

# FFT Monthly Summary: February 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
31	9	0	0	3	0	0	0	0	43	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>	<b>220</b>						
<b>Responses:</b>	<b>43</b>						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	31	9	0	0	3	0	<b>43</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>31</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>43</b>
<b>Total (%)</b>	<b>72%</b>	<b>21%</b>	<b>0%</b>	<b>0%</b>	<b>7%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

93% 
 7% 
 -0%

## 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:

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

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

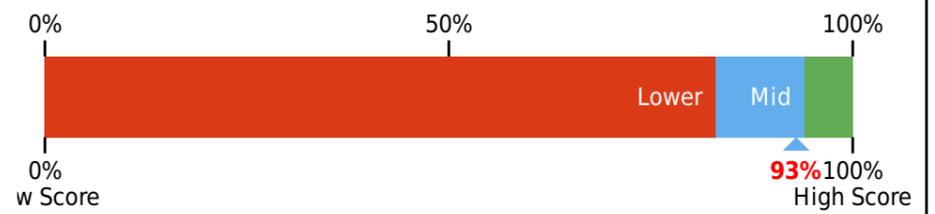
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

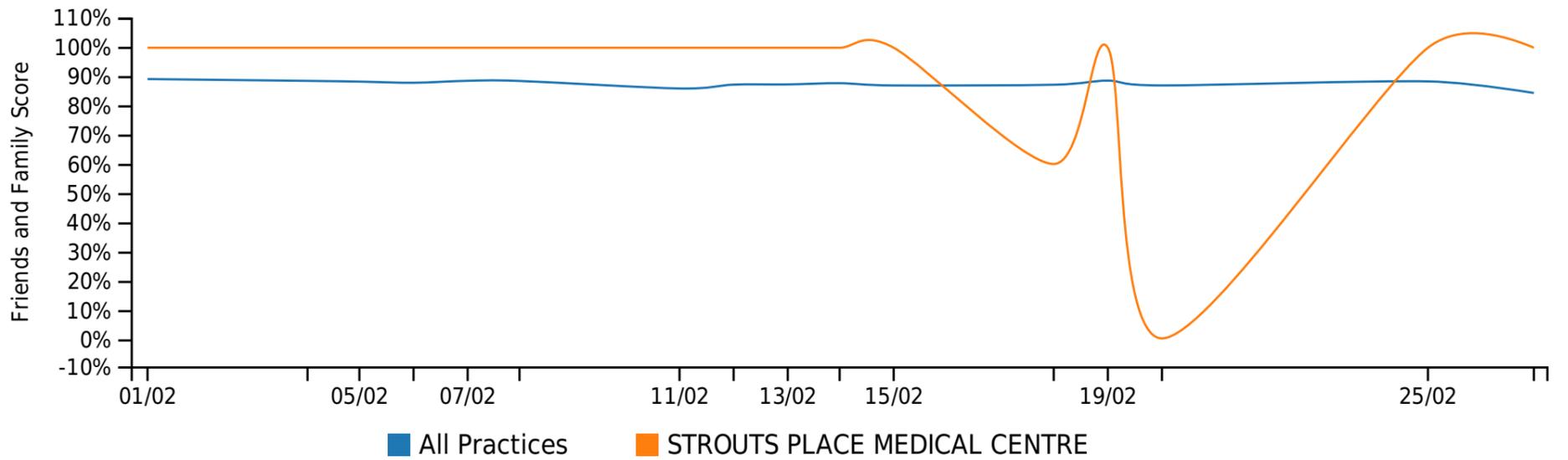
### Practice Score: 'Recommended' Rank

**Your Score:** 93%  
**Percentile Rank:** 70<sup>TH</sup>



- 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 70th percentile means your practice scored above 70% 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%	88%	92%
STROUTS PLACE MEDICAL CENTRE	67%	97%	100%

#### Gender

##### All Practices

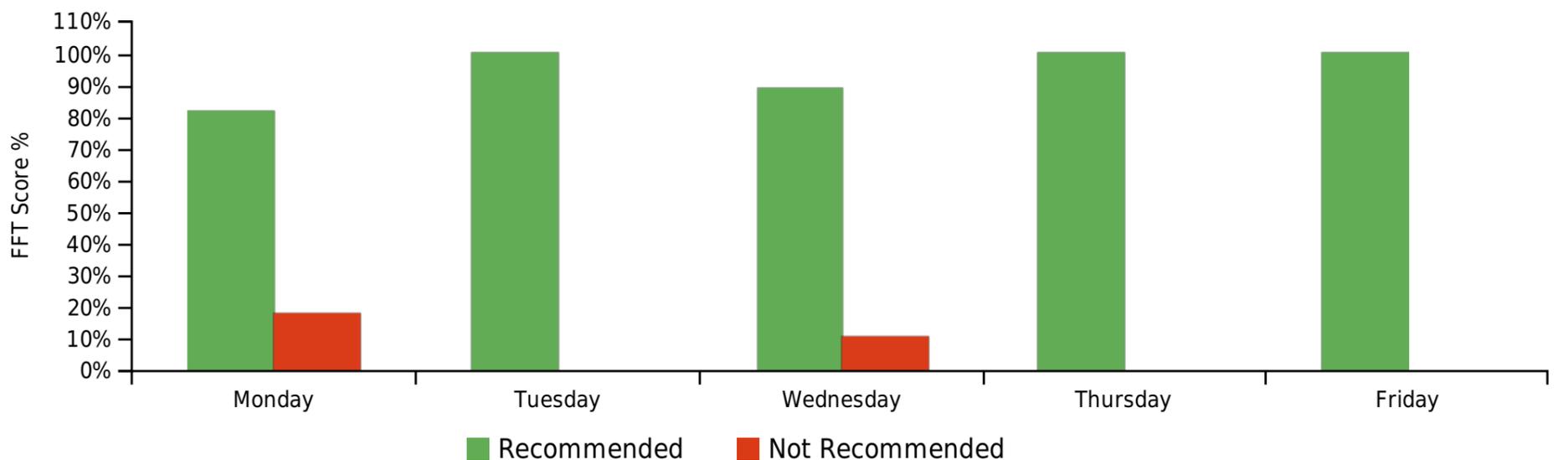


##### STROUTS PLACE MEDICAL CENTRE



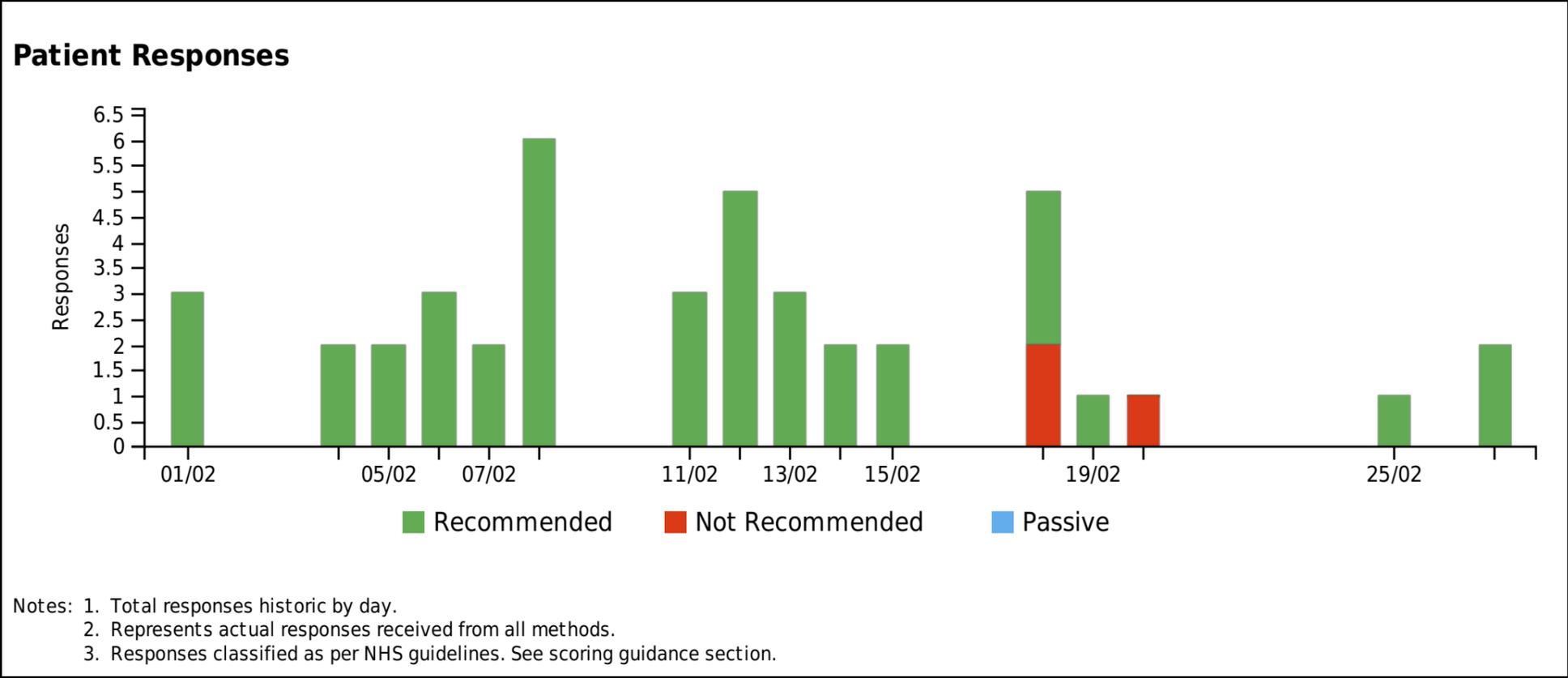
- Notes:
1. Scores for current reporting month.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### 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

Thematic	Tag Cloud
Reception Experience 3	
Arrangement of Appointment 2	
Reference to Clinician 12	
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

- ✓ Amazing doctor, caring, knowledgeable
- ✓ No comment
- ✓ Dr was very helpful and honest was willing to help rather than send me away by saying do this do that or learn live with it.
- ✓ Doctor is amazing but some reception staff seem like they don't want to be there
- ✓ Waiting time to have an appointment, and last year during my smear test the equipment was not the best neither the doctor (probably just to do this speci@specific test) and I got hurt during the test and it was very painful whereas usually I don't feel anything (I bled just after the test and it is very unusual@usual@)
- ✓ Very kind and friendly and funny nurse
- ✓ Great service
- ✓ Quick appointment, helpful staff, Dr. Martinez
- ✓ Dr Martinez has been brilliant and always gives the right advice/medicine.
- ✓ Verry well behaved of office staff
- ✓ Very friendly and helpful doctor. Would highly recommend.
- ✓ Dr Martinez
- ✓ Doctors care and give you time & attention without exception
- ✓ As usual a satisfactory outcome.
- ✓ The service was very efficient. I was looked after well
- ✓ Excellent care first point of service to patient
- ✓ Professional and caring doctor. Felt listened to and helped.

#### Not Recommended

- ✓ Sorry got confused, I meant 1. Came for my first Cervical Screening, and the lady I saw was very friendly and made me feel very comfortable.

#### Passive