

FFT Monthly Summary: October 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	3	1	1	1	0	0	0	37	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:	261						
Responses:	37						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	23	8	3	1	1	1	37
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	23	8	3	1	1	1	37
Total (%)	62%	22%	8%	3%	3%	3%	100%

Summary Scores

 84%
  5%
  11%

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:

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

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

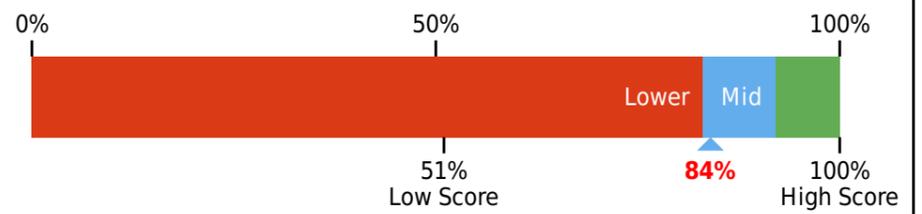
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: 84%
Percentile Rank: 30TH

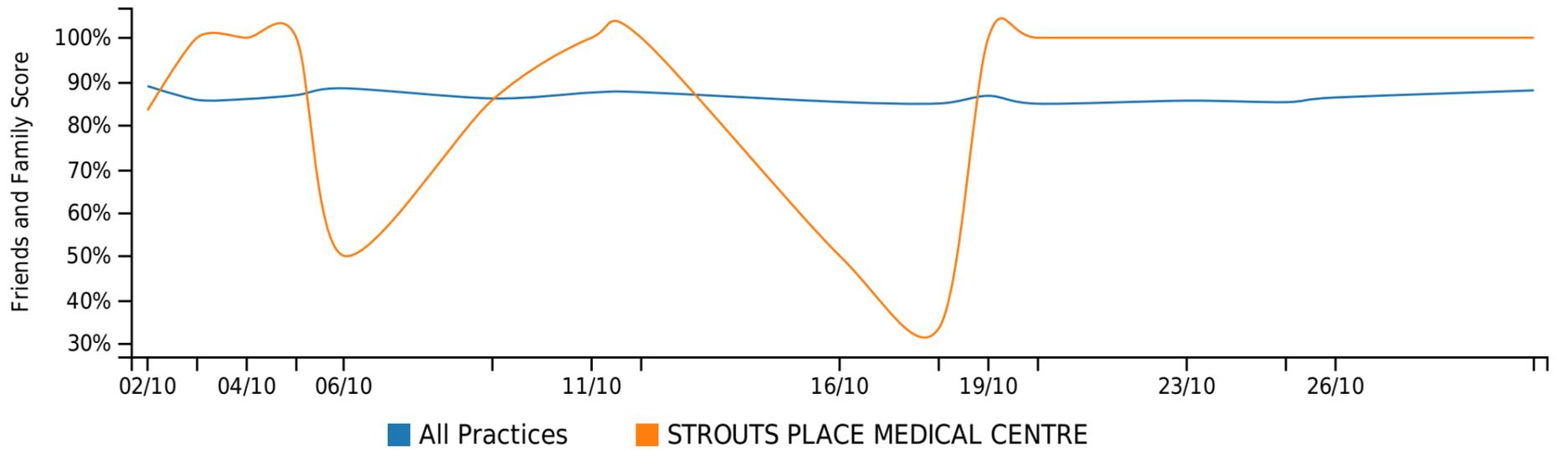


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

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 30th percentile means your practice scored above 30% of all practices.

Practice Score: 'Recommended' Comparison



Notes: 1. Practice score comparison of 'recommended' scores only.

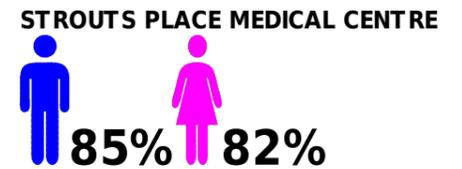
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	80%	86%	92%
STROUTS PLACE MEDICAL CENTRE	75%	85%	83%

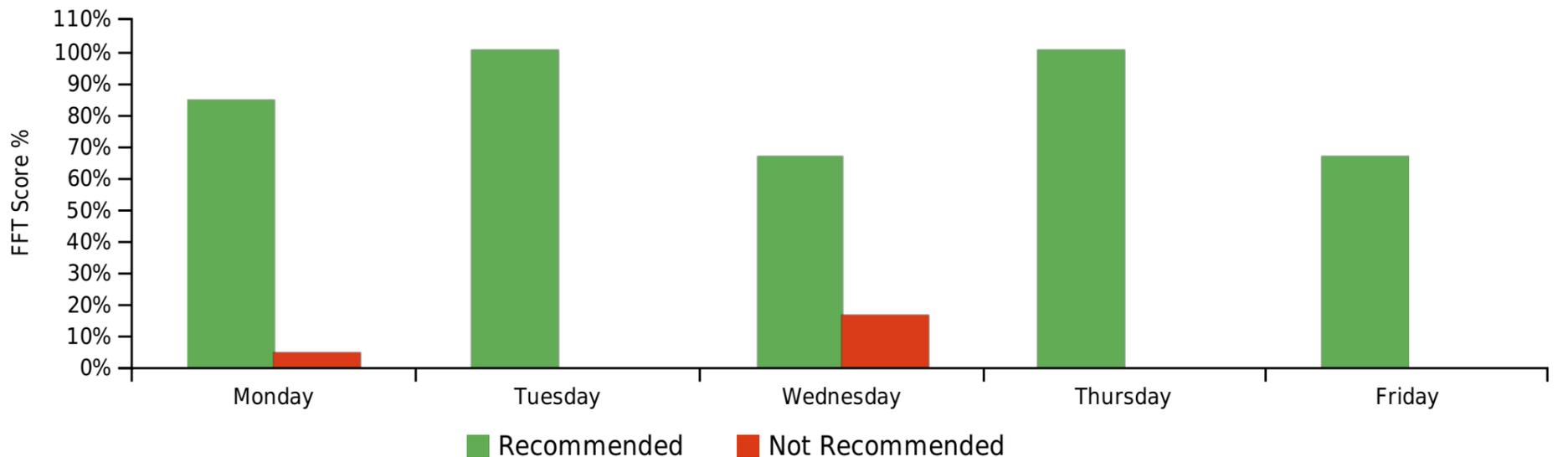
Gender



Notes: 1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

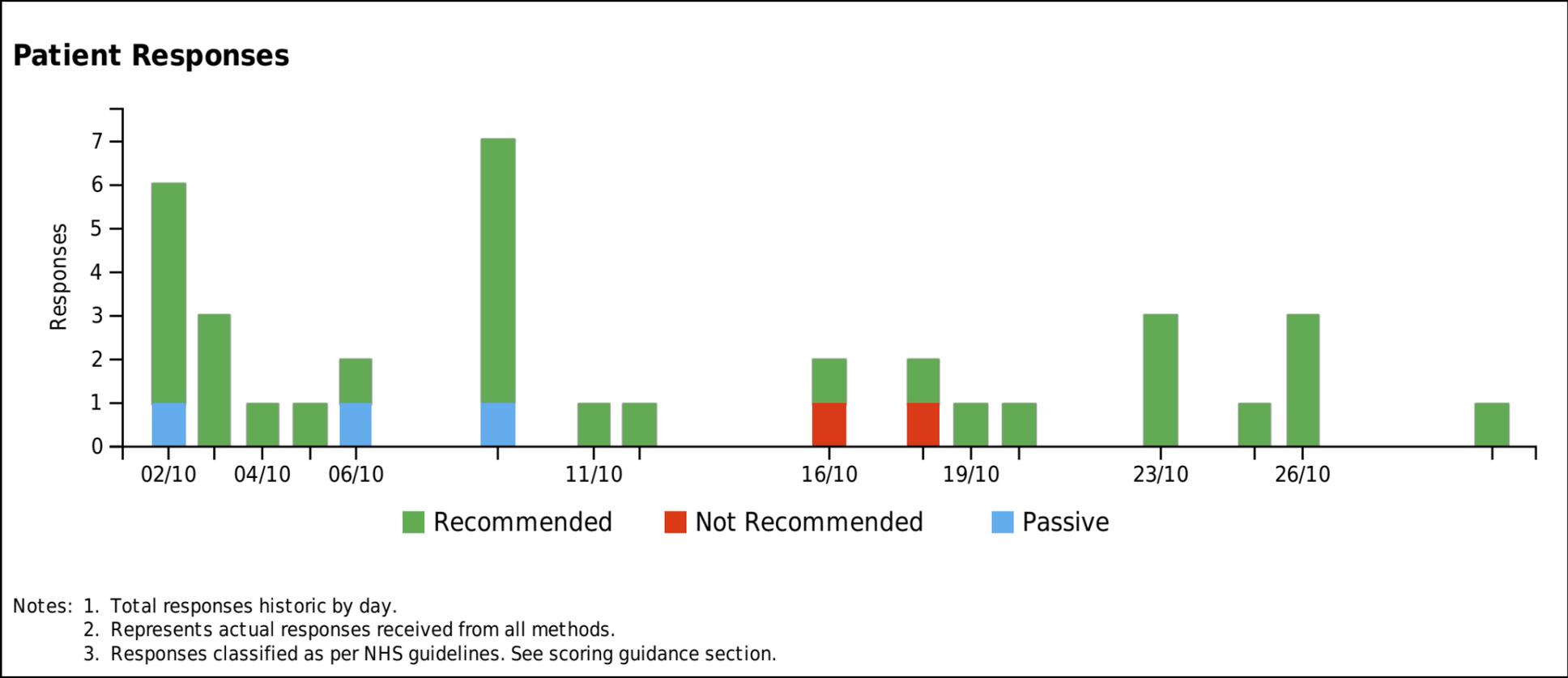
Practice Score: Day of the Week Analysis



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 1	
Reference to Clinician 10	
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

- ✓ I think you give first class service alround
- ✓ Professionalism....
- ✓ The nurse and the doctor were very helpful very helpful
- ✓ The gp was excellent and the reception staff extremely helpful
- ✓ Quick, friendly, good advice.
- ✓ The waiting time short and requise is great
- ✓ The main reason is , good to understand me and my situation make me me
- ✓ Because Dr Martinez is the best GP I have ever had.
- ✓ The people at the reception are very nice and helpful and the doctors are very qualified and understanding. They seem to really care about the People .
- ✓ The staff, Drs, nurses are all very professional and friendly Martin
- ✓ Today s doctor. Well prepared and to the point recommendations

Not Recommended

- ✓ Professional and very helpful receptionists. On time. Top doctors. And improved vastly over the years as I've been there for 35 years.

Passive

- ✓ I would rather to be visit es by my own Dr.therefore it is not mean Alternative Dr is no helpful
- ✓ I am still new to the place though the first impression wasnt all ll that. I try to avoid GPs im not keen on visiting. Now I have to attattend and I am responsible for my condition and I get the feeling thethe GP professionals do not feel sympathetic. Just not comfortable in in any GP altogether.er.
- ✓ good doctors, but hard to get appointments