# **FFT Monthly Summary: January 2021**

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	11	2	1	1	1	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. Please select the 'Data Submission' tab from the main menu.

# Section 2 **Report Summary**

**Surveyed Patients:** 144

**Responses:** 

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	27	11	2	1	1	1	43
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	27	11	2	1	1	1	43
Total (%)	63%	26%	5%	2%	2%	2%	100%

# **Summary Scores**

## **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:

Recommended (%) = 
$$\frac{\textit{very good} + \textit{good}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$
Not Recommended (%) = 
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

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

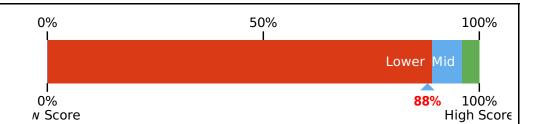
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

# **SECTION 3 Practice Scoring**

### **Practice Score: 'Recommended' Rank**

Your Score: 88%

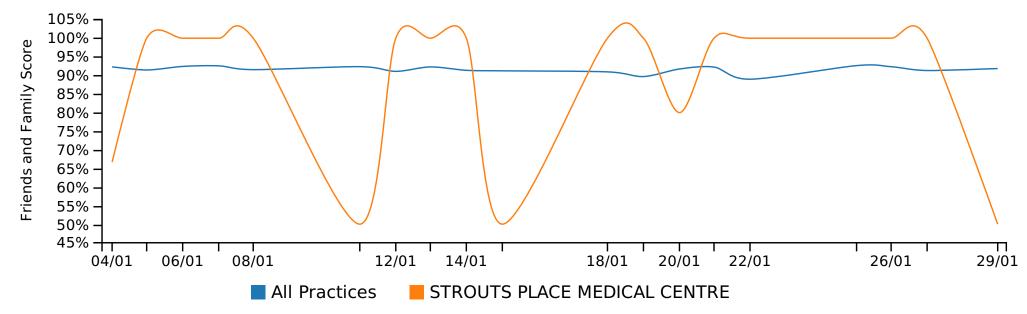
Percentile Rank: 25TH



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 25th percentile means your practice scored above 25% of all practices.

## **Practice Score: 'Recommended' Comparison**



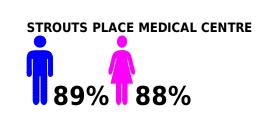
Notes: 1. Practice score comparison of 'recommended' scores only.

2. Score calculated as per NHS requirements. See scoring guidance section.

# **Practice Score: 'Recommended' Demographic Analysis**

# Age < 25</th> 25 - 65 65+ All Practices 88% 92% 94% STROUTS PLACE MEDICAL CENTRE 100% 83% 0%

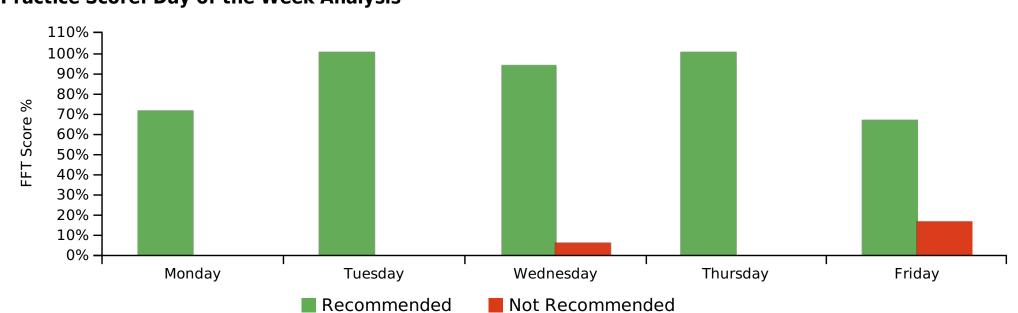




Notes: 1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

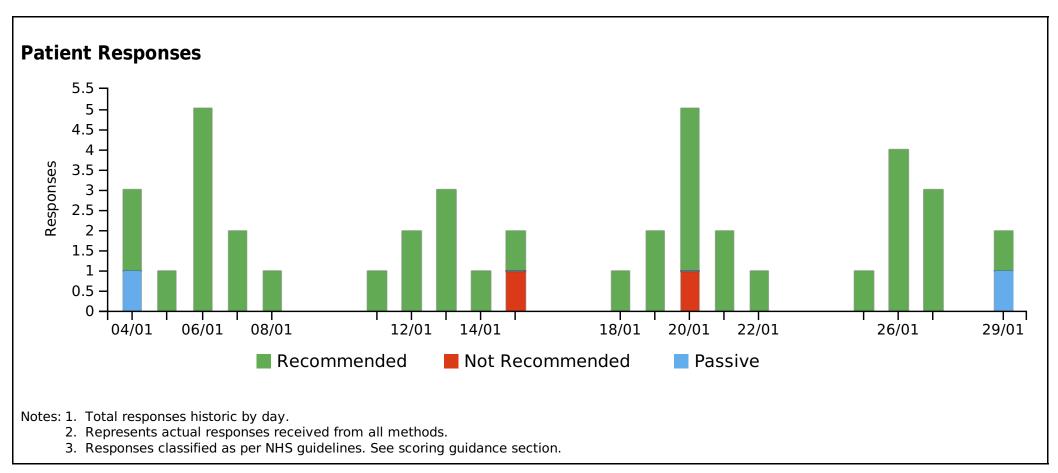
# **Practice Score: Day of the Week Analysis**



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**

### **Tag Cloud Thematic** Reception Experience 3 Arrangement of Appointment 3 Reference to Clinician 14 Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most discussed themes by analysing sentence fragements and is not an exhaustive analysis of all talking points. 3. Tag cloud is rendered using the most used present participle verbs, available professional 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 / X No consent to publish comment

#### Recommended

- ✓I have been with this Gp more than 5 years all the Dr I hade was very qualified and brilliant listening, every problem we hade , was sorted out , I'm so pleased
- ✓ doctor told what going on with my self
- ✓ Cos your practice it's looking after me
- $\checkmark$ I can always get an appointment quickly, and the doctors are friendly and very helpful
- ✓ My doctor was very attentive.
- ✓ Great support from GP doctor and nurse, mediocre service from reception team
- ✓ Was seen really quickly and felt safe Margaret is great at pain free injections!
- ✓ Excellent service always received from all the team who attend to me thank you!
- ✓ Doctor Paul was very nice, patience and helpful. Great service from the reception team in general.
- ✓ Service was friendly, fast and efficient.
- ✓ Very good service
- ✓ Fast appointment availability. Kind and approachable doctor
- ✓Great Doctor!!!
- ✓ The GP I met with was thorough and put me at ease with my issues
- ✓1.very.good
- ✓ the team was efficient
- ✓ GP was on time, really professional, nice and made herself available for questions
- ✓ Everything I need my Surgery has advised and assist me in the right path whether treatment or information. The staff are very friendly and helpful there@there and all go the extra mile @mile
- ✓V prompt, proactive care
- ✓ Very friendly and helpful
- ✓ The service it goods and who works there is friendly
- ✓ Everyone was really friendly and kind. Blood test was very quick and painless.

### **Not Recommended**

Long waiting time. Was skipped in the queue. Doctor was rude and curt.

### **Passive**

✓ Dr Paul snape was lovely and attentive, giving helpful advice in today's consultation. However I am annoyed that previously I spoke to a different doctor@octor over the phone in December who ensured me I had been referred for an MRI scan, however it was confirmed today by the scan provider and dr snaps that in @t in fact the referral was never issued. This has meant a significant delay to my treatment!@ment!