FFT Monthly Summary: May 2016

STROUTS PLACE MEDICAL CENTRE
Code: F84051

SECTION 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
19	10	2	1	8	1	0	0	0	41	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: **258**

Responses: **41**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	19	10	2	1	8	1	**41**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**19**	**10**	**2**	**1**	**8**	**1**	**41**
Total (%)	*46%*	*24%*	*5%*	*2%*	*20%*	*2%*	*100%*

Summary Scores

👍 71%   👎 22%   👈 7%

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:

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

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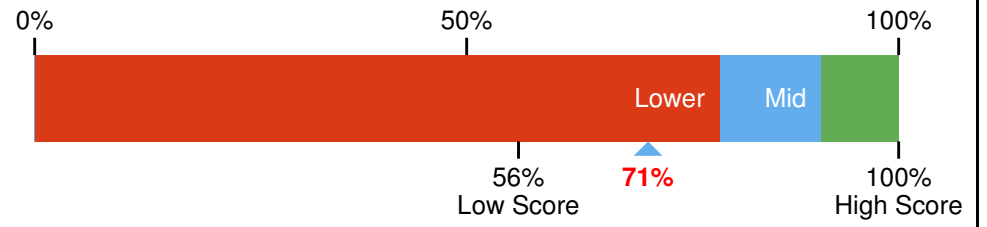
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

Practice Score: 'Recommended' Rank

Your Score: **71%**

Percentile Rank: **10TH**

0%   50%   100%

Lower | Mid

56%   71%   100%
Low 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 10th percentile means your practice scored above 10% of all practices.

Practice Score: 'Recommended' Comparison

■ All Practices   ■ STROUTS PLACE MEDICAL CENTRE
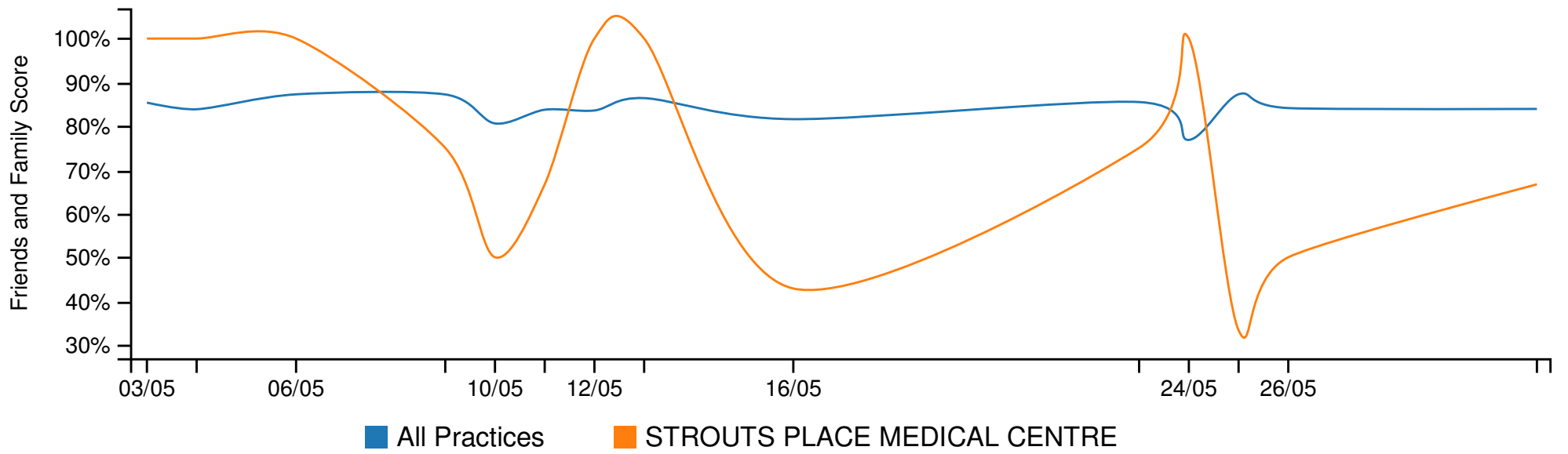
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	76%	85%	90%
STROUTS PLACE MEDICAL CENTRE	63%	76%	33%

Gender

All Practices

86% 84%

STROUTS PLACE MEDICAL CENTRE

72% 70%
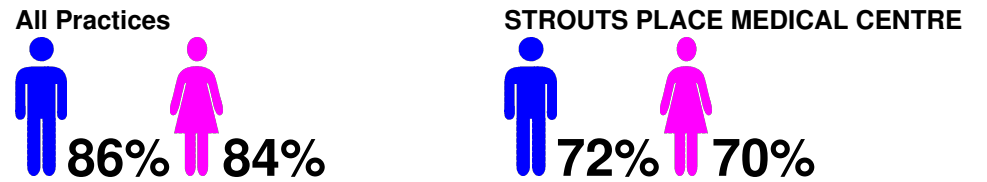
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis

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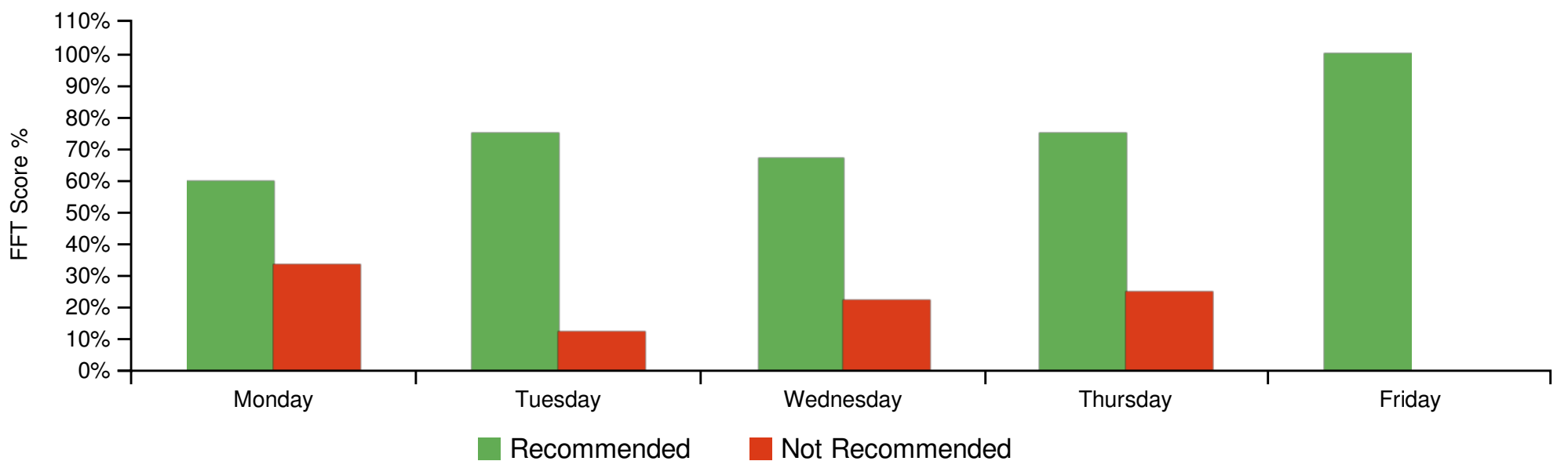
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

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

Reception Experience	6
Arrangement of Appointment	4
Reference to Clinician	9

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.

Tag Cloud

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

✓Very friendly and professional service
✓*Nice doctors and staff. Good service. Not long wait for app.*
✓Everyone who works in the GP practice are very professional and caring..
✓*I was seen on time. I was treated with respect n with confident by all staff in the surgery.*
✓Doctor understand my situation
✓*The reception staff are amazing. So helpful, understanding and a pleasure to call. As the first contact I have with the practice when I call for an appointment, they are always helpful and friendly.*
✓Appointment was prompt
✓*Polite reception staff, attentive and efficient medical personnel. Could improve the waiting time*
✓It takes too long to have an appointment
✓*Horrible receptionist female with hijab is always rude and unhelpful. Please fix up*
✓Because of Dr Martinez, he is the topman, very good doctor, who listen to his patience
✓*He was very kind and approachable*
✓Efficient service
✓*The care of Dr. Martinez is great. He is truly wonderful doctor. Attentive and always very helpful.*
✓Fast efficient and friendly!

Not Recommended

✓I friend staff
✓*Doctors are too rushed and busy - never enough time to speak properly about medical problems.*
✓Dr. Martnez is completely incompetent
✓*The nurse bad unwelcoming attitude and had no idea what she was meant to do*

Passive

✓Why would I recommend, you need to go to a doctor in your area code in England. No choice.
✓*Overcrowded I couldn't get an emergency appointment for my baby*