

FFT Monthly Summary: March 2019

STROUTS PLACE MEDICAL CENTRE
Code: F84051

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
22	11	1	1	2	0	0	0	0	37	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:	232						
Responses:	37						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	22	11	1	1	2	0	37
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	22	11	1	1	2	0	37
Total (%)	59%	30%	3%	3%	5%	0%	100%

Summary Scores

 89%
  8%
  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:

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

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

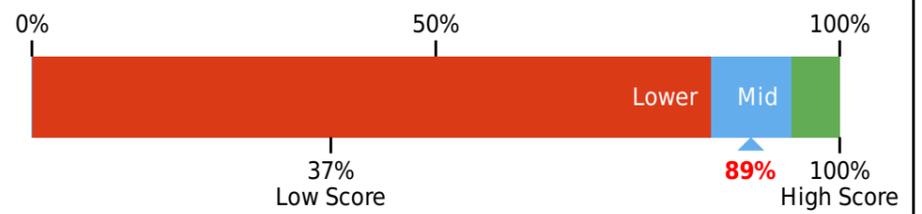
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

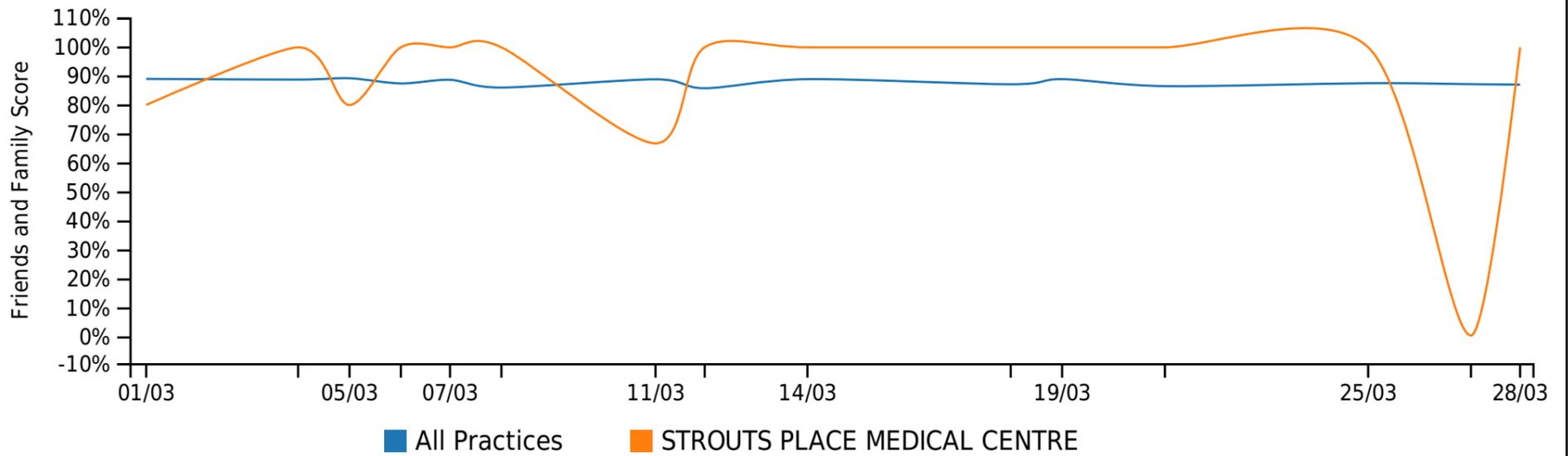
Practice Score: 'Recommended' Rank

Your Score: 89%
Percentile Rank: 50TH



- 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 50th percentile means your practice scored above 50% of all practices.

Practice Score: 'Recommended' Comparison



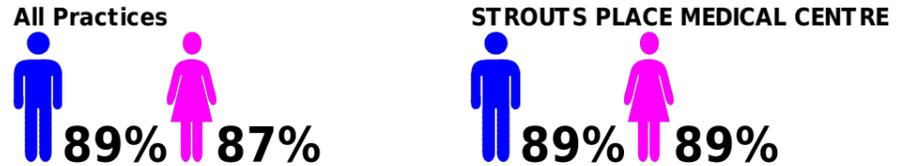
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

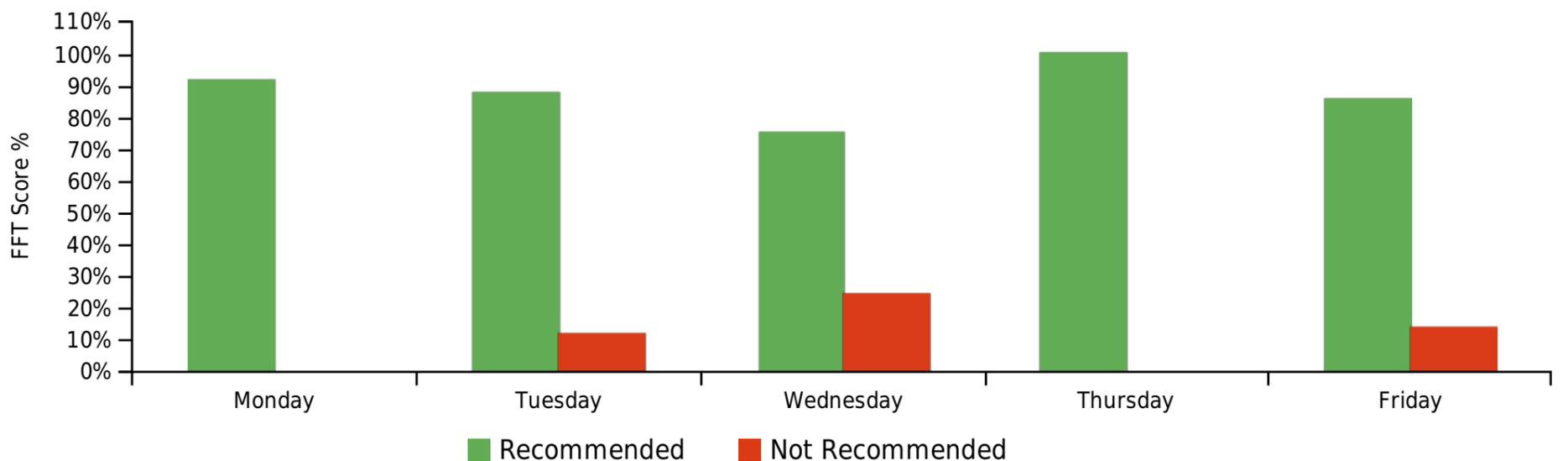
	< 25	25 - 65	65+
All Practices	82%	88%	92%
STROUTS PLACE MEDICAL CENTRE	67%	91%	100%

Gender



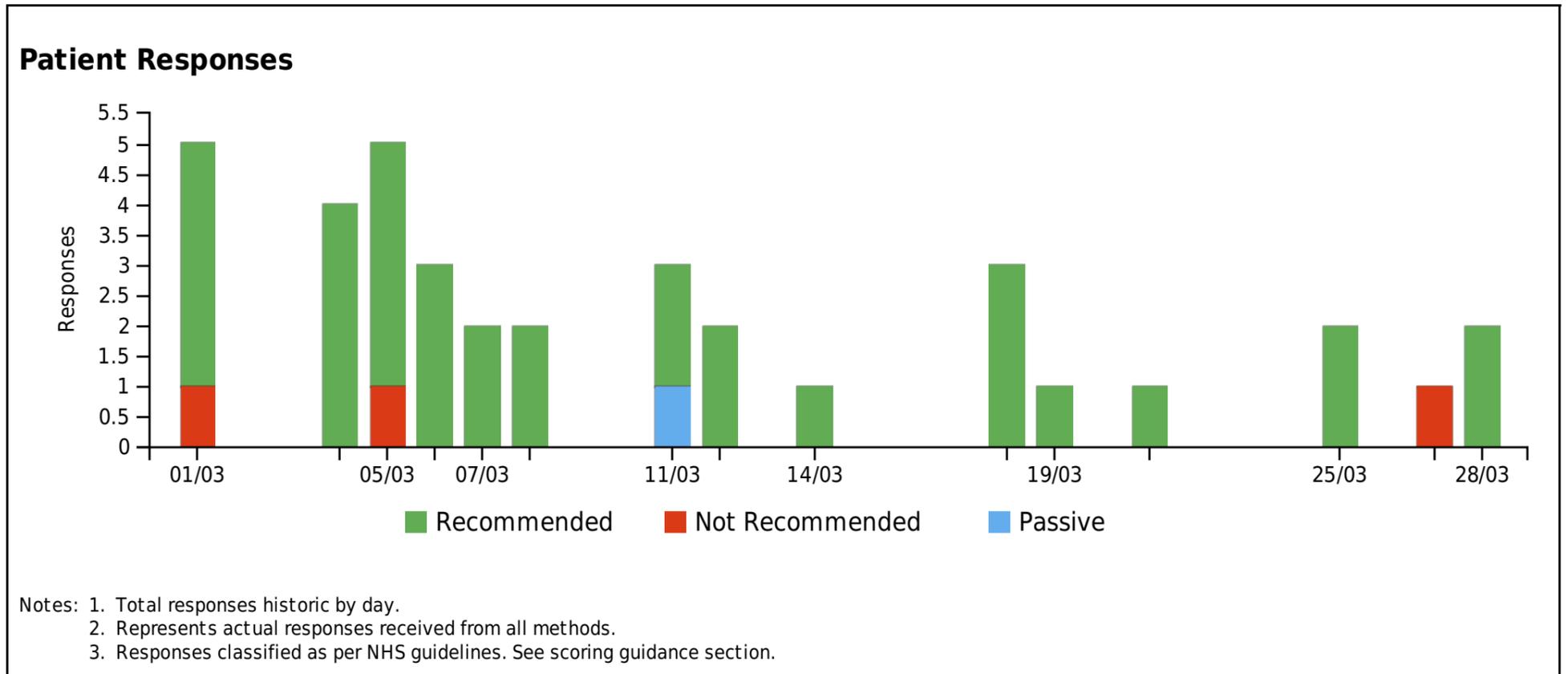
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis



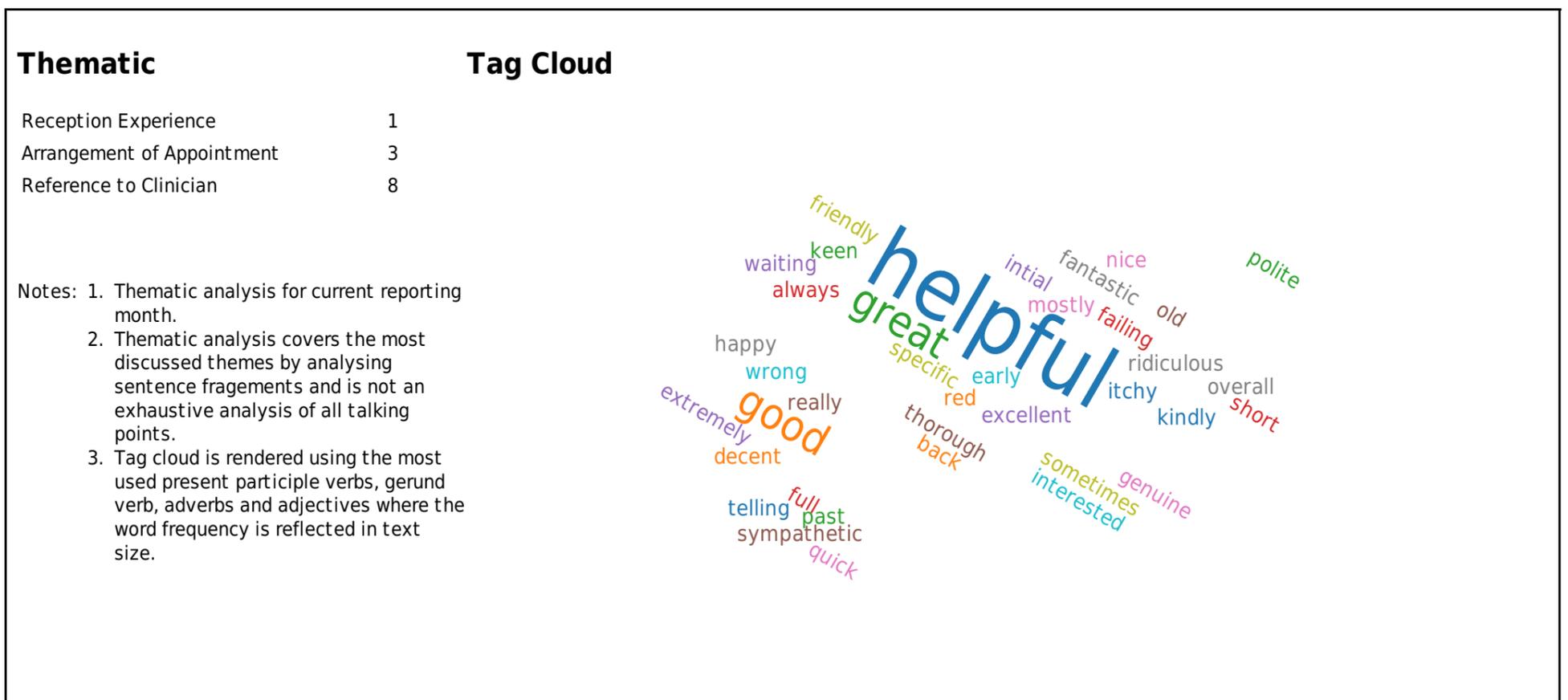
- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4 Patient Response Analysis



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

- ✓ Short waiting time for appointments
- ✓ A good thorough Checkup
- ✓ I am mostly happy with the doctors. The receptionists do sometimes give the wrong information telling you to phone back then appointments are all gone? Im@e? Im not keen on the patients full name being put up on the screen. It should be sur names only with initial of first name. For politeness and security. For i@For instance an old person's name or a childs first name will then be known. Someone could pretend to know them outside of the surgery. @ery.
- ✓ The doctor showed genuine interest in my overall health outside of specific symptoms
- ✓ Good timing and great service.
- ✓ Always great service and attention when i go in.
- ✓ Excellent service and treatment. Very sympathetic
- ✓ Everyone in Strout Place Midical Center are nice and helpful.Thank you
- ✓ The doctor was fantastic
- ✓ Dr Martinez
- ✓ Dr Gunnar was very helpful and friendly. I appreciated this for so early in the morning :) Thanks kindly.
- ✓ Decent service
- ✓ Dr Zaman was very helpful and polite every time I have attended the doctors I always see him
- ✓ The doctors are extremely helpful and really take an interest in their patients and it's quick to get an appointment
- ✓ What a ridiculous question after I had given an answer to your survey.

Not Recommended

- ✓ The doctor was not interested at all that I have an itchy red rash all over my body that has been there for the past 7 days. I hope its not my kidneys fa@ys failing, or cancer. @cer.

Passive