

FFT Monthly Summary: October 2016

STROUTS PLACE MEDICAL CENTRE
Code: F84051

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
25	10	2	1	1	0	0	0	0	39	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: 277

Responses: 39

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	25	10	2	1	1	0	39
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	25	10	2	1	1	0	39
Total (%)	64%	26%	5%	3%	3%	0%	100%

Summary Scores

 90%  5%  5%

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:

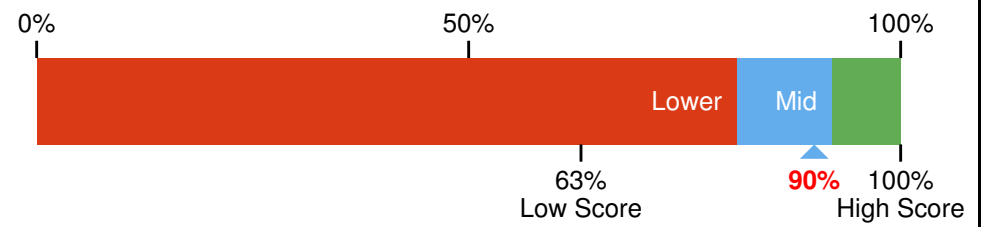
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

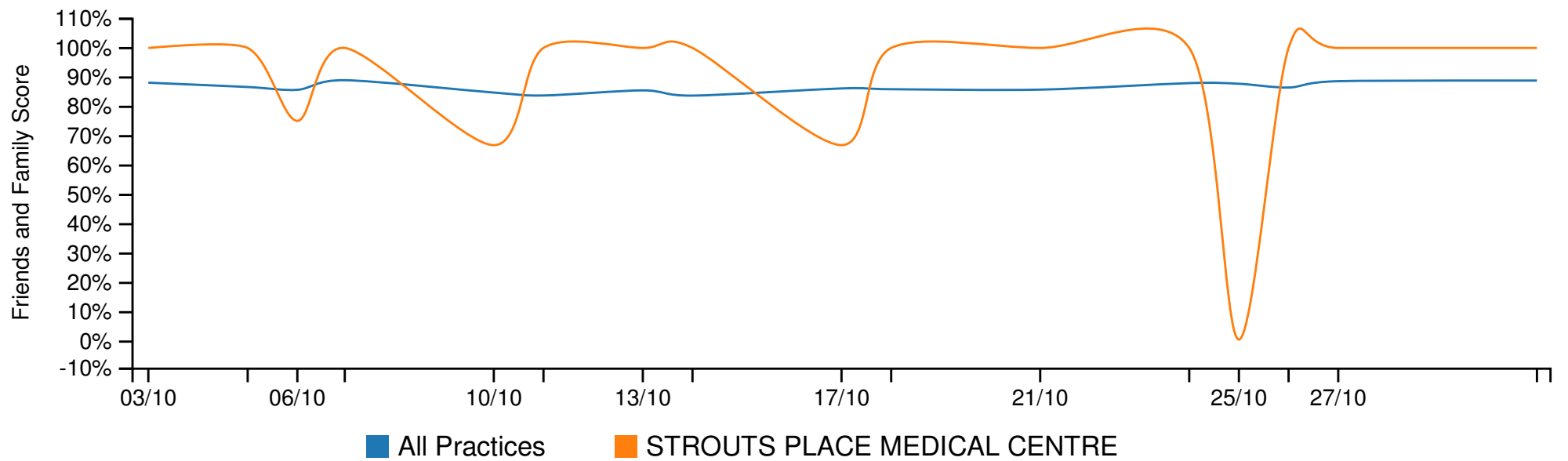
Your Score: 90%

Percentile Rank: 65TH



- 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 65th percentile means your practice scored above 65% 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.

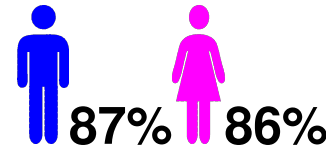
Practice Score: 'Recommended' Demographic Analysis

Age

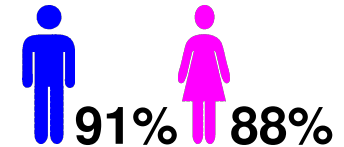
	< 25	25 - 65	65+
All Practices	77%	87%	93%
STROUTS PLACE MEDICAL CENTRE	80%	91%	100%

Gender

All Practices

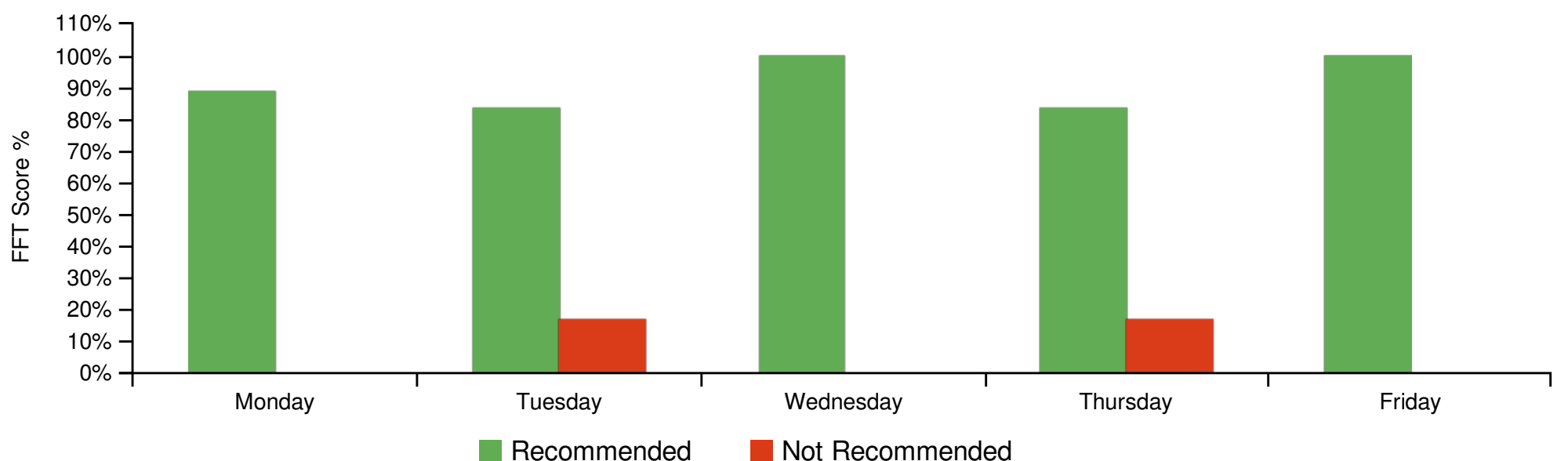


STROUTS PLACE MEDICAL CENTRE



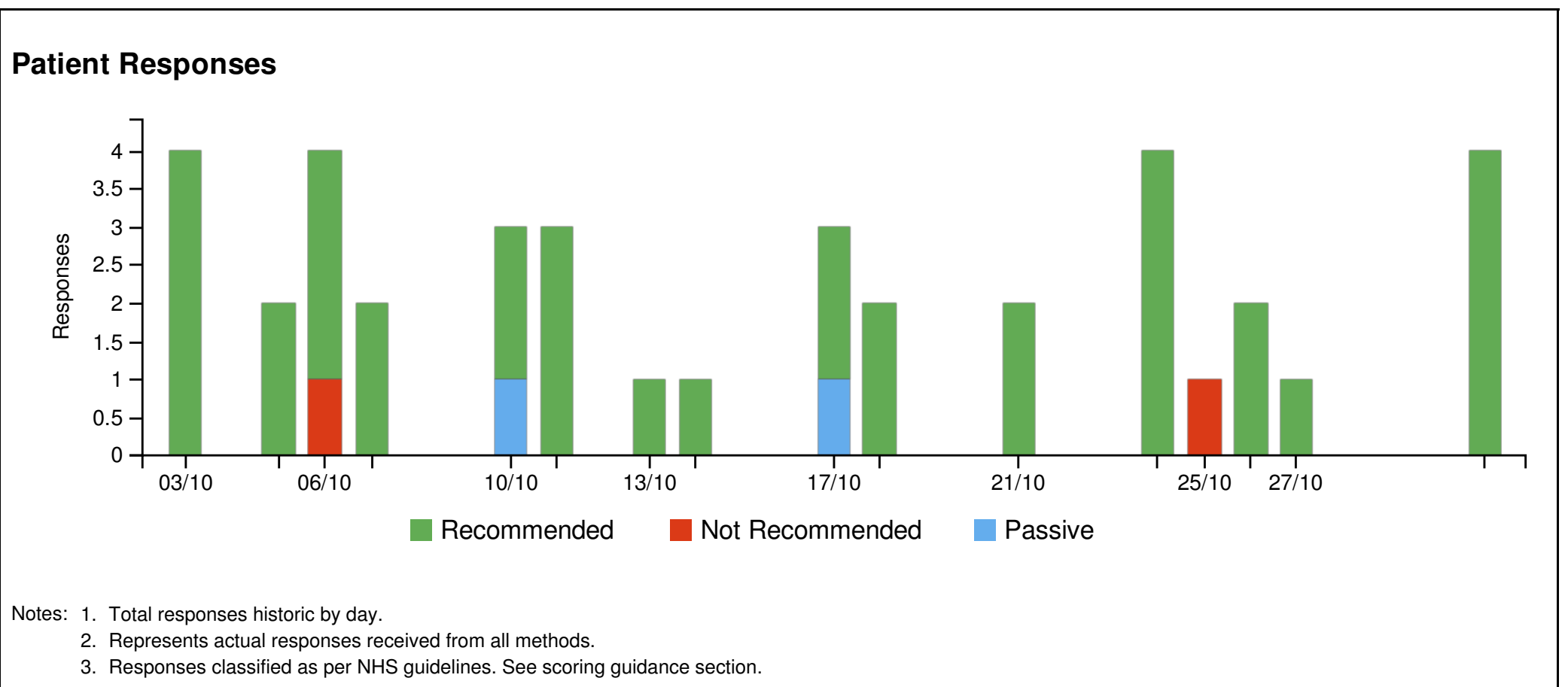
- Notes:
1. Scores for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis



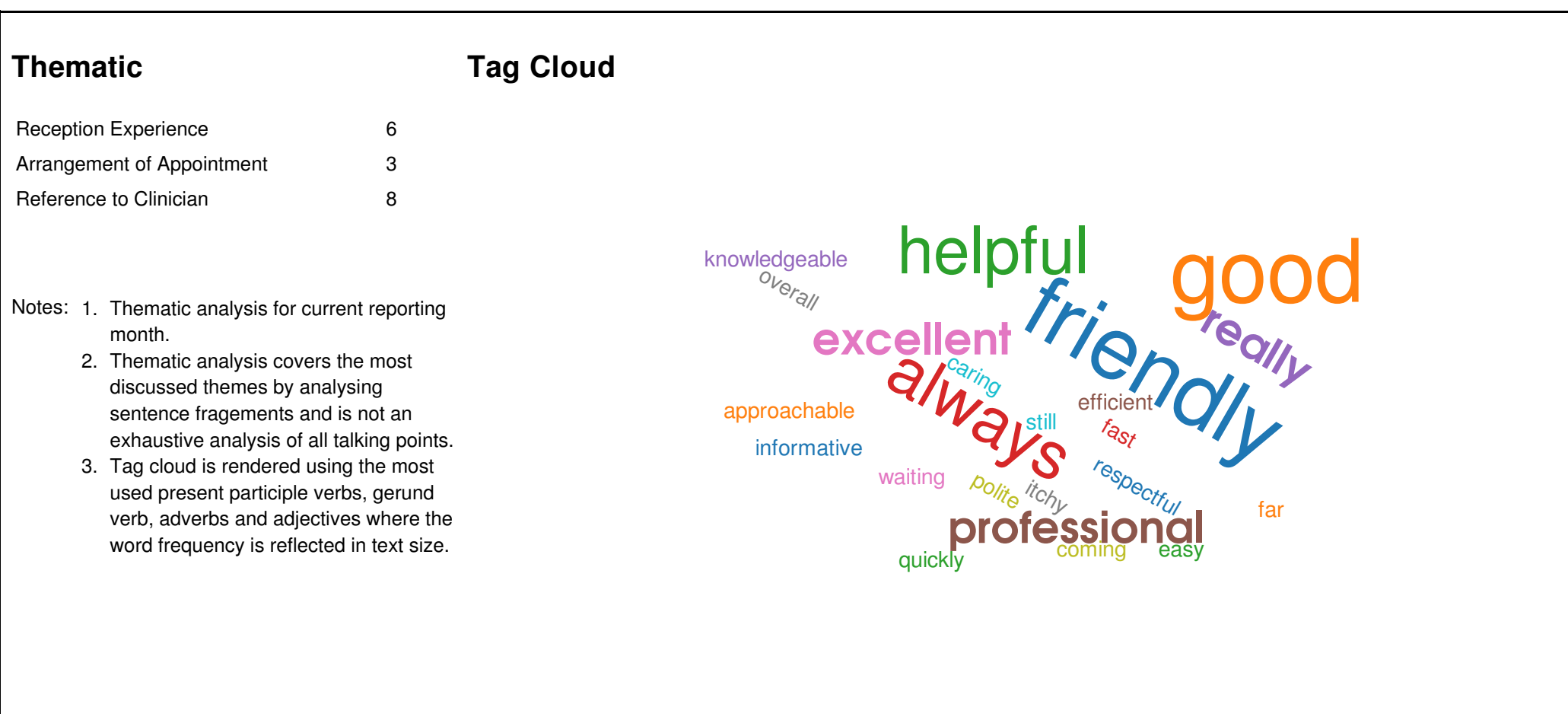
- Notes:
1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
 2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4 Patient Response Analysis



SECTION 5

Patient Free Text Comments: Summary



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

- ✓ Helpful and friendly staff.
- ✓ Kind, professional and respectful service
- ✓ Because you are the best
- ✓ No reason not to recommend so far.
- ✓ Good debates.
- ✓ Dr. Zaman always makes me me feel at ease, is easy to talk too and seems to understand the problems that I have.
- ✓ Excellent attention given and good customer care.
- ✓ Wonder dr Martinez
- ✓ Fast service, friendly and knowledgeable staff, efficient work flow.
- ✓ Good care
- ✓ Waiting times
- ✓ Overall, both friendly staff and excellent advice always received.
- ✓ Staff are very friendly
- ✓ Efficiency polite staff appointments always given within a few days .and caring very professional doctors .Thank you
- ✓ Very informative and helpful visit carried out by dott. Ahmed
- ✓ Good dr
- ✓ The GP was really approachable, knowledgable and dealt with the appointment quickly.
- ✓ Helpful staff and doctors
- ✗ I got skin problem (itchy) coming over 2 year still got it

Not Recommended

- ✓ I was given an appoint at 3pm. When I turned up for my appointment I was told I missed it. Really disappointed

Passive