# **FFT Monthly Summary: May 2018**

STROUTS PLACE MEDICAL CENTRE Code: F84051

## SECTION 1 **CQRS Reporting**



# **CQRS Reporting**

	FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
ĺ	21	12	0	3	2	0	0	0	0	38	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**

274 **Surveyed Patients:** 

**Responses:** 38

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	21	12	0	3	2	0	38
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	21	12	0	3	2	0	38
Total (%)	55%	32%	0%	8%	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 Recommended (%) = extremely likely + likely + neither + unlikely + extremely unlikely + don't know extremely unlikely + unlikely extremely likely + likely + neither + unlikely + extremely unlikely + don't know x 100 Not Recommended (%) =

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

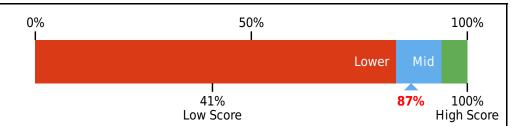
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

# **SECTION 3 Practice Scoring**

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

Your Score: 87%

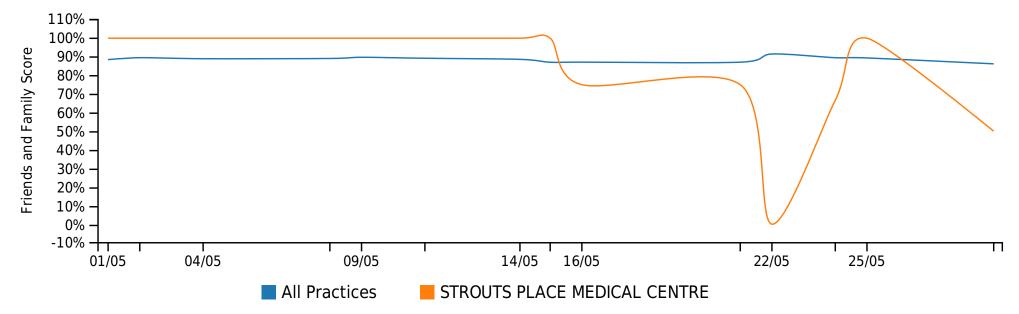
Percentile Rank: 40TH



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 40th percentile means your practice scored above 40% of all practices.

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



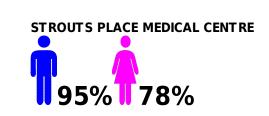
Notes: 1. Practice score comparison of 'recommended' scores only.

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

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

# Age < 25</th> 25 - 65 65+ All Practices 81% 88% 92% STROUTS PLACE MEDICAL CENTRE 67% 90% 67%

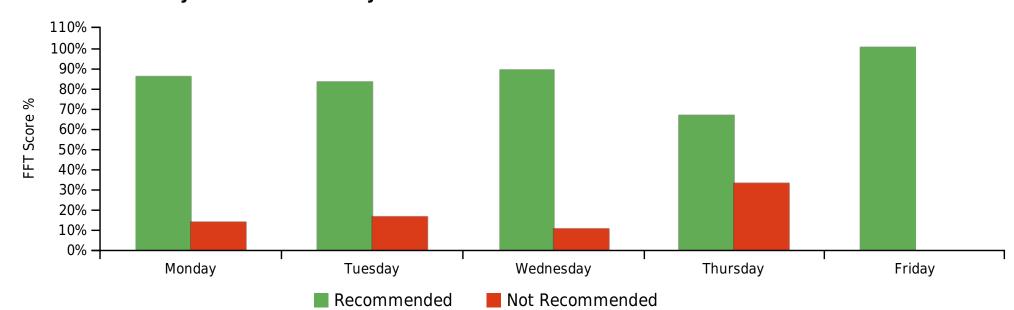




Notes: 1. Scores for current reporting month.

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

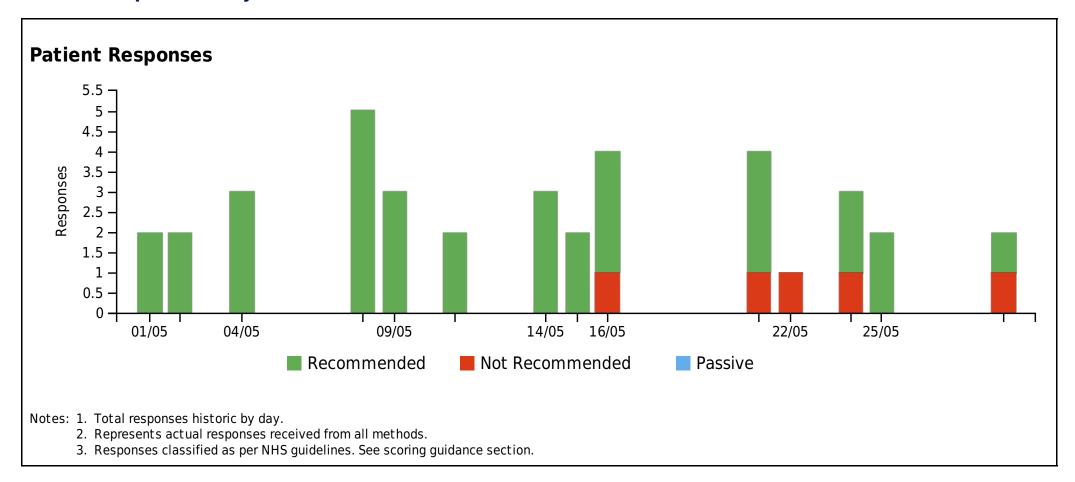
### **Practice Score: Day of the Week Analysis**



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 C	loud
Reception Experience	4	
rrangement of Appointment	2	
Reference to Clinician	9	
otes: 1. Thematic analysis for comonth.  2. Thematic analysis cover discussed themes by an sentence fragements an exhaustive analysis of points.  3. Tag cloud is rendered usused present participle verb, adverbs and adject word frequency is reflect size.	ers the most nalysing nd is not an all talking sing the most verbs, gerund ctives where the	extremely  Proposition of the pr

### **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

- ✓ Waiting times are never too long, quick to get an appointment and everyone who works at the surgery is friendly. The best doctors I have ever attended.
- ✓ You're all excellent
- ✓ Promptly seen. Dr Martinez was very professional
- $\checkmark$  The reception team are great and the doctors fully inform you/analyse you
- ✓ DR Martinez was excellent and reception staff extremely helpful
- ✓ The advice from the nurse.
- ✓ Really like my doctor
- ✓ It was late
- ✓ Being so helpful
- ✓ It was clear to have conversations
- ✓ The fact that I get to see doctor, whenever I want

### **Not Recommended**

- ✓ The nurse was rude, disrespectful, poor/lack of medical knowledge, poor or no eye contact, dismissive, did not listen or respect my concerns or questions@tions. Was not good at communicating in a professional manner. Confrontational and not willing to listen and I had to repeat before she actually considered my@ed my questions. Not caring at all. Do not feel I could trust her knowledge. No etiquette. Quite upsetting for my child to see a professional behave in such a@uch a way. This is not reflective of the care I get from the doctors at the surgery, who are wonderful. @ful.
- ✓ Extremely rude manager. Lack of customer service. Appointment not given if someone already seen doctor with in last 2week but patient told no appointment appointment not given if patient seen doctor within 4 weeks. Again patient told no appointment available. Why lie? Why can't you say @ say the truth. @uth. ✓ Reception staff could be more friendly and maybe greet me and offer some help
- XThe staff need to work on being more personable. The person I have dealt with struggled to understand me so the conversations I have had have been very d@ery difficult for me to get the relevant and accurate information I need which is not great for medical needs@needs

### **Passive**