

# FFT Monthly Summary: March 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
25	11	1	1	1	0	0	0	0	39	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

**Surveyed Patients: 272**

**Responses: 39**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	25	11	1	1	1	0	39
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>25</b>	<b>11</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>39</b>
<b>Total (%)</b>	<b>64%</b>	<b>28%</b>	<b>3%</b>	<b>3%</b>	<b>3%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

 92%  5%  3%

## 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:

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

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

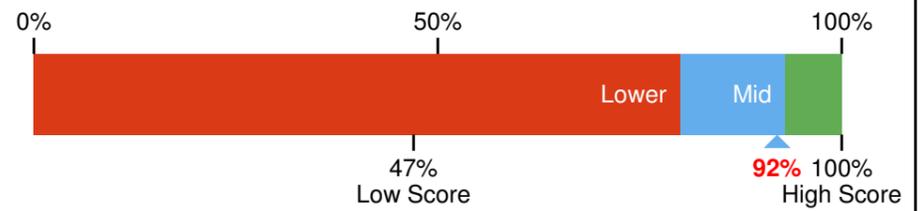
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

### SECTION 3 Practice Scoring

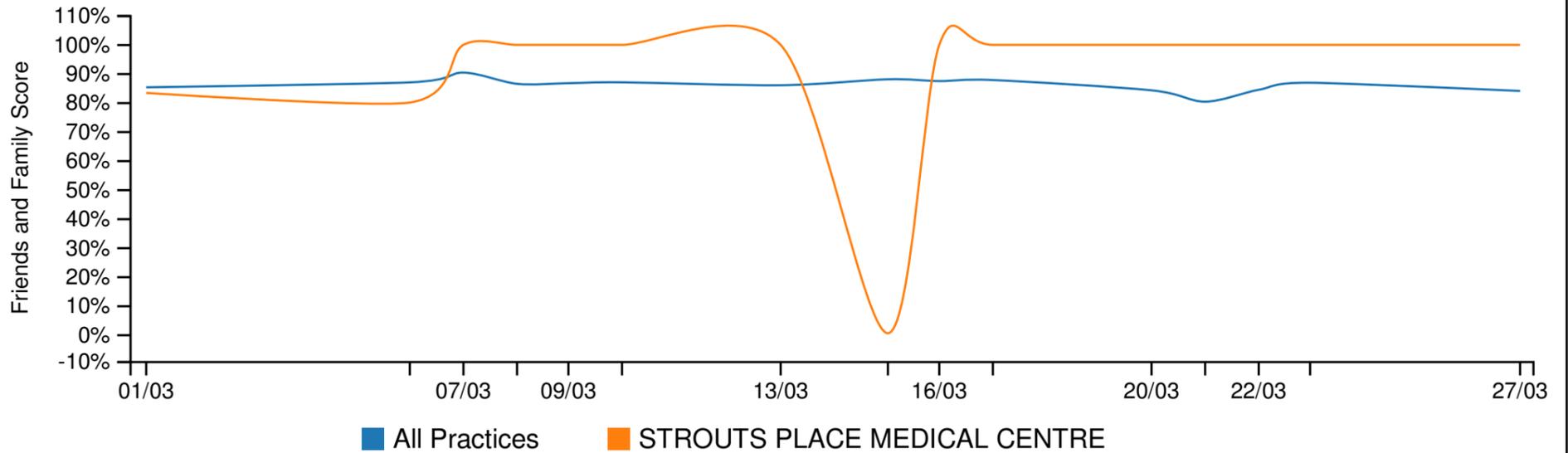
#### Practice Score: 'Recommended' Rank

**Your Score:** 92%  
**Percentile Rank:** 75<sup>TH</sup>



- 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 75th percentile means your practice scored above 75% of all practices.

#### Practice Score: 'Recommended' Comparison



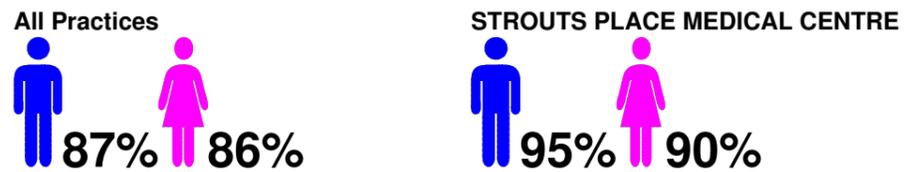
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

#### Practice Score: 'Recommended' Demographic Analysis

##### Age

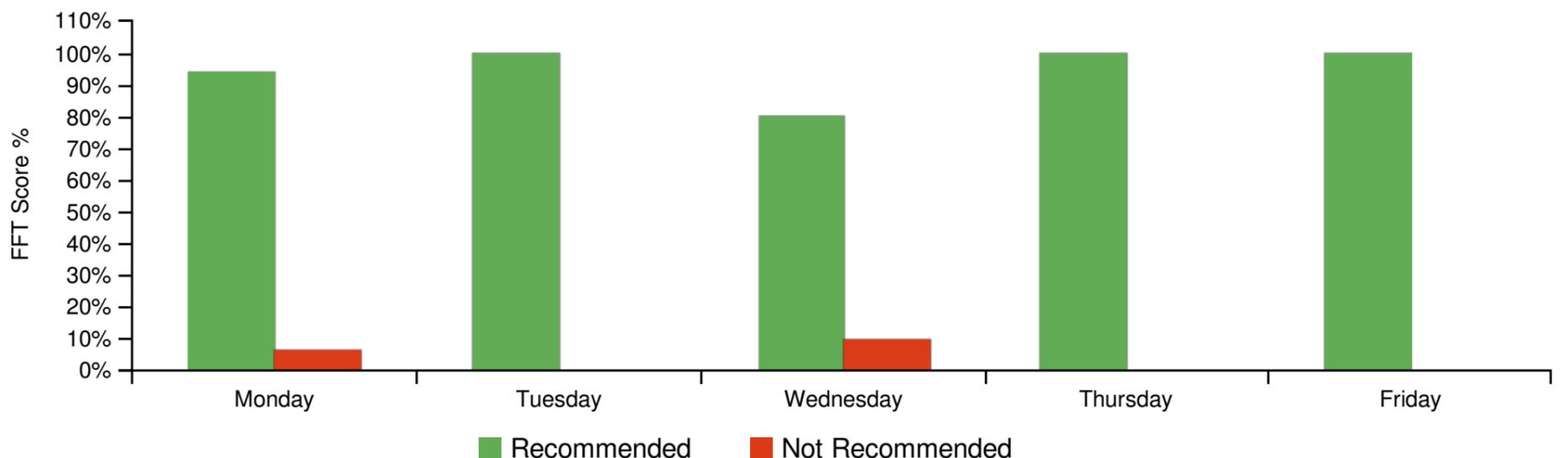
	< 25	25 - 65	65+
All Practices	78%	87%	91%
STROUTS PLACE MEDICAL CENTRE	86%	93%	100%

##### Gender



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

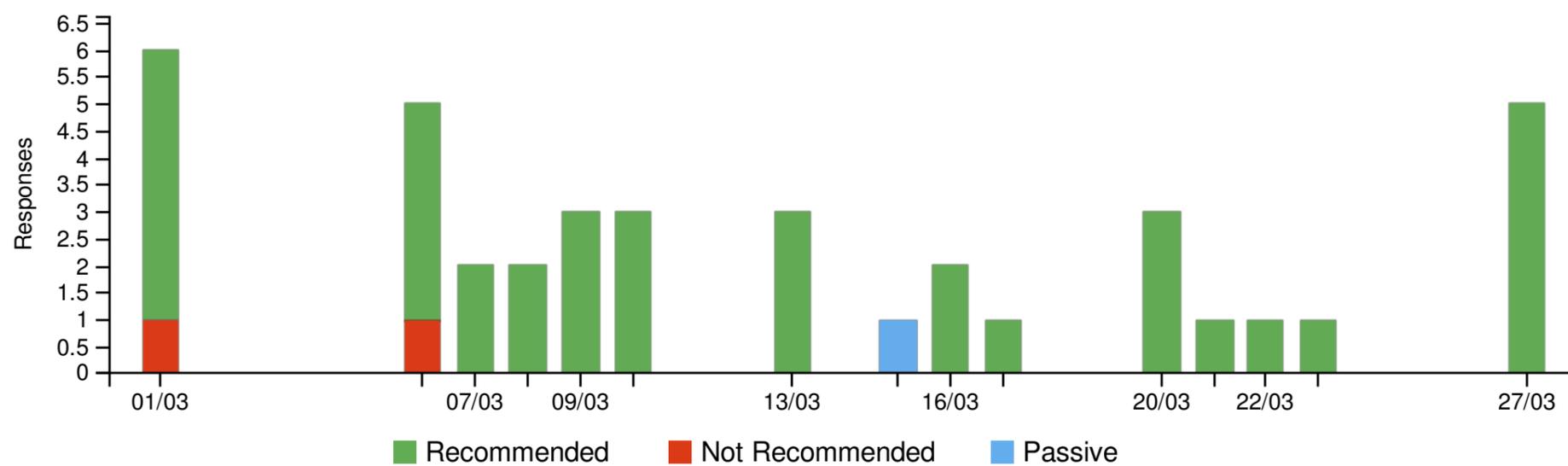
#### Practice Score: Day of the Week Analysis



- 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

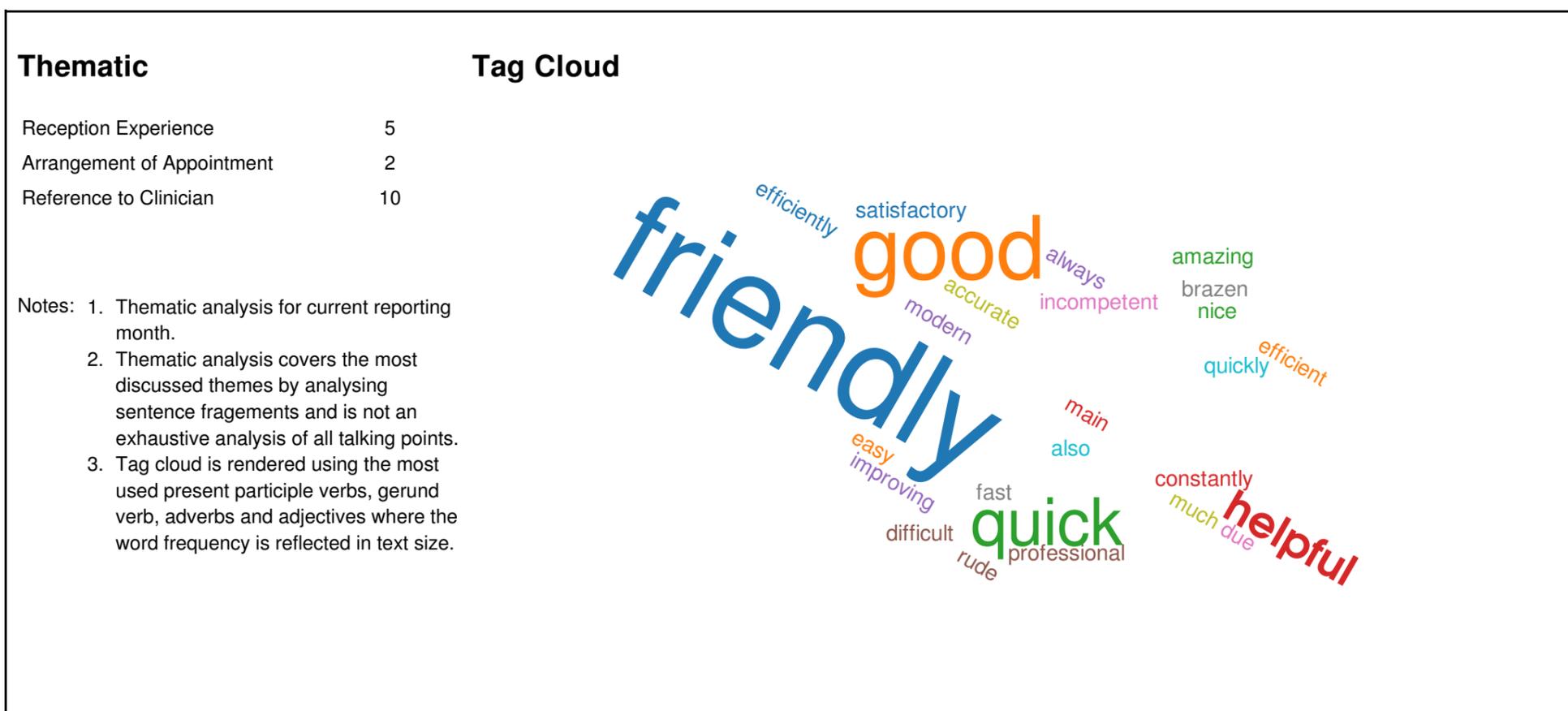
### Patient Responses



- 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

- ✓ All the staffs of the GP are very friendly and I always get what I suppose to get in terms of the service.
- ✓ *Your service is very good*
- ✓ GP had a very accurate diagnosis and dealt with the problem quickly and efficiently
- ✓ *Friendly service and good all round customer service*
- ✓ Quick and efficient. Very nice people.
- ✓ *Constantly improving & good communication*
- ✓ Friendly Receptionist ,Friendly Doctors and Friendly Nurse
- ✓ *Dr. Martinez is a good doctor.*
- ✓ I like very much treatments the dr Sabbir Ahmed also all off staff behaviour .
- ✓ *Treatment was satisfactory, it was easy to make a quick appointment.*
- ✓ Knowledge
- ✓ *The amazing care I receive from dr Martinez*
- ✓ Expertise, care and consideration. Thank you Dr Martinez.
- ✓ *Main reason is the quick check in, by modern technology, professional, helpful Doctor and very friendly Receptionist.*
- ✓ All the staff.n Drs ere very helpful.
- ✗ *You get appointments fast when you need it*

#### Not Recommended

- ✓ *The doctor I spoke to was difficult to understand due to his English.*
- ✓ *I'm not a patient!!*

#### Passive

- ✓ Reception staff rude, except for Dr Jaman all the other doctors are incompetent and brazen.