

FFT Monthly Summary: May 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	14	4	2	1	0	0	0	0	44	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: 230

Responses: 44

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	23	14	4	2	1	0	44
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	23	14	4	2	1	0	44
Total (%)	52%	32%	9%	5%	2%	0%	100%

Summary Scores

 84%  7%  9%

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:

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

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

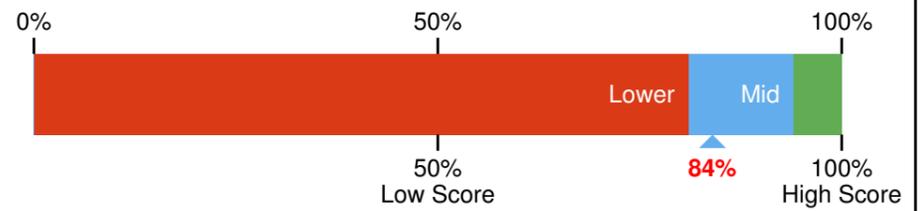
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

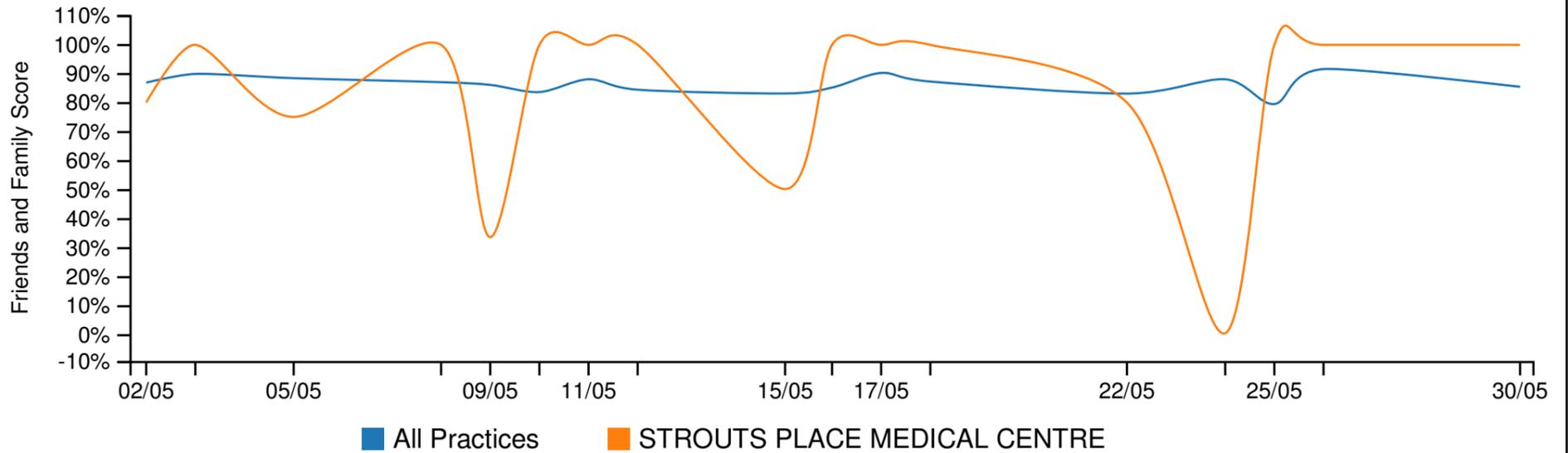
Practice Score: 'Recommended' Rank

Your Score: **84%**
Percentile Rank: **35TH**



- 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 35th percentile means your practice scored above 35% of all practices.

Practice Score: 'Recommended' Comparison



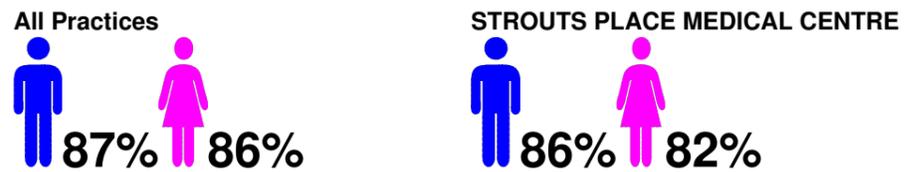
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

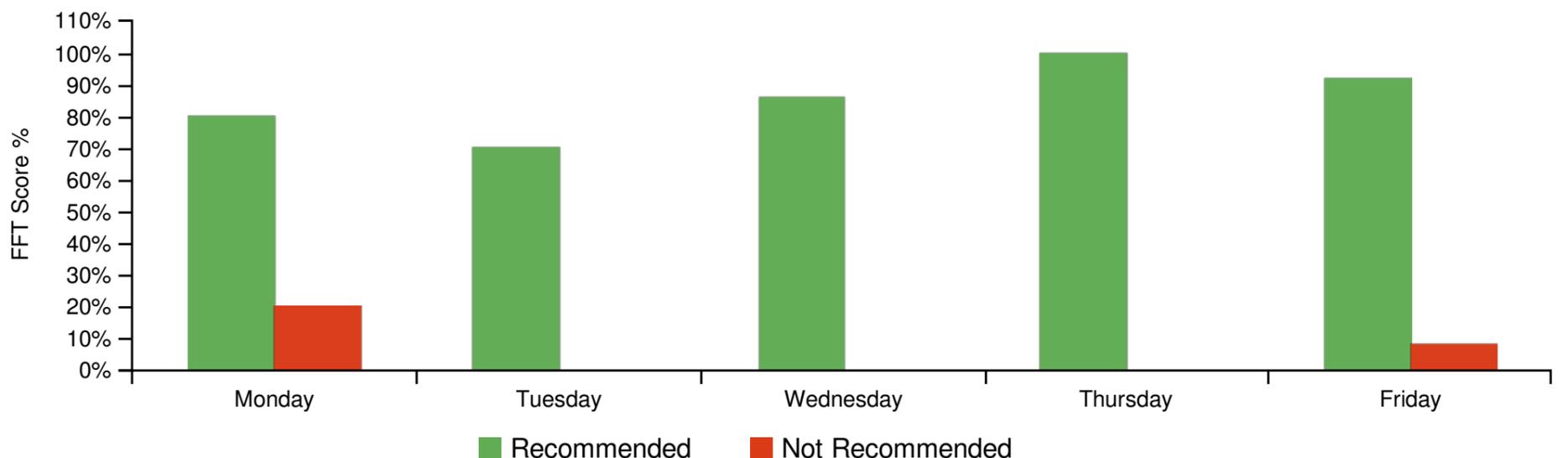
	< 25	25 - 65	65+
All Practices	80%	87%	91%
STROUTS PLACE MEDICAL CENTRE	67%	87%	100%

Gender



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

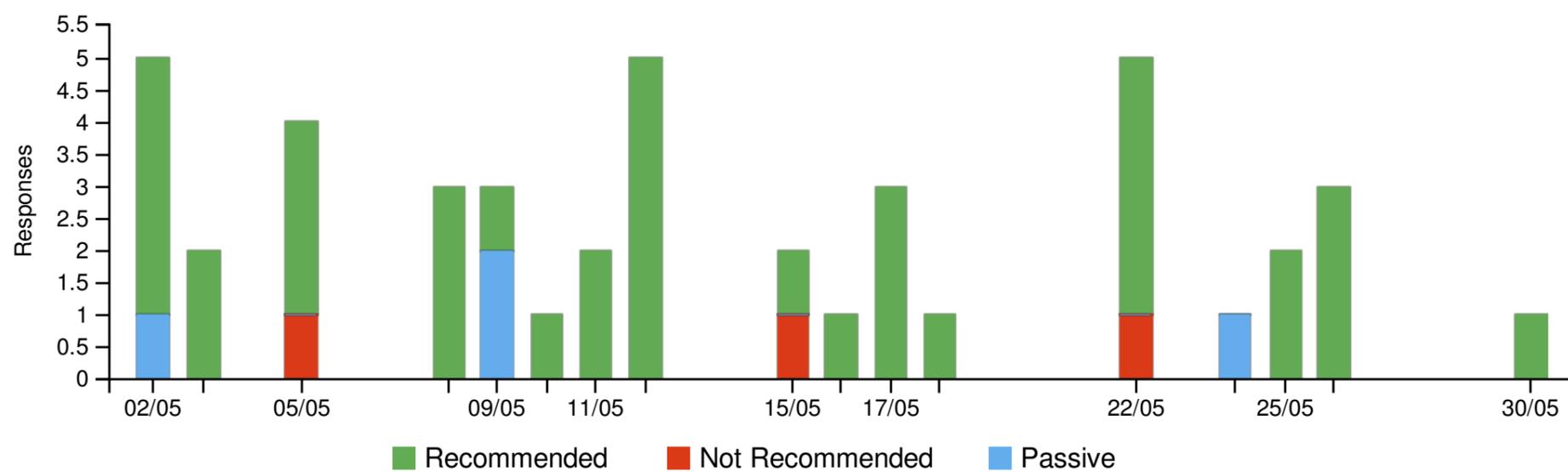
Practice Score: Day of the Week Analysis



- 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

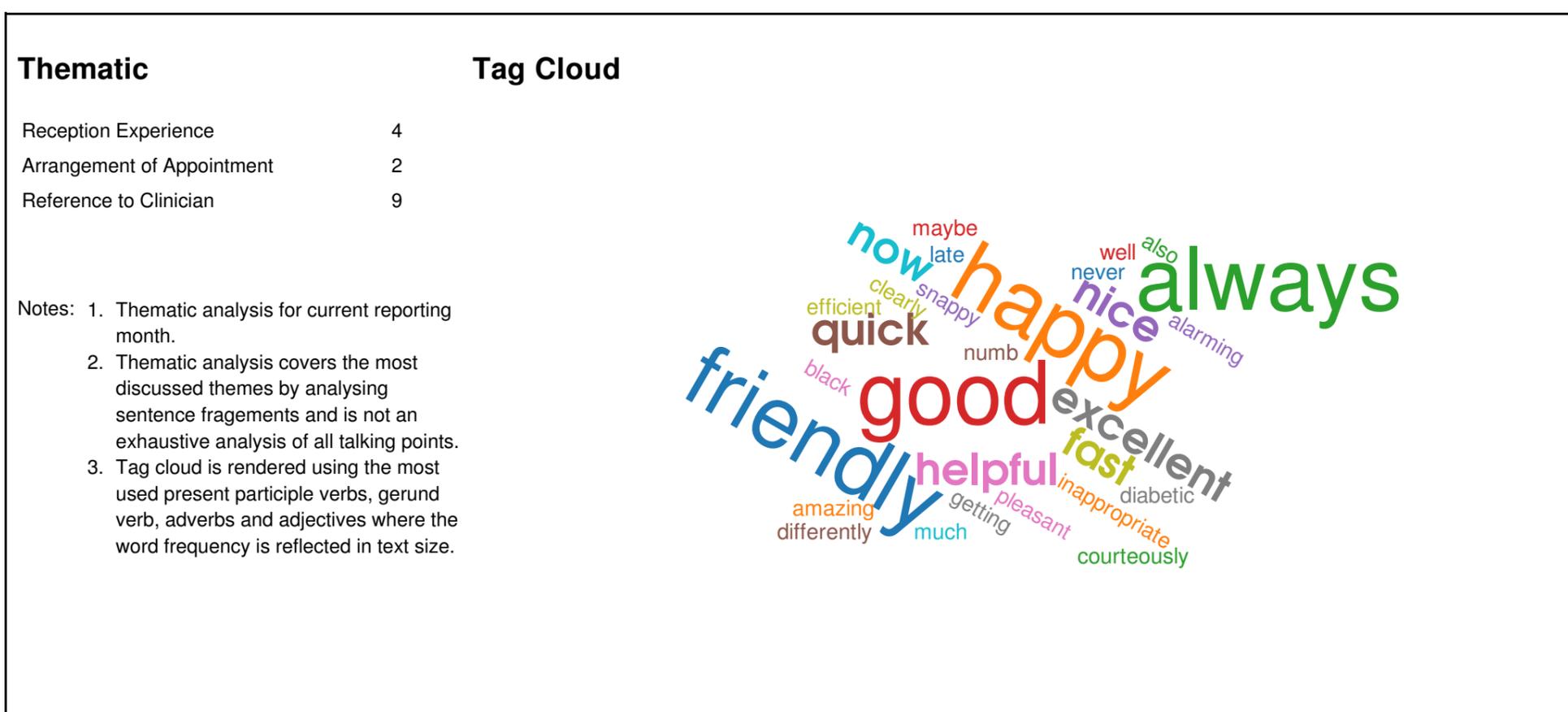
Patient Responses



- 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



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

- ✓ Nice staff and quick appointments
- ✓ Friendly and helpful people
- ✓ Because it was quick and a saw the doctor the time I was supposed to see him so I was happy he was not late
- ✓ Clinicians have always provided excellent service. Admin staff helpful and pleasant
- ✓ Good & fast service very friendly
- ✓ Confidence in strout pl medicak centre
- ✓ Margaret who I saw this morning for travel injections provided a good service. Dr Martinez always provides a good service.
- ✓ erstand and explain very clearly for me and I am understood the GP GP . Thank very much. Alejandrada
- ✓ Always excellent service and never makes me feel rushed all staff from front of house, nurses and Dr are all amazing and always have a smile.
- ✓ They are friendly and help me all the time with a happy face
- ✓ I am treated courteously, I the place seems well-run, I get referred, if needed, to R. London, my nearest hospital, I am happy with G. P. I see.
- ✓ Very efficient doctor
- ✓ I am happy with the surgery management
- ✓ Nice people
- ✓ Reason to day i want doctor
- ✓ Explanation from Dr Martinez
- ✓ Good and fast service, friendly staff.

Not Recommended

- ✓ Its inappropriate to ask questions about another persons origin and make comments about their country. Also when a person comes from another country and asks about protocol maybe not be so snappy to tell the patient that things work differently in this country in an attitude and be dismissive.
- ✓ The first time I had seen a doctor in 50 years I had alarming symptoms numb legs and arms..now I have spasms and black outs..within 2 minutes I left with diabetic tablets attended 3 more times no further help with symptoms I expected to go for a scan or further investigation now I can't get appointment for two week's my blood pressure was 189 over 90 for week I am disappointed.

Passive

- ✓ I don't feel that I'm getting listened to or that my opinion is taken into account but the doctor is doing his best