FFT Monthly Summary: February 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
24	11	4	3	3	0	0	0	0	45	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: 174

Responses: 45

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	24	11	4	3	3	0	45
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	24	11	4	3	3	0	45
Total (%)	53%	24%	9%	7%	7%	0%	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:

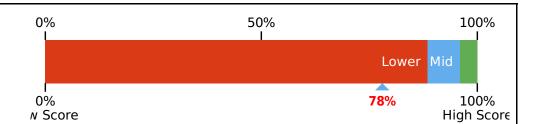
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: 78%

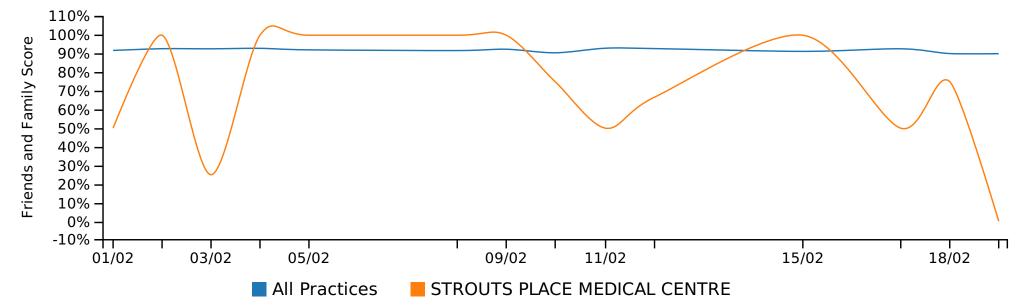
Percentile Rank: 5TH



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 5th percentile means your practice scored above 5% 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	88%	92%	94%	
STROUTS PLACE MEDICAL	75%	74%	100%	

Gender



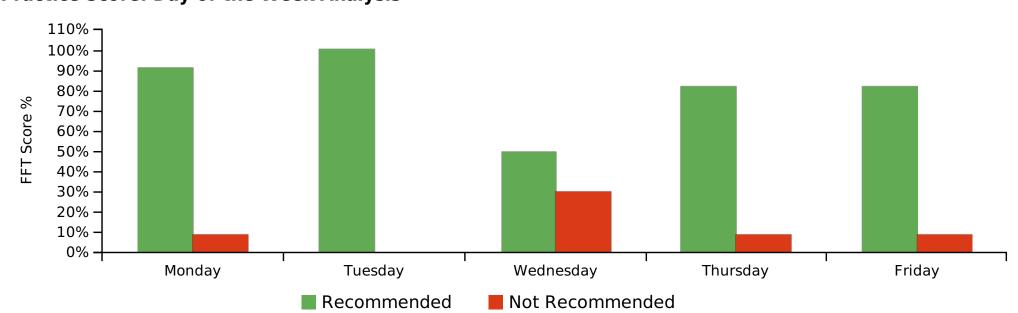
STROUTS PLACE MEDICAL CENTRE

76% 79%

Notes: 1. Scores for current reporting month.

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

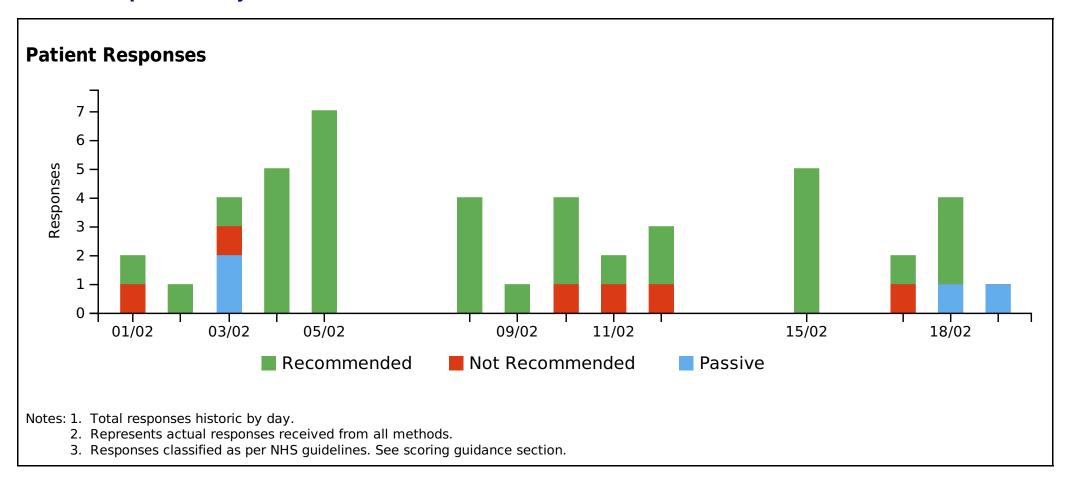
Practice Score: Day of the Week Analysis



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



Patient Free Text Comments: Summary

Thematic Tag Cloud Reception Experience 9 Arrangement of Appointment 3 Reference to Clinician 11 Notes: 1. Thematic analysis for current distancing reporting month. easy happy 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, 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

- ✓ It's good quality service for patients & we get good info about our conditions & illness's, but please get some plastic security glass for your safety pl@ty plus a stronger security intercom buzzer with a microwave camera if I think of anything else I'll let you know @know
- ✓ The nurse was great and very informative
- ✓ Friendly fast and efficient!
- ✓ Everything was good
- ✓I had an appointment with the nurse, I went there on time, I waited a few minutes and went in. Everything went well.
- ✓ I'm listened, understood and cared about. I felt great.
- ✓ Service was great Doctor was amazing
- ✓ Very lovely helpful young lady helped us at the reception also nurse himself was nice and polite
- ✓ Everyone were nice and professional
- ✓I always receive a prompt and consistent service at Strouts
- ✓ Very knowledgeable and helpful. I had a number of medical matters needing to be resolved and, despite only having an appointment in respect of one of the@f them, Simon dealt with every issue I had!@ had!
- ✓ Staff were very kind and professional
- ✓ Good social distancing, friendly staff, punctuality, overall pleasant experience
- ✓ To notify i was happy with the service
- \checkmark I think that the Drs and everyone at the reception are very nice and helpful
- ✓ It did not feeling anywhere as similar as being at the doctors itself. Seemed more like feeling a form at the doctors prior to being seen by a doctor.
- ✓ Everyone is very professional but friendly I have all ways been treated very well by all the staff and medical professionals
- ✓ Very efficient and easy! Made me feel relaxed and comfortable
- ✓ Doctor Temi was lovely and very reassuring with my case.
- ✓ Very good service from my GP, only issue was entry and exit from building, should be clearer that door is locked and need receptionist to open.
- ✓ It was a straightforward experience so good
- ✓ All staff were polite and helpful. Doctor was clear with instructions and thorough
- XThe service in the Nurse went well and the guys on the reception very helpful. Doctors appointment by phone still a bit fuzzy

Not Recommended

✓ Service quality was poor, staff was unattentive, and I didnt feel like the nurse made any effort to make me feel comfortable during my physical examination XIt was a bit understaffed when I came to the practice. Also, it took a long time to explain what test I was there for. I had to repeat several times. Whe@.

When I had to take my swab test for STI, no instructions were given saying it was outside of the box of the kit. There were no instructions there. I had to @d to Google on my own how to do the swab @swab

XImpatient nurse

Passive

- ✓ Everything need to be done by phone, but they no even pick up phone, most of time need to ring them thousand time a day , even for repeat prescription to g@ to get is painful @nful
- ✓ had to wait a while at the door to be let in because I had a exempt card around my kneck and not a mask I shouldn't have explained why I have an exempt c@mpt card it should be completely obvious @ious