FFT Monthly Summary: January 2017

STROUTS PLACE MEDICAL CENTRE Code: F84051



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
	0	0	-	0	0	111007	111000	111000	111010		0
26	8	2	5	2	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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients:	235						
Responses:	43						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	26	8	2	5	2	0	43
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	26	8	2	5	2	0	43
Total (%)	60%	19%	5%	12%	5%	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:

extremely likely + likely

extremely unlikely + unlikely

Not Recommended (%) =

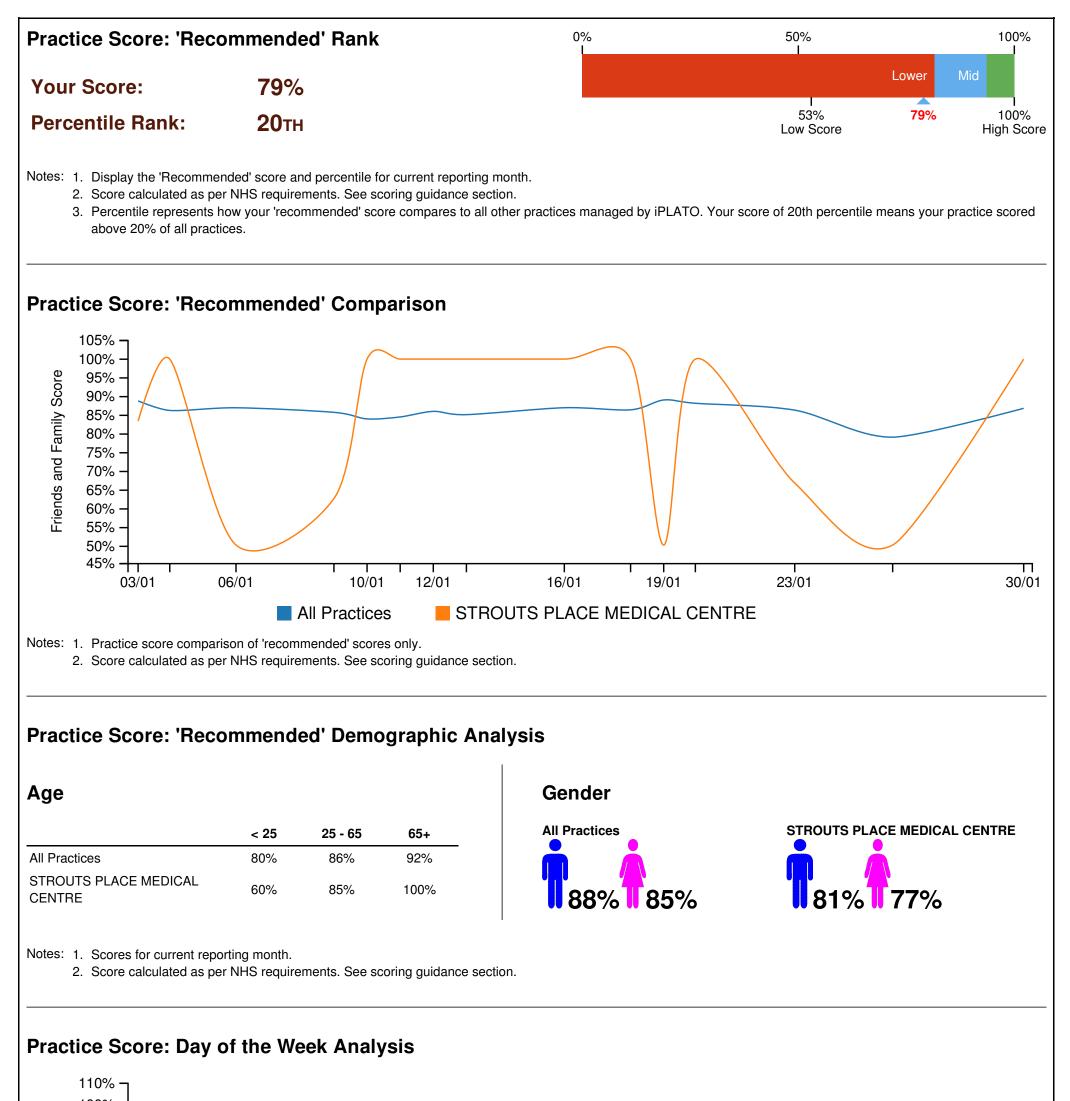
- x 100

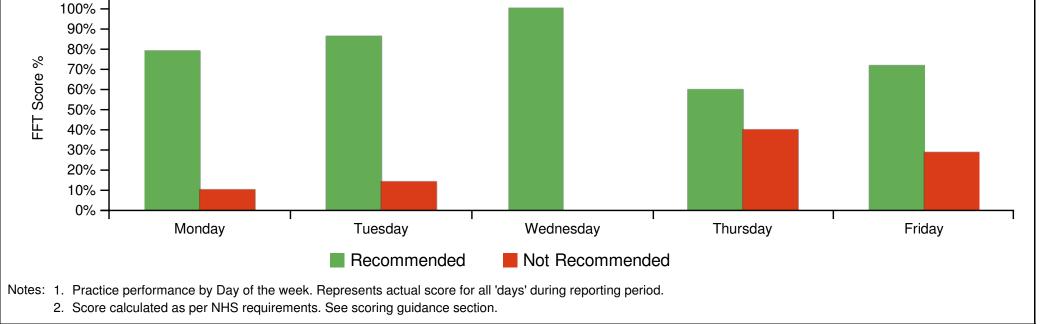
extremely likely + likely + neither + unlikely + extremely unlikely + don't know

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

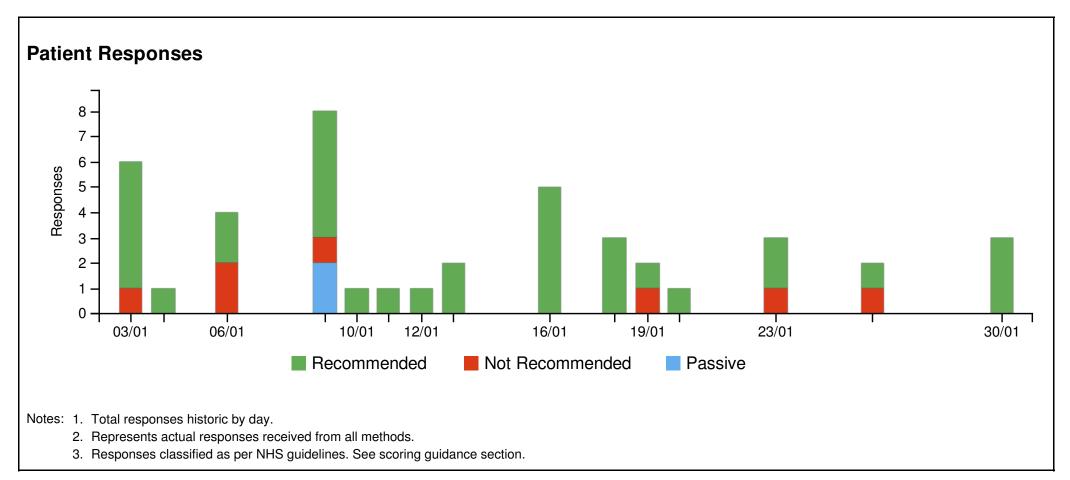
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

SECTION 3 Practice Scoring





SECTION 4 Patient Response Analysis



SECTION 5 Patient Free Text Comments: Summary

Thematic	Tag Clou
Reception Experience	5
Arrangement of Appointment	5
Reference to Clinician	10
 Notes: 1. Thematic analysis for curr month. 2. Thematic analysis covers discussed themes by anal sentence fragements and exhaustive analysis of all 3. Tag cloud is rendered usin used present participle ve verb, adverbs and adjectiv word frequency is reflecte 	the most lysing l is not an talking points. Ing the most erbs, gerund ves where the

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

- ✓ The Doctor's high standard of professionalism.
- ✓ The doctor I saw was really nice, and listened to what my problem was.
- Friendly and helpful.
- ✓ Dr Martinez's excellent and personable advice
- ✓ I think everyone is brilliant in the practice...
- Significant Improvement in patient service from appointment booking to GP consultation.
- Ease of booking an appointment, check in process and doctor's speaking manner were all perfect
- Always extremely attentive and actually listens to what I have to say. Also every DR I've seen there have always looked at all outcomes and options for me. And have also checked if medications clash. Unlike other GP surgery in the area. Others places have asked me to diagnose myself on a number of occasions. I'm extremely happy with this practice. So thank you everyone! Even the reception staff are amazing, friendly and understanding.
- ✓ You don't need nothing is perfect
- ✓ Always polite and friendly staff
- Friendly and helpful staff- the gp and the reception staff. Problem dealt with efficiently and did more than expected
- ✓ Nice people and quick service
- ✓ Good service reliable people fast approach excellent communication among staff

Not Recommended

- I had a appointment made for 3.30pm and 30mins later I was seen to and it wasn't even the doctor that the appointment was booked with. Because of that I was late for work.
- ✓ Doctor was 40 minutes late which was unfair. Appointments should remain at the right time. Of course it can be late but not that late
- I was given the earliest appointment for the next day on the 26th of Jan for me 7 week old daughter who was unwell with a fever for the past 2 days. When i went to the appointment I was informed that the Doctor is not here yet and theres a long wait. I asked for a phone consultation and staff said he might not be able to call as he will be busy when he comes. Also reception staff suggested I book another appointment for another day as they don't know when he will come and he'll be busy catching up with appointments. What am I supposed to do with my baby until then? I suppose I need to wait until my daughters health gets worse then take her to the emergency hospital.

Passive

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