FFT Monthly Summary: April 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
39	6	3	0	2	1	9	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: **244**

Responses: **51**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	30	6	3	0	2	1	**42**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	9	0	0	0	0	0	**9**
Total	**39**	**6**	**3**	**0**	**2**	**1**	**51**
Total (%)	*76%*	*12%*	*6%*	*0%*	*4%*	*2%*	*100%*

Summary Scores

👍 88% 👎 4% ✌ 8%

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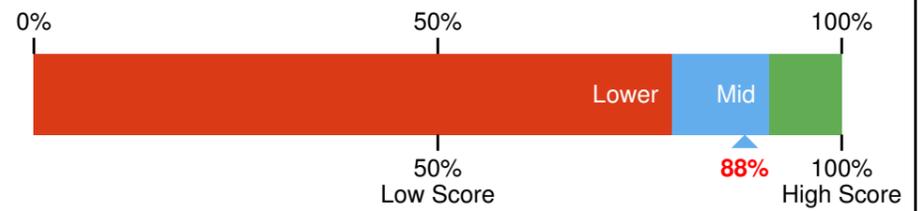
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Practice Score: 'Recommended' Rank

Your Score: **88%**

Percentile Rank: **65TH**

0%   50%   100%
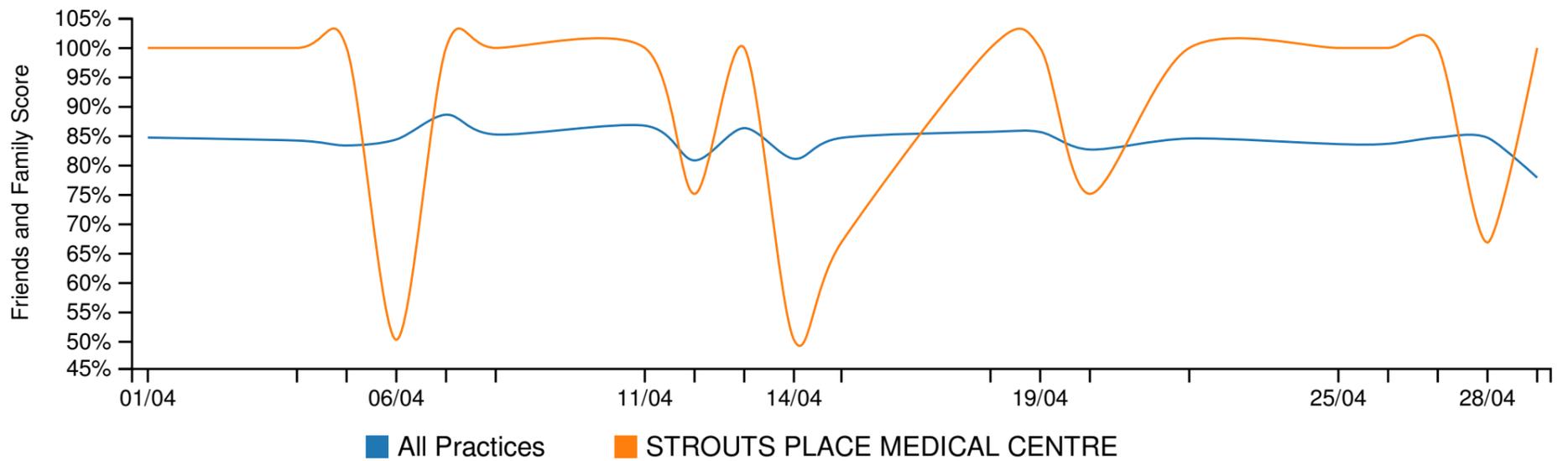
Lower | Mid

50% 88% 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 65th percentile means your practice scored above 65% of all practices.

Practice Score: 'Recommended' Comparison

Friends and Family Score (y-axis: 45% to 105%)

x-axis: 01/04, 06/04, 11/04, 14/04, 19/04, 25/04, 28/04

Legend: ■ 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	77%	85%	90%
STROUTS PLACE MEDICAL CENTRE	100%	86%	100%

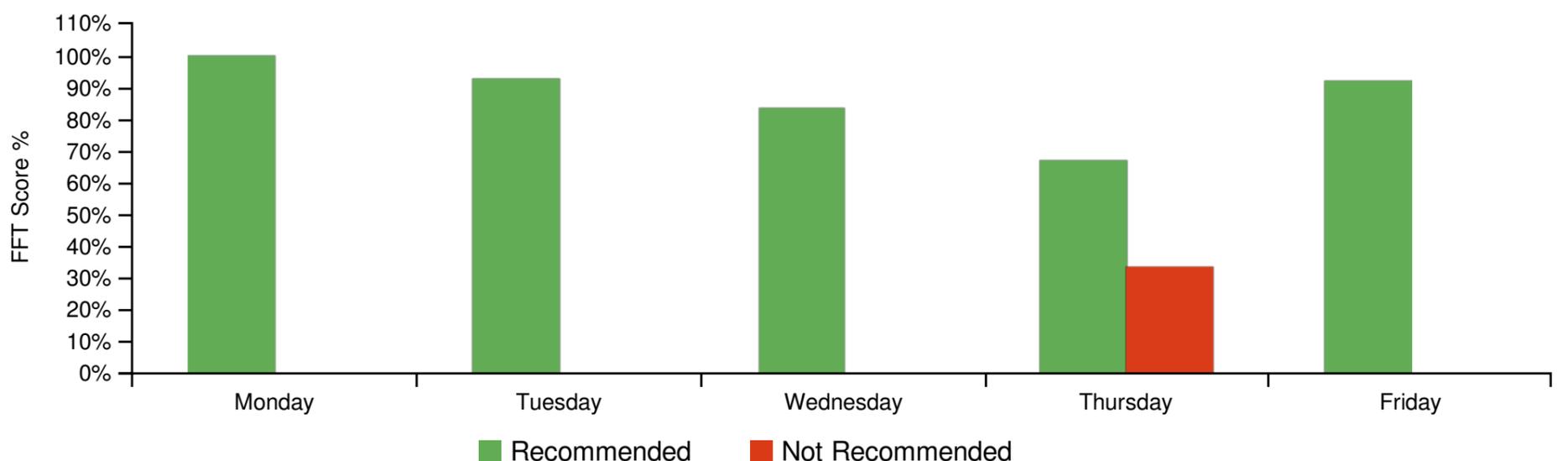### Gender

All Practices
86% 84%

STROUTS PLACE MEDICAL CENTRE
96% 79%

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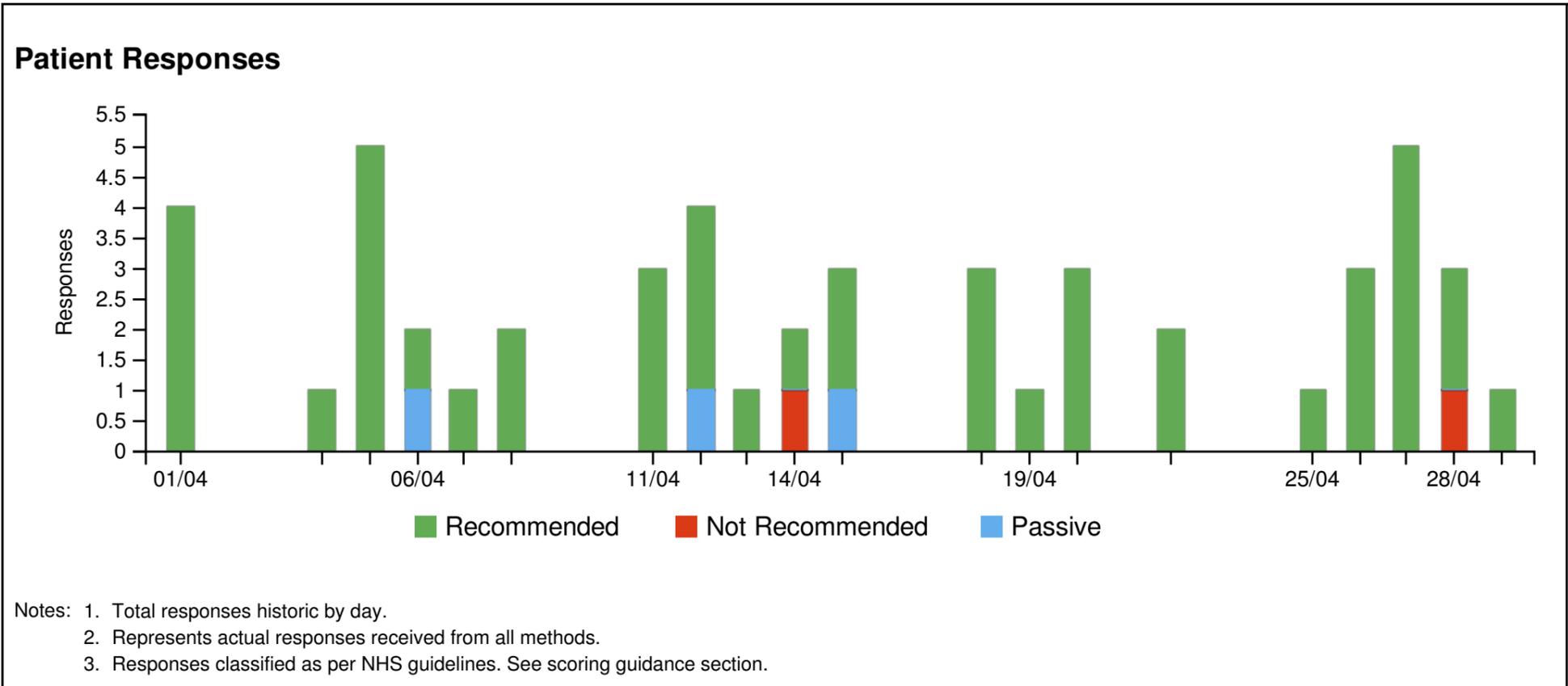2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis

FFT Score % (y-axis: 0% to 110%)

x-axis: Monday, Tuesday, Wednesday, Thursday, Friday

Legend: ■ 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	9
Arrangement of Appointment	2
Reference to Clinician	17

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

✓Two main reasons (1) The reception staff are really good. However the main lady in reception who I booked the appointment with on 23.03.16 is fantastic. I have had contact with her a couple of times and each time I've been really impressed. (2) My doctor is also really good, good manner, genuinely interested in what you have to say and efficient.

✓*I was welcomed warmly and made to feel calm and comfortable by the doctor who attended to me.*

✓The is the best GP I have ever seen in London I moved from my address that's why I still use that GP

✓*Professionalism.*

✓Every on there is great

✓*I go there today so Dr beast service me not only today always we r get beast service*

✓Dr Martinez is the best doctor i have been too, very efficient and thinks about the long term cure rather than a short term. The surgery is relatively efficient in service but there should be anti bacterial gel dispensers in the surgery, i haven't seen one. The toilets are also not very clean.

✓*Good treatment*

✓Quick and efficient

✓*Good service all round*

✓Was a good service from dr zaman

✓*Get all the question answered & look into.*

✓Service& dr

✓*All staff are friendly, professional and proficient. I feel so well looked after and that staff go out of their way to meet my needs.*

✓The staff worked hard to get me an appointment.. It meant a lot! thank you.

✓*I got exactly what i needed and the doctor was very helpful*

✓Just good treatment!

✓*Dr Martinez a very caring GP staff great at reception always are of great help.*

✓Reception staff are great

✓*The reception staff is amaxing!! Dr Martinez is also amazing!!*

✓Great GP practice

✓*Reception staff are wonderful, doctors are very professional.*

✓Because you have excellent doctors

✗*Your service is good and friendly.*

✗GREAT DOCTORS AND STAFF

✗*Excellent service always received by all the team at this clinic.*

✗great staff

Not Recommended

✓No female Dr

✓*3hr 15min wait. Nurse unaware of treatment*

Passive

✓Customer service is not a priority which makes your patients more anxious. Pretending to care can actually make a huge difference. The service is there, the doctor was attentive but the boxes are just being ticked. For funding and time reasons I can understand that you can't focus too much on service - however slight mannerisms (eg feigning concern) could help.