

FFT Monthly Summary: November 2017

STROUTS PLACE MEDICAL CENTRE
Code: F84051



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
23	8	1	0	3	0	0	0	0	35	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:	254						
Responses:	35						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	23	8	1	0	3	0	35
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	23	8	1	0	3	0	35
Total (%)	66%	23%	3%	0%	9%	0%	100%

Summary Scores

89%
 9%
 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:

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

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

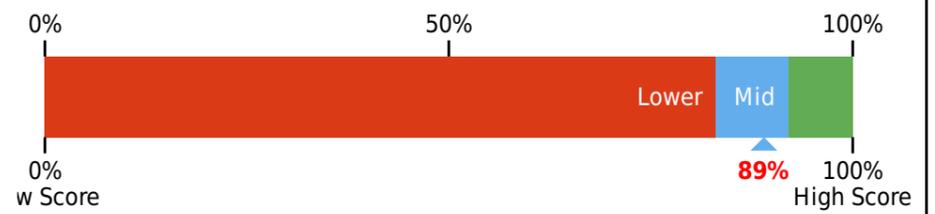
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

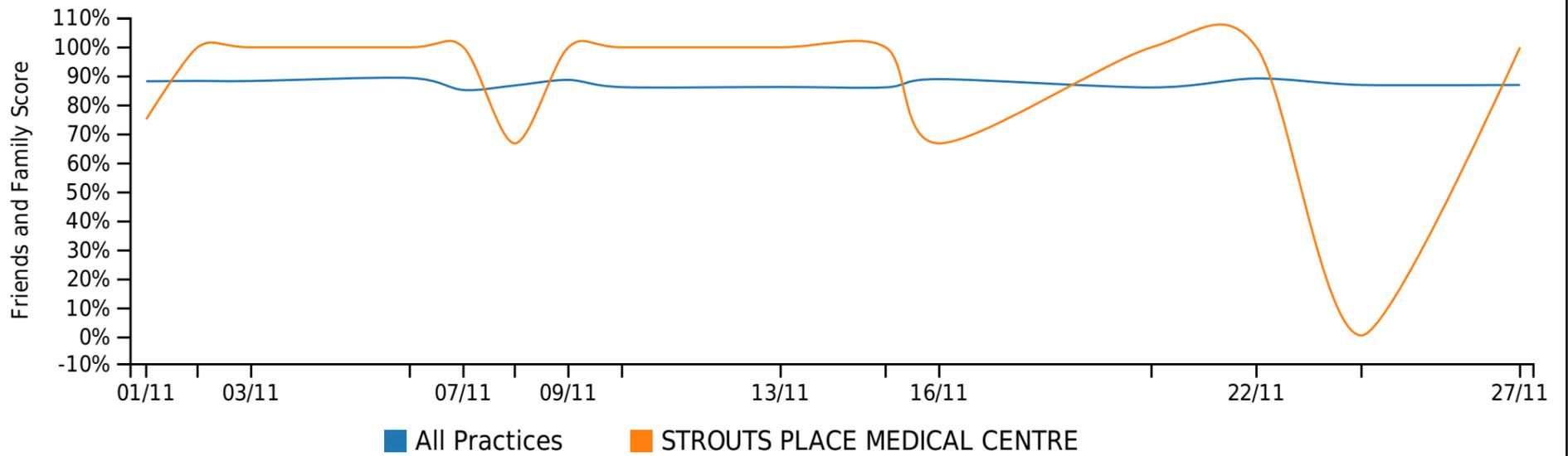
Practice Score: 'Recommended' Rank

Your Score: **89%**
Percentile Rank: **55TH**



- 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 55th percentile means your practice scored above 55% of all practices.

Practice Score: 'Recommended' Comparison



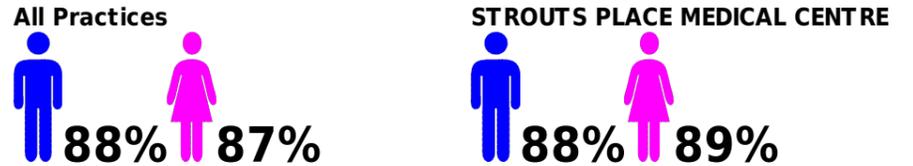
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

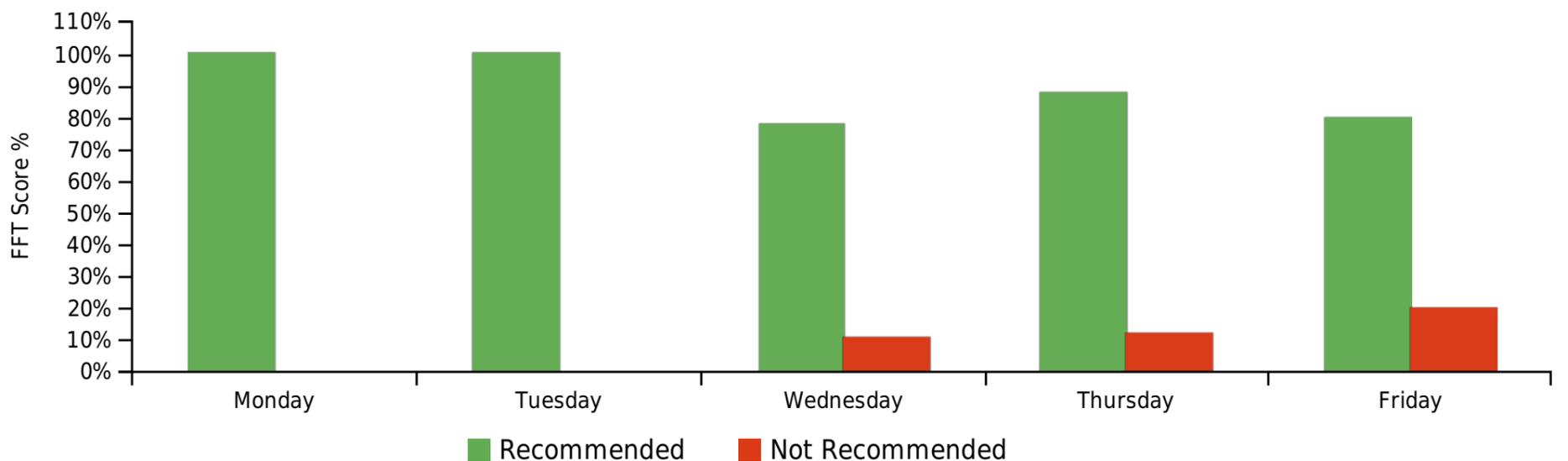
	< 25	25 - 65	65+
All Practices	81%	88%	92%
STROUTS PLACE MEDICAL CENTRE	100%	87%	100%

Gender



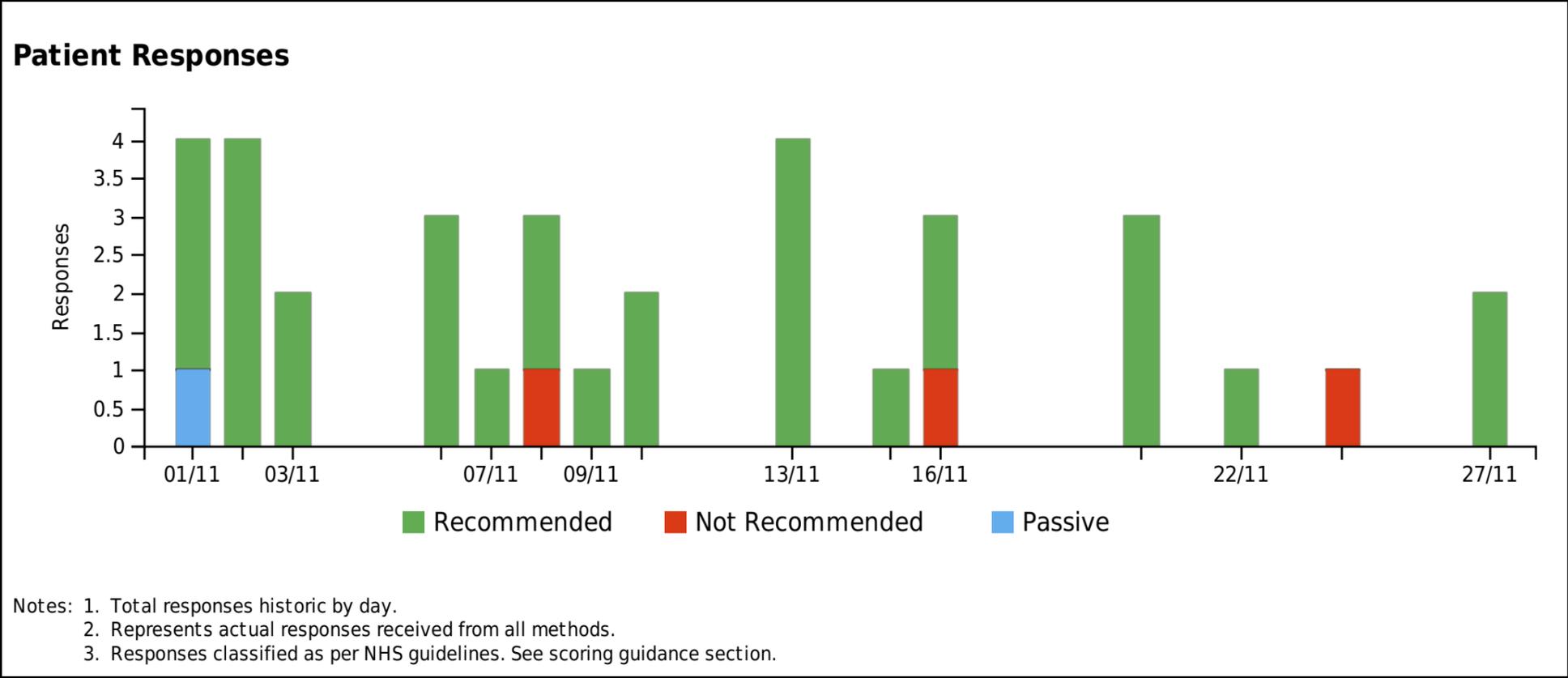
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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



SECTION 5

Patient Free Text Comments: Summary

Thematic	Tag Cloud
Reception Experience 4	
Arrangement of Appointment 3	
Reference to Clinician 5	
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.	

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 polite
- ✓ Fast and reliability
- ✓ Dr vidaltxo was great
- ✓ I feel that Dr Martinez has always listened & delivered good patient care as well as the receptionist who are always very helpful.
- ✓ Very friendly environment & very helpful people working with very professional manners .. happy with everything.
- ✓ Just great dr Zaman is one of the best doctor and all receptionist very helpful
- ✓ I wasnt able to get an appointment till i gave my reasons...it should not be like that
- ✓ Helpful reception staff, can always get an appointment quickly and doctors are great with my children
- ✓ I was seen before my time which I was very please and the nurse I saw was nice and funny
- ✓ Friendly , fast and courteous ...

Not Recommended

- ✓ I've sent you an Orange Photo/Video Message. Go to <https://orange.mms.ee.co.uk/orange/> Your message is valid for 7 days
- ✓ My appointment was at 11:45 and the reception lady was really rude and told the other patient to go

Passive