FFT Monthly Summary: September 2018

STROUTS PLACE MEDICAL CENTRE
Code: F84051

SECTION 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
27	7	2	2	3	0	0	0	0	41	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: **219**

Responses: **41**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	27	7	2	2	3	0	**41**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**27**	**7**	**2**	**2**	**3**	**0**	**41**
Total (%)	*66%*	*17%*	*5%*	*5%*	*7%*	*0%*	*100%*

Summary Scores

👍 83%   👎 12%   ✌ 5%

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:

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

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

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/

Practice Score: 'Recommended' Rank

Your Score: **83%**

Percentile Rank: **20TH**

0%   50%   100%

Lower   Mid

0%   **83%**   100%
w Score   High Score
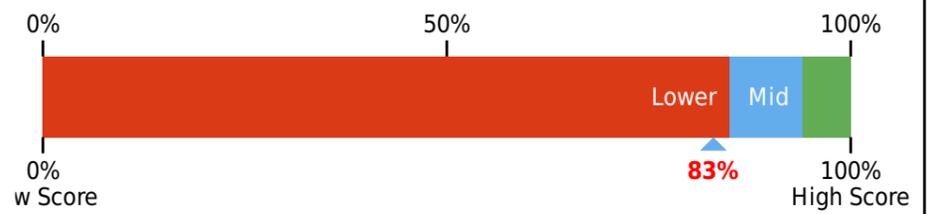
Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 20th percentile means your practice scored above 20% of all practices.

Practice Score: 'Recommended' Comparison

Legend: ■ All Practices   ■ STROUTS PLACE MEDICAL CENTRE
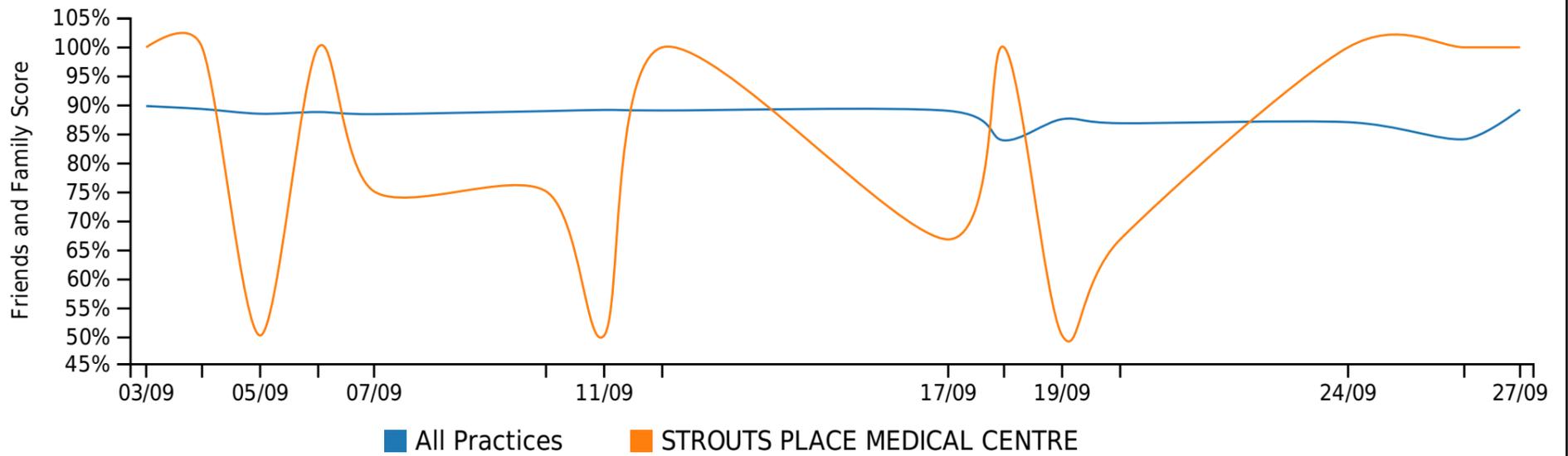
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	82%	88%	92%
STROUTS PLACE MEDICAL CENTRE	100%	77%	100%

Gender

All Practices

89% 88%

STROUTS PLACE MEDICAL CENTRE

90% 76%

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

Legend: ■ Recommended   ■ Not Recommended
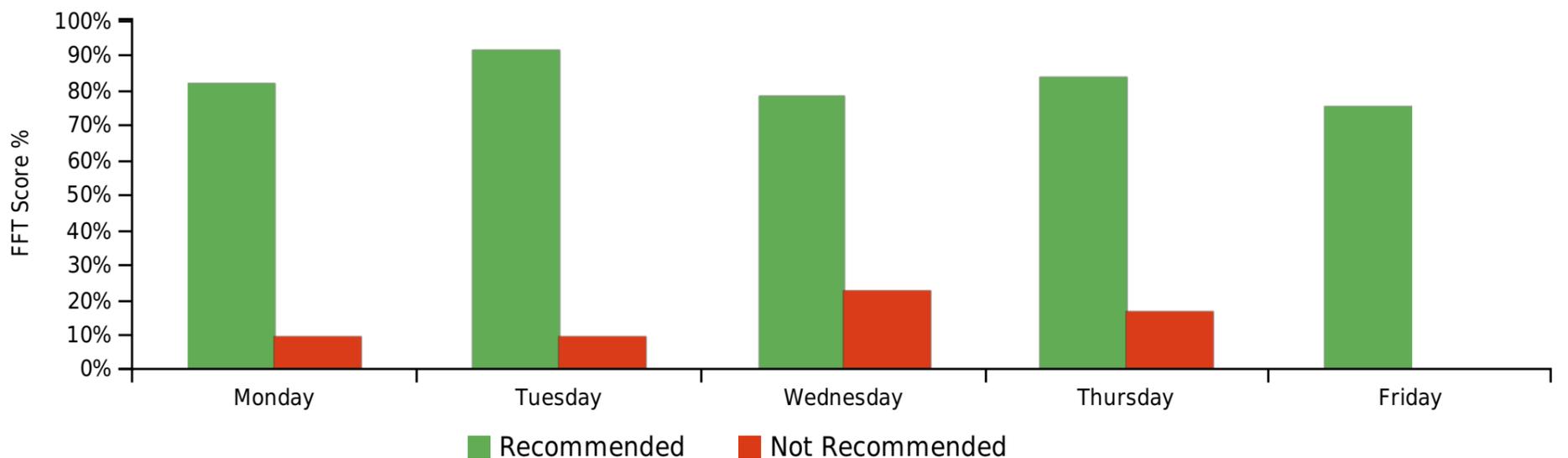
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

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.

Thematic

Tag Cloud

Reception Experience	8
Arrangement of Appointment	3
Reference to Clinician	8

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.

fantastic initial full giving wonderful well away hard always helpful waiting excellent also medical however brilliant friendly efficient much repeatedly late quickly really pleasant getting never straight incredibly just overall amazing

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

✓The Gp is wonderful, and your services.

✓*Very helpful and efficient*

✓Always get full attention and my notes are actually read.

✓*Wonderful GP. Incredibly helpful.*

✓Very friendly and efficient staff.

✓*Always getting an appointment quickly Friendly staff Pleasant reception*

✓Very helpful staff and doctors, seen quickly and helped with medical issue very well

✓*Doctors are receptionist are really friendly and helpful and knows what they doing*

✓I feel like that

✓*Wonderful helpful staff, brilliant attitude, fantastic and kind service and excellent doctors, giving you there thought and experience to help.*

✓Very friendly and helpful however the appointments are always late.

✓*All staff seem very well versed*

✓No waiting time and a friendly doctor

✓*My reason is because the staff are amazing from the doctors to the receptionist to the nurse. They have all been very kind and helpful to me and all of m@ of my family.@mily.*

Not Recommended

✓When I called to book an appointment the person on the phone told me I had to have a phone conversation with a doctor before I was allowed an appointment@tment. He also repeatedly asked me for my symptoms so I felt like I was either not being believed or these were being minimised. He was very hard to understan@rstand when I tried to clarify why I couldn't just book an appointment. After waiting for my call, which I took time out of work to take and never received I @ed I called reception, who told me this is not the protocol and gave me an appointment straight away. Overall I was really disappointed in the initial service@rvice I received, however the woman I dealt with on reception was much better and got me an appointment quickly @ckly

Passive