

FFT Monthly Summary: February 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
26	11	2	1	0	0	0	0	0	40	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: 240

Responses: 40

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	26	11	2	1	0	0	40
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	26	11	2	1	0	0	40
Total (%)	65%	28%	5%	3%	0%	0%	100%

Summary Scores

 93%  3%  4%

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:

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

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

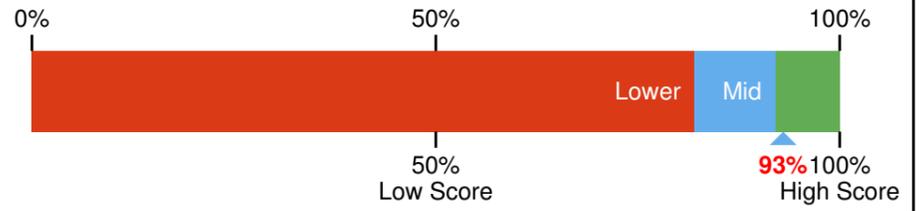
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

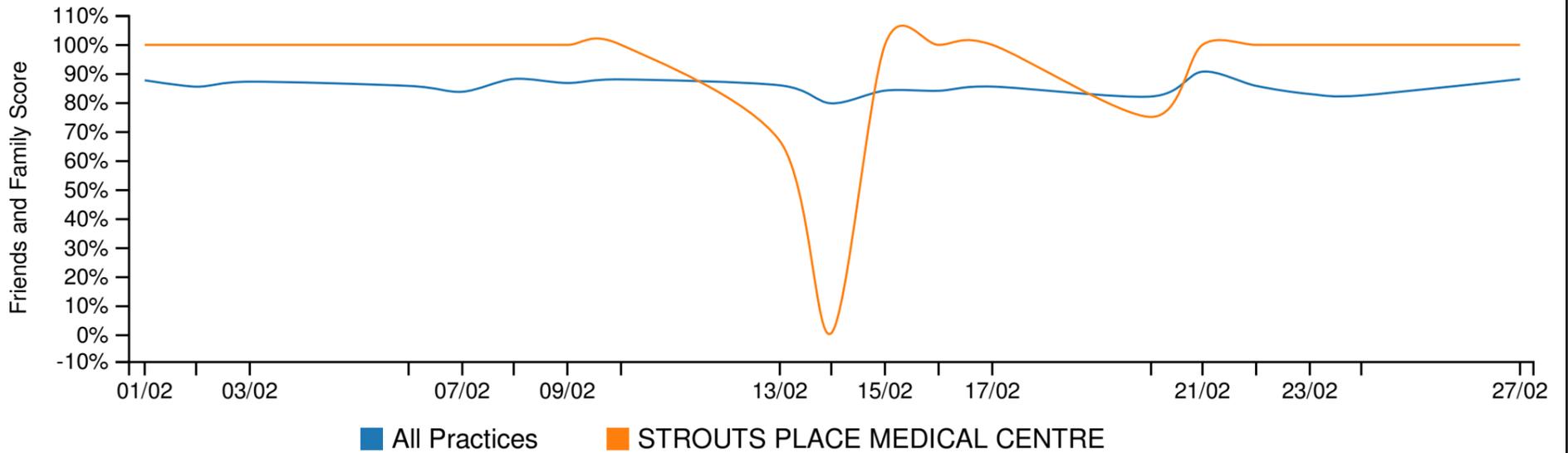
Practice Score: 'Recommended' Rank

Your Score: 93%
Percentile Rank: 80TH



- 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 80th percentile means your practice scored above 80% of all practices.

Practice Score: 'Recommended' Comparison



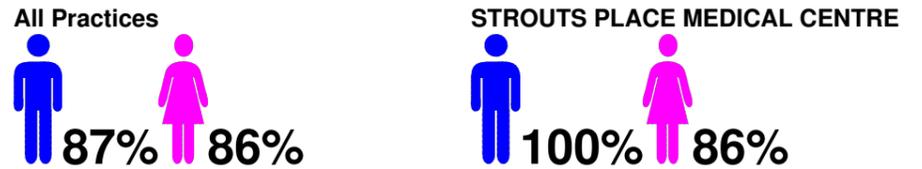
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

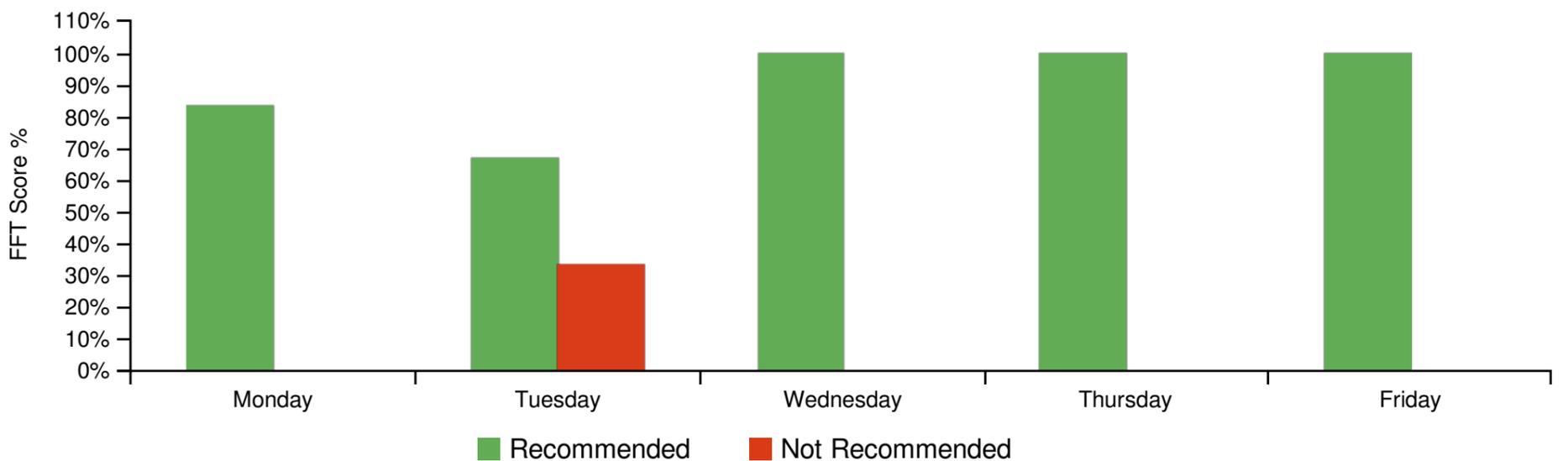
	< 25	25 - 65	65+
All Practices	80%	86%	93%
STROUTS PLACE MEDICAL CENTRE	100%	94%	100%

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

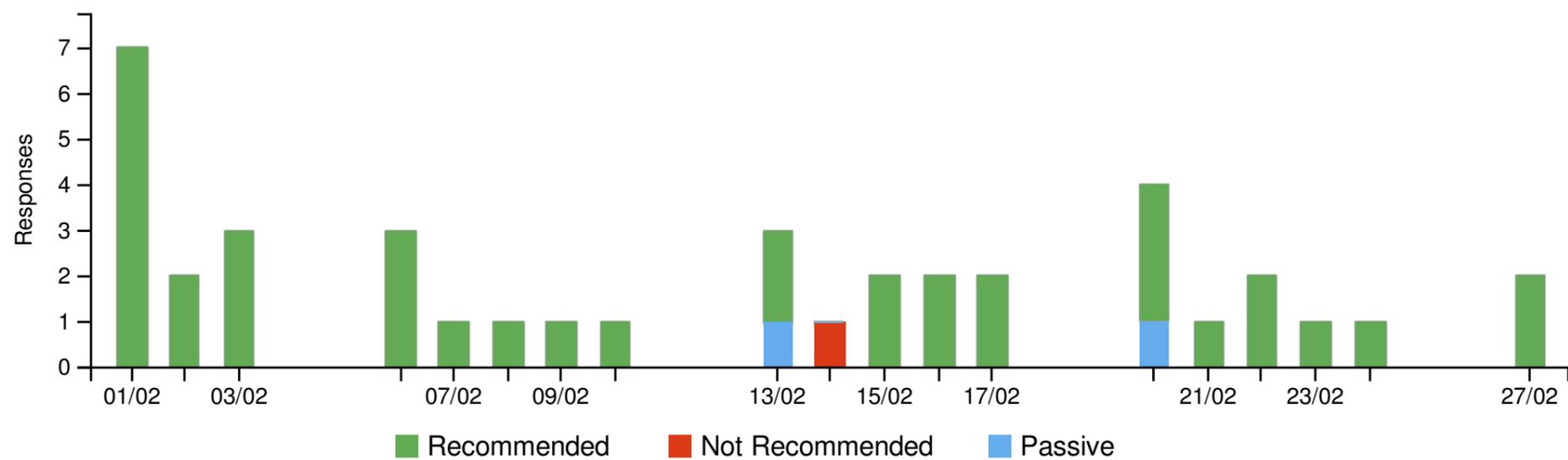


- Notes:
1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
 2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4

Patient Response Analysis

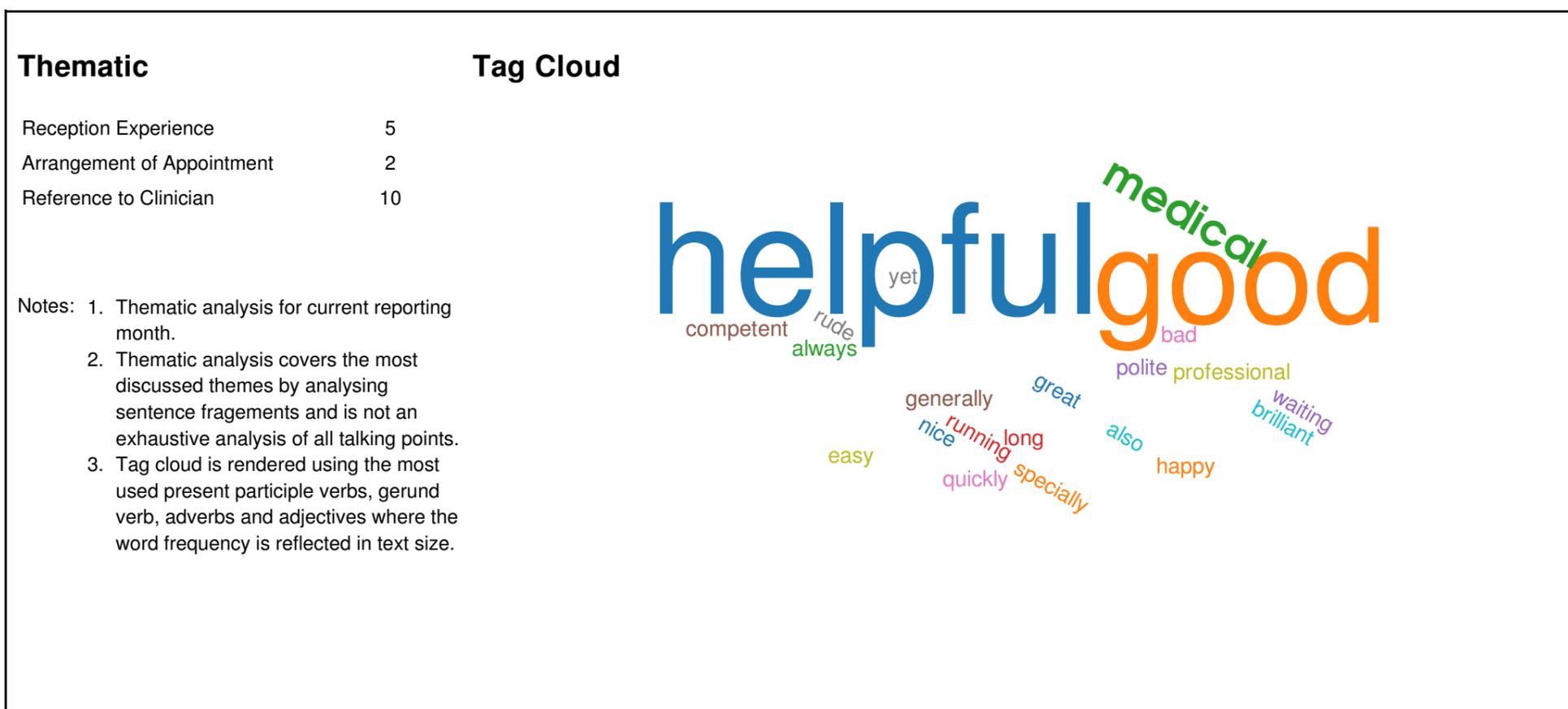
Patient Responses



- 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

- ✓ Helpful doctor. Explained everything. Was running on time
- ✓ Polite receptionists - competent doctor
- ✓ Because I had good service I haven't had a bad experience in practice yet and very friendly staff and doctors
- ✓ Dr Ahmed was very professional and friendly, and made me feel very looked after
- ✓ Quality of GP
- ✓ Friendly and very helpful!
- ✓ The Gp i saw was very helpful
- ✓ Is a brilliant surgery. Helpful and friendly reception staff and great service from the medical staff. You feel very looked after.
- ✓ I am very happy with the service from STOUTS PLACE MEDICAL CENTRE
- ✓ Always friendly, no long waiting times, generally can get an appointment quickly
- ✓ I receive a good service
- ✓ Very easy to deal with
- ✓ Good service. Nice doctors. On time.
- ✓ the gps give good advice, specially Dr. Zaman n Dr. A Ahmed
- ✓ Doctor Zaman is a very good doctor
- ✓ Staff are very helpful and friendly.
- ✗ When I need an emergency appointment I couldn't get
- ✗ Receptionists are very helpful. And the dr also very good and helpful

Not Recommended

- ✓ Very patronising and rude staff

Passive