FFT Monthly Summary: April 2018

STROUTS PLACE MEDICAL CENTRE
Code: F84051

iplato
connecting patients
transforming healthcare

SECTION 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
22	8	2	4	1	1	0	0	0	38	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.
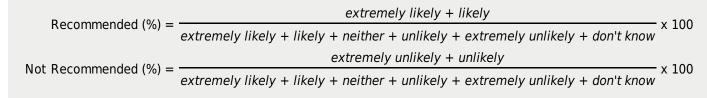
SECTION 2
Report Summary

Surveyed Patients: **258**

Responses: **38**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	22	8	2	4	1	1	**38**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**22**	**8**	**2**	**4**	**1**	**1**	**38**
Total (%)	*58%*	*21%*	*5%*	*11%*	*3%*	*3%*	*100%*

Summary Scores

👍 79%   👎 13%   ☜ 8%

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.
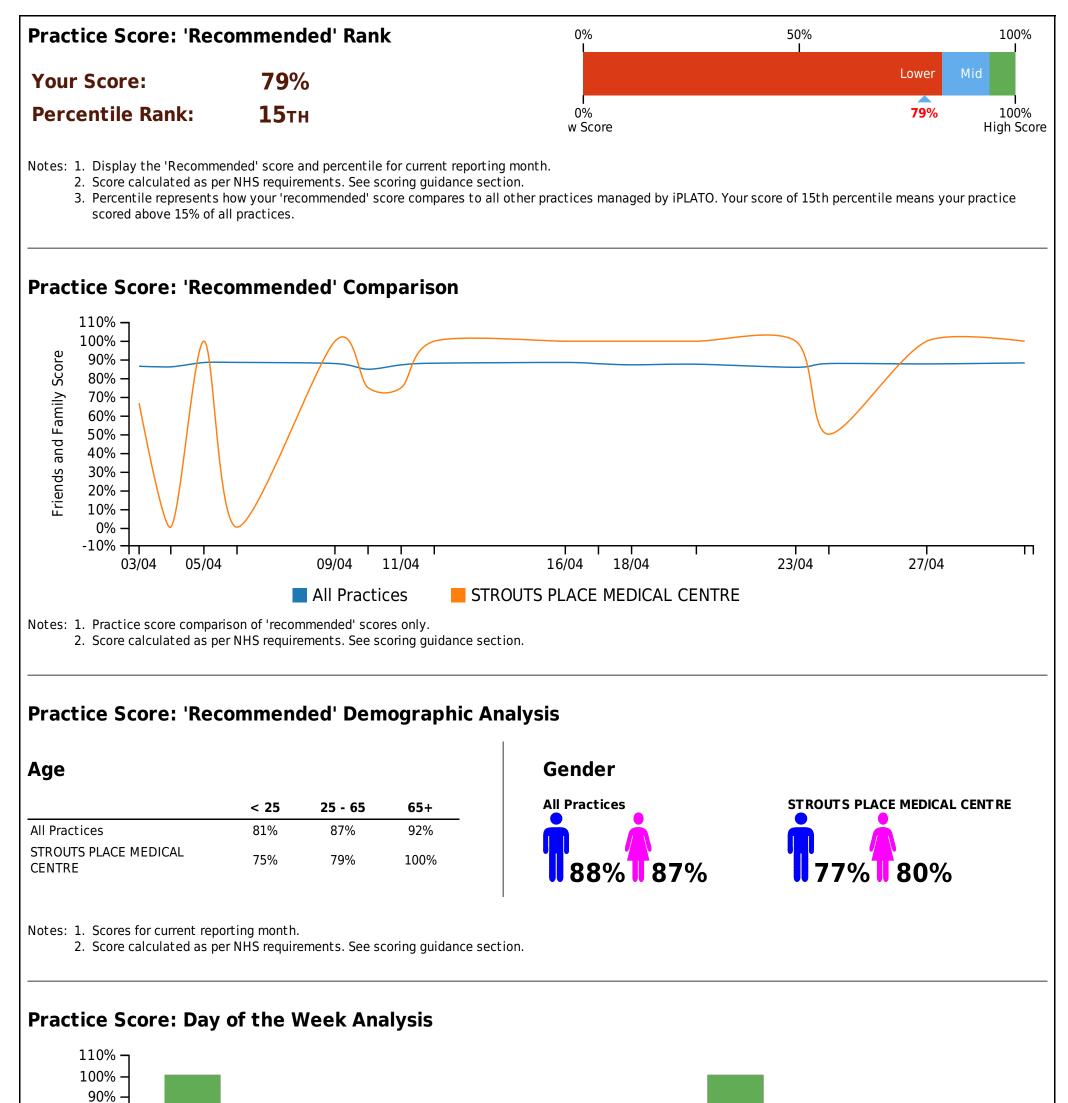
The percentage measures are calculated as follows:

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

$$\text{Not Recommended (\%)} = \frac{extremely\ unlikely + unlikely}{extremely\ likely + likely + neither + unlikely + extremely\ unlikely + don't\ know} \times 100$$
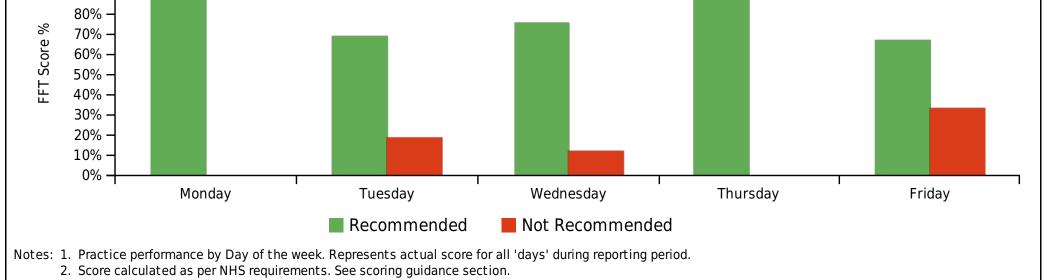
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

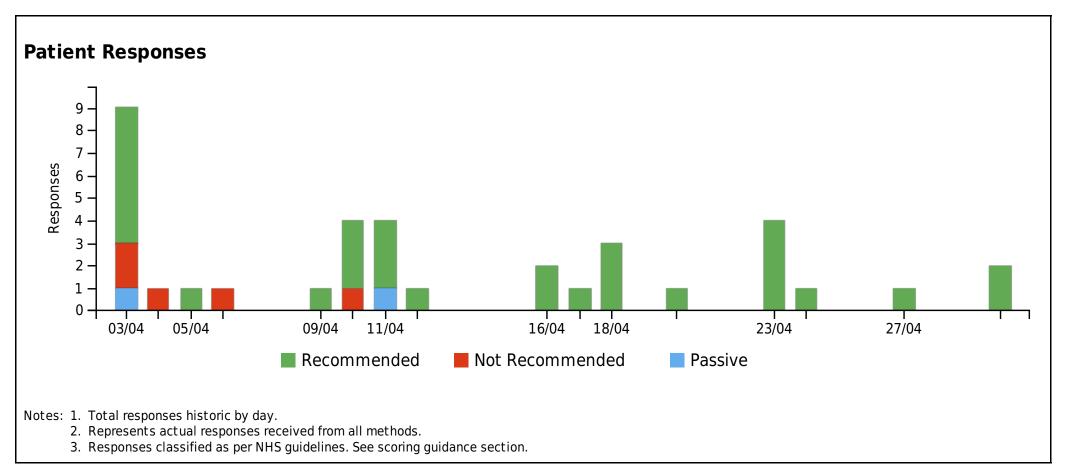http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Practice Score: 'Recommended' Rank

Your Score: **79%**

Percentile Rank: **15TH**

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 15th percentile means your practice scored above 15% 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	81%	87%	92%
STROUTS PLACE MEDICAL CENTRE	75%	79%	100%

Gender

All Practices

 88% **87%**

STROUTS PLACE MEDICAL CENTRE

 77% **80%**

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.

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

Thematic		Tag Cloud
Reception Experience	5	
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.

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

✓Clinicians are excellent. Support staff are helpful, pleasant and efficient.

✓*Good service*

✓Appointment on time, everything explained clearly, treatment prescribed. Friendly and helpful doctor.

✓*Friendly staff and nurse at this practice.*

✓The surgery is so quick and organised . Each time I and seen around 5 minutes

✓*The staff are wonderful and extremely helpful*

✓I always find everyone from Dr's and reception very kind and helpful.

✓*Today I didn't have to wait for long for my appointment.*

✓Very good advice

✓*Good service, doctor is good receptions people are good good weekend*

✓Some of the advice given was rattled off therefore difficult to catch. Had to ask practitioner to repeat information provided.

✓*My GP is very good*

✓Service was without fault!

✓*They take their time to investigate the problems especially by doing blood and urine test and if it is over their limit they will refer you to specialist@alists and they will see to it that it will be at the right hand and right time @time*

✗Dr. Zaman is really helpful

✗*Because i didnt wait too long.*

Not Recommended

✓Condescending staff and nurse

✓*I was due to have early scan due to recent miscarriages and one ectopic pregnancy. The scan has not happened yet. For all I know I could be going through@rough another ectopic pregnancy and I am already about 10 weeks@weeks*

✓No water fountain, availability of next appointment, toilets were a disgrace

Passive

✓Too much responsibility is put on the patient when it comes to choices. Also, I always feel rushed and the answer to everything is that it's a high cost @cost and we can't do it@do it

✗*Doctors don't care - when you come in with an acute respiratory problem - the least you expect is the doctor to examine you - not ask irrelevant question@stions and ask you to come back in two week - by which time I may be dead@ dead*