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	24	9	1	1	1	0	**36**
Total (%)	*67%*	*25%*	*3%*	*3%*	*3%*	*0%*	*100%*

Summary Scores

👍 92%   👎 6%   ✍ 2%

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:

$$\text{Recommended (\%)} = \frac{\text{very good + good}}{\text{very good + good + neither + poor + very poor + don't know}} \times 100$$

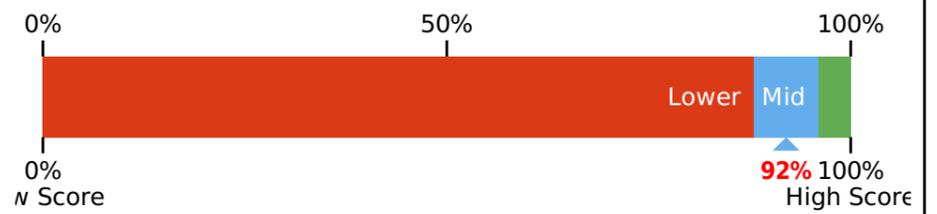$$\text{Not Recommended (\%)} = \frac{\text{very poor + poor}}{\text{very good + good + neither + poor + very poor + don't know}} \times 100$$

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: **92%**

Percentile Rank: **45**TH

0%   50%   100%

Lower | Mid

0%   **92%** 100%
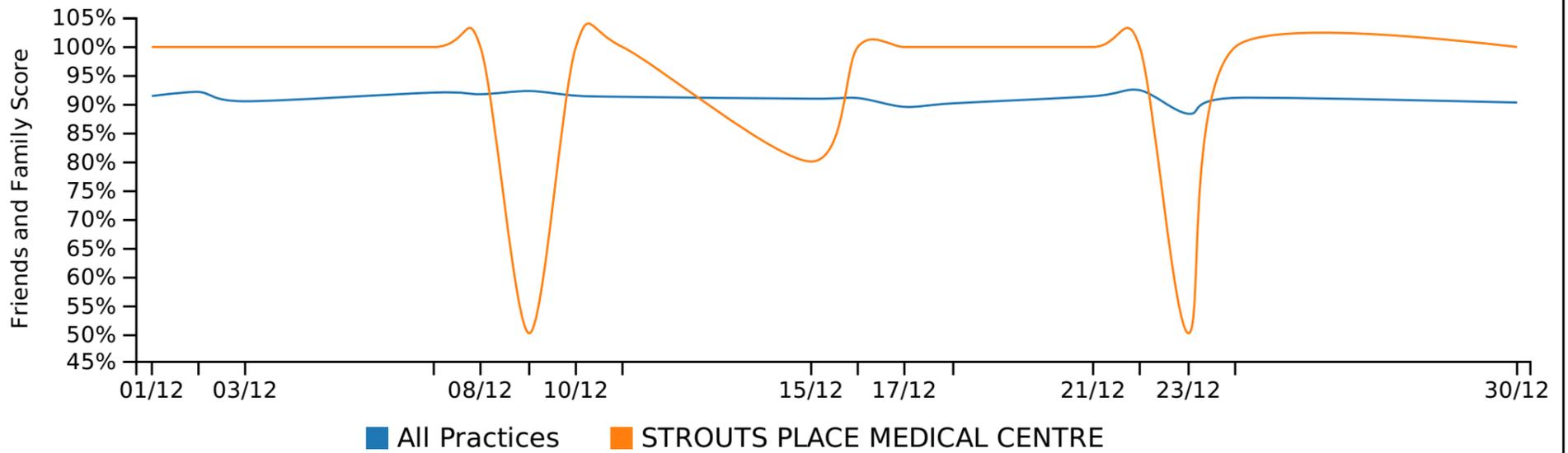
N Score   High Score

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 45th percentile means your practice scored above 45% 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	87%	92%	93%
STROUTS PLACE MEDICAL CENTRE	100%	90%	100%

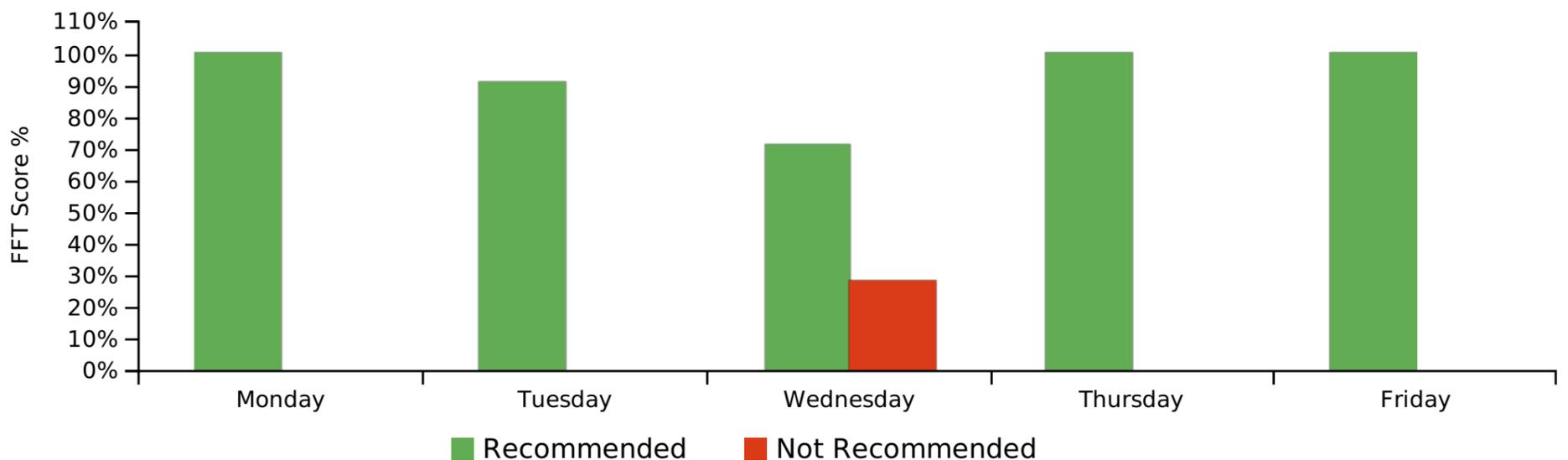### Gender

All Practices

92% 91%

STROUTS PLACE MEDICAL CENTRE

86% 100%

Notes: 1. Scores for current reporting month.
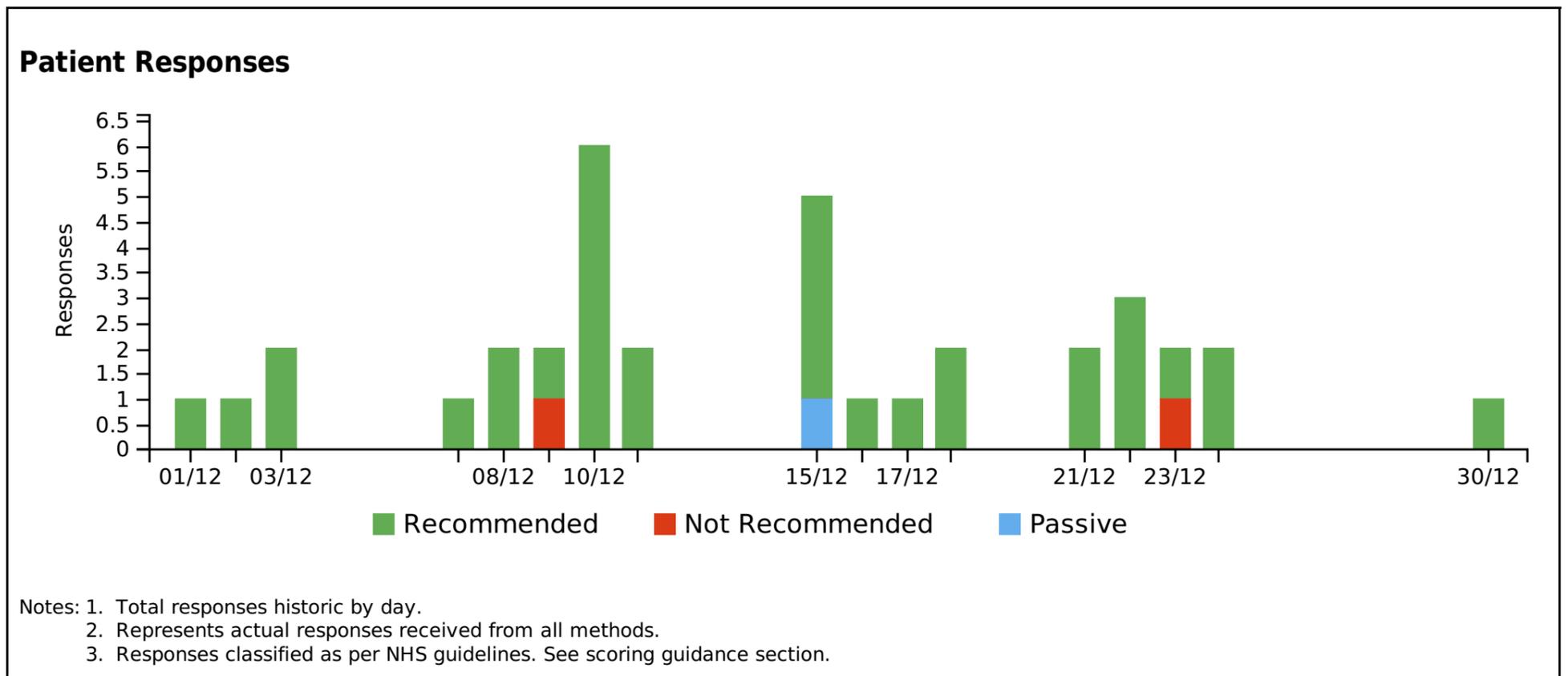2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis

■ 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.

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
Thematic		**Tag Cloud**

Thematic

Reception Experience	5
Arrangement of Appointment	1
Reference to Clinician	6

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.

Tag Cloud

well quickly professional clearly
attentive thoughtful
short nice
amazing good friendly
apt efficient happy
polite waiting just enough helpful
quick long highly

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

✓Short waiting time, nice staff
✓*Efficient, polite , professional and friendly*
✓The reception staff and doctor were polite, friendly and thoughtful. Thank you!
✓*Attentive service*
✓The doctor was just amazing! Highly happy with him as he was patient and through! Please pass him this message
✓*My appointment was good because I had a good consultation with the Doctor*
✓Very attentive and polite staff and doctor explained everything clearly and gave me a lot of the information
✓*Today is no long waiting and amazing doctor*
✓Doctor is very helpful
✓*Good service and quick*
✓Isn't my No.1 response enough then?
✓*They were professional, and upto the point. They didn't give me anxiety*
✓Good communication before apt and seen quickly. Staff were friendly
✓*Good service and support*
✓Nice staff

Not Recommended

✓You ask me
✓*Well why do you ask me, and because I was happy with the service.*

Passive

✓Half hour waiting time