

FFT Monthly Summary: August 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
25	12	4	0	1	0	0	0	0	42	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:	225							
Responses:	42							
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total	
SMS - Autopoll	25	12	4	0	1	0	42	
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
Total	25	12	4	0	1	0	42	
Total (%)	60%	29%	10%	0%	2%	0%	100%	

Summary Scores

 88%
  2%
  10%

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:

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

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

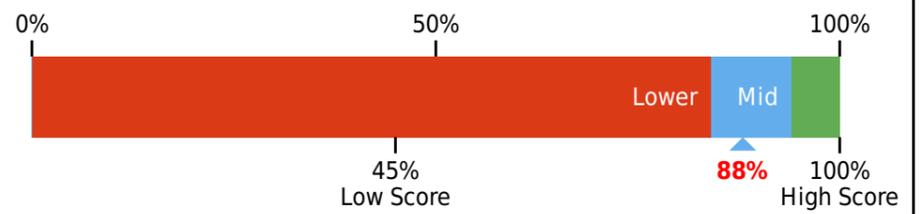
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

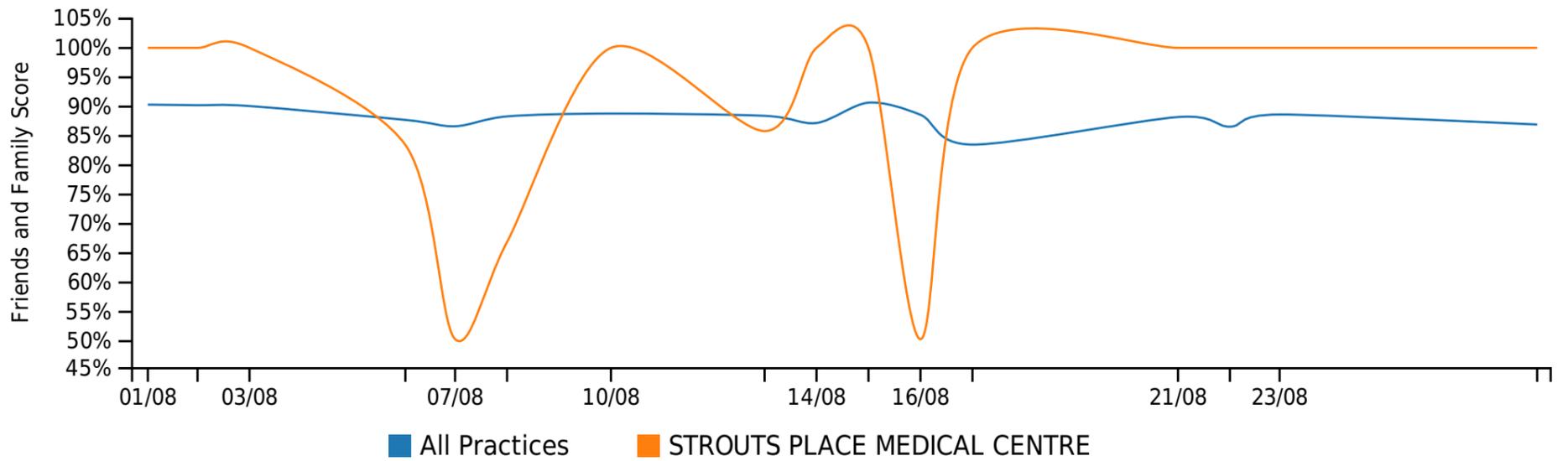
Practice Score: 'Recommended' Rank

Your Score: 88%
Percentile Rank: 45TH



- 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 45th percentile means your practice scored above 45% of all practices.

Practice Score: 'Recommended' Comparison



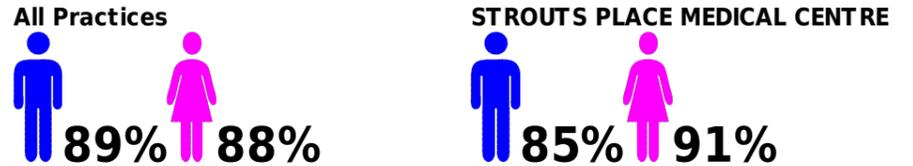
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

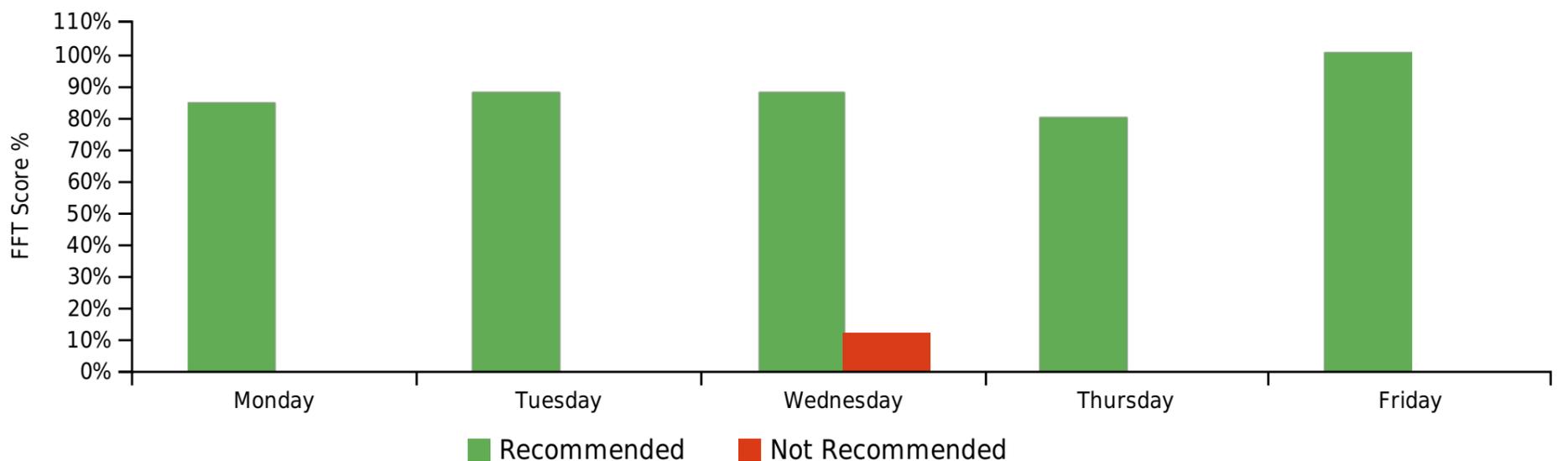
	< 25	25 - 65	65+
All Practices	83%	88%	92%
STROUTS PLACE MEDICAL CENTRE	100%	88%	80%

Gender



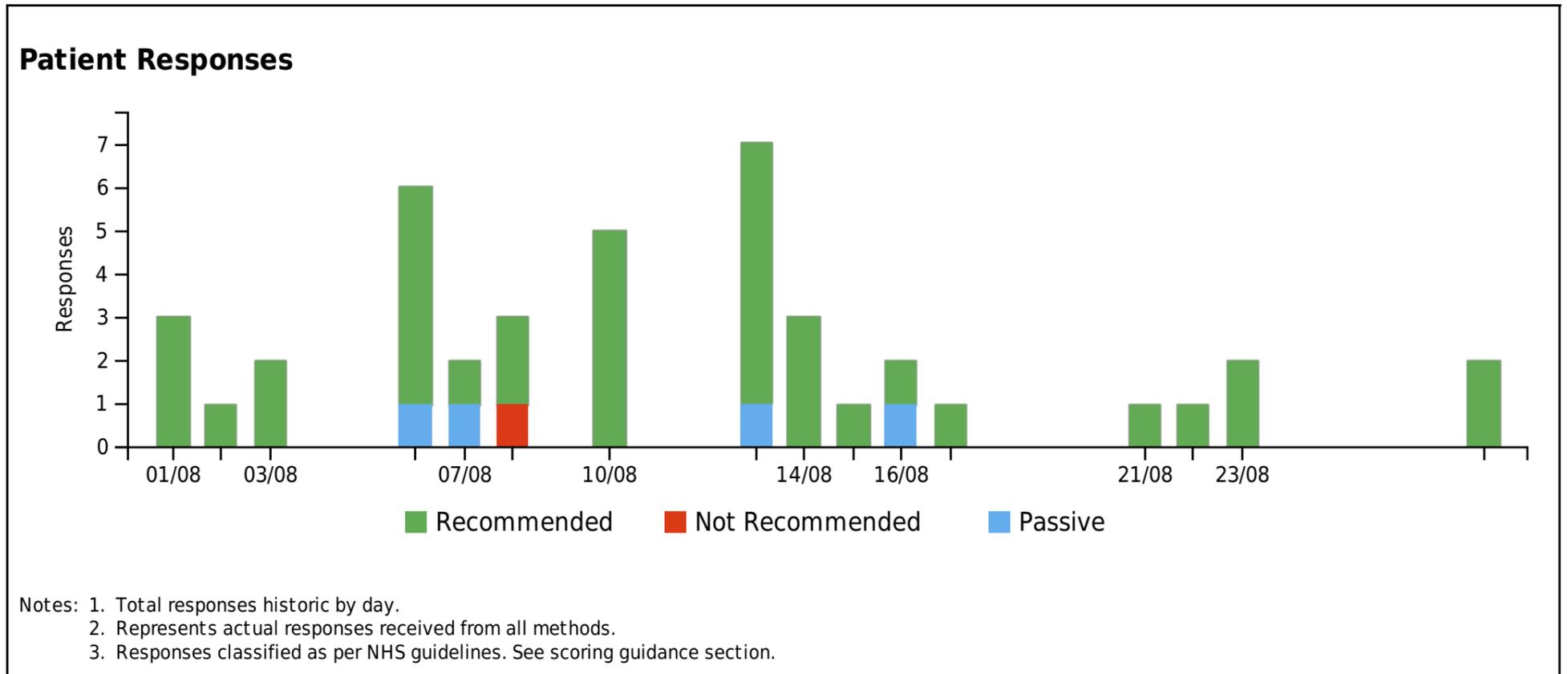
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis



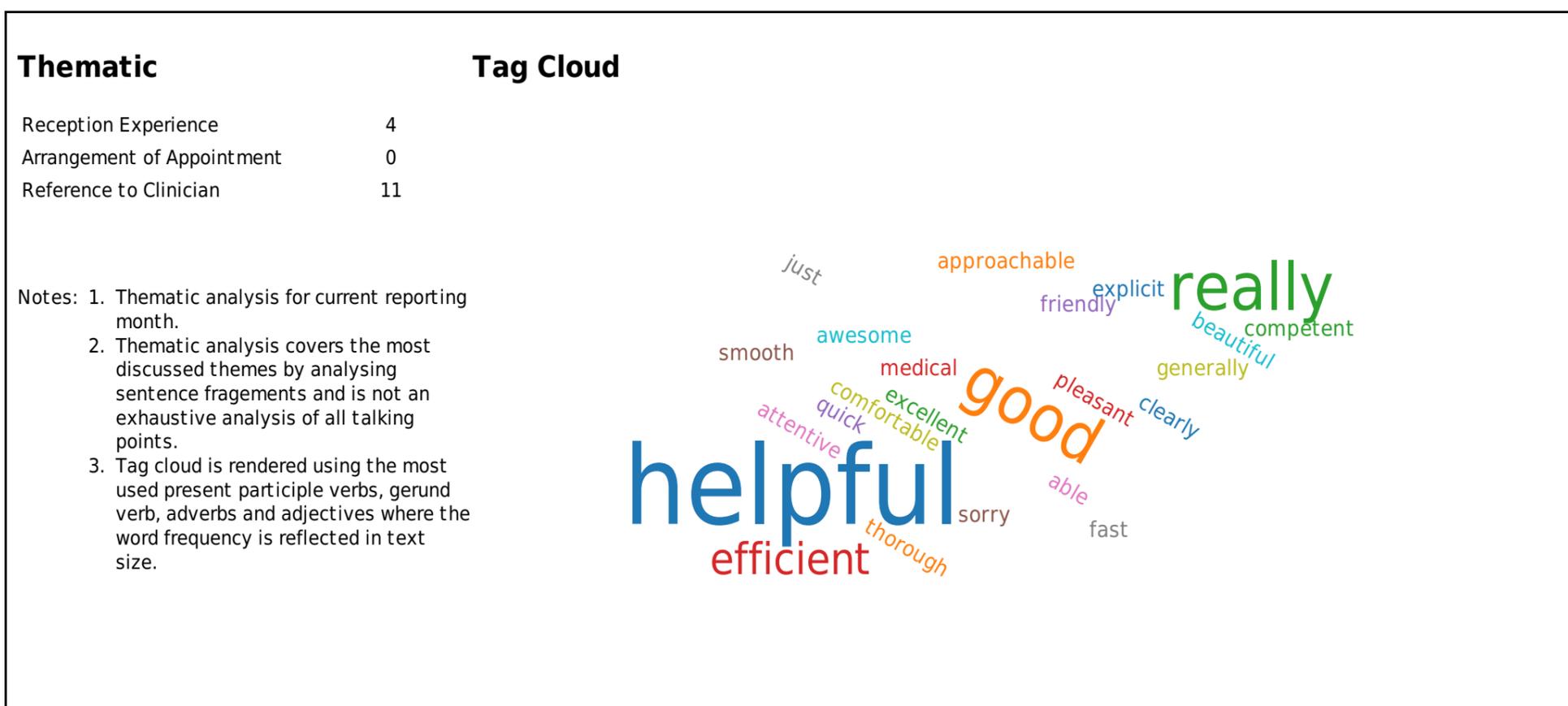
- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4 Patient Response Analysis



SECTION 5

Patient Free Text Comments: Summary



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

- ✓ Good service. Being seen on time. Doctor friendly.
- ✓ I don't really have conversations with people about my GP but if anyone did I ask, I would recommend Strouts
- ✓ Doctor and reception staff were really helpful
- ✓ Kind and ready2 listen 2 the patient.
- ✓ Dr Martinez's explanations.
- ✓ Sorry r
- ✓ Because I was able to see my GP today
- ✓ Need to more care specialy chieldren.
- ✓ Your service is very kind and fast, and makes me comfortable with beautiful smile. Thank you.
- ✓ Doctor explicit & thorough.
- ✓ Helpful reception, plus excellent medical staff.
- ✓ The service was quick and smooth.
- ✓ Very attentive, patient and just generally really good service. And my GP is awesome! He clearly cares.
- ✓ The doctor was very helpful
- ✓ Helpful staff, very efficient, approachable doctors.
- ✓ The GP I saw seemed to be very good at his job, competent, helpful and efficient.
- ✓ Pleasant staff, and Drs take time to talk to you,
- ✓ Qualitt of service

Not Recommended

Passive