

# FFT Monthly Summary: June 2019

STROUTS PLACE MEDICAL CENTRE  
Code: F84051

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
13	8	0	1	0	0	0	0	0	22	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>	<b>201</b>						
<b>Responses:</b>	<b>22</b>						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	13	8	0	1	0	0	22
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>13</b>	<b>8</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>22</b>
<b>Total (%)</b>	<b>59%</b>	<b>36%</b>	<b>0%</b>	<b>5%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

 95% 
  5% 
  0%

## 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:

$$\text{Recommended (\%)} = \frac{\text{extremely likely} + \text{likely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

$$\text{Not Recommended (\%)} = \frac{\text{extremely unlikely} + \text{unlikely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

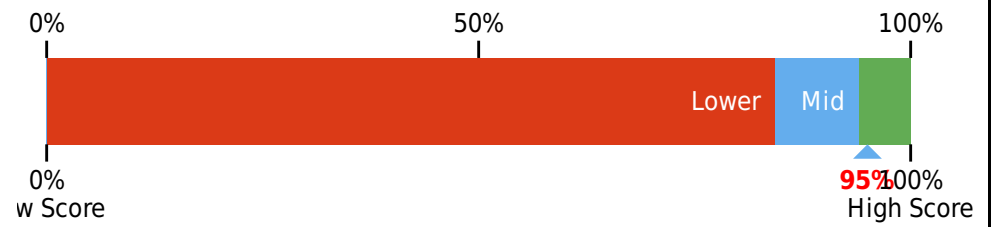
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

### SECTION 3 Practice Scoring

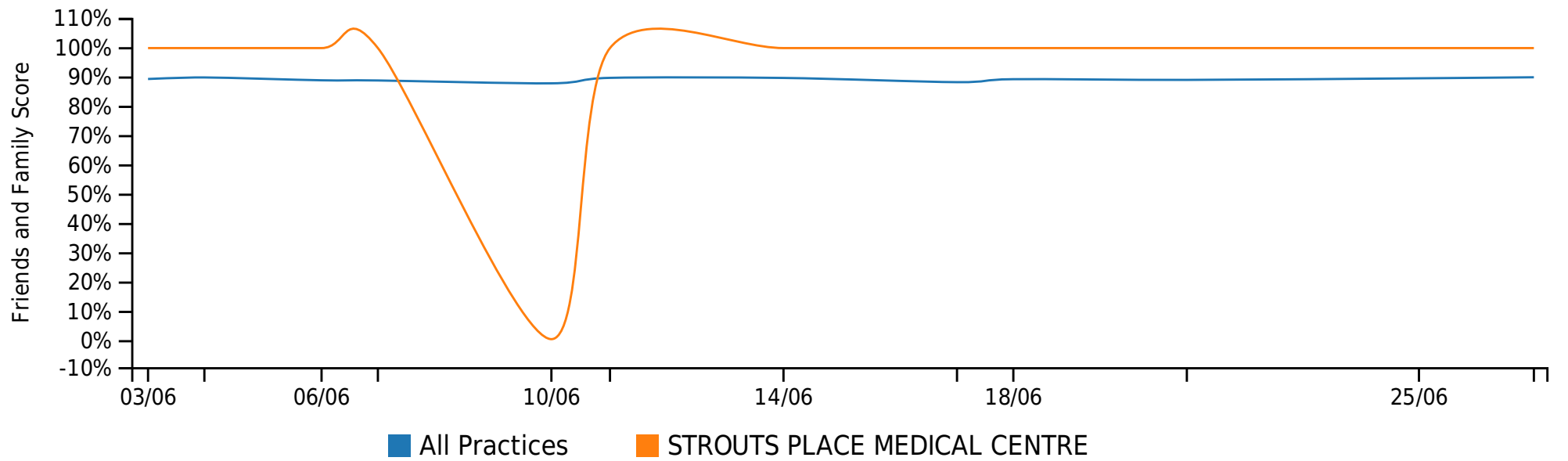
#### Practice Score: 'Recommended' Rank

**Your Score:** 95%  
**Percentile Rank:** 80<sup>TH</sup>



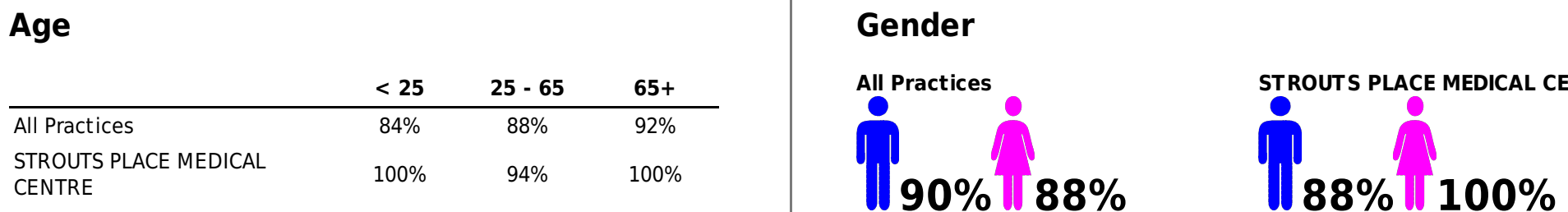
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.  
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 80th percentile means your practice scored above 80% of all practices.

#### Practice Score: 'Recommended' Comparison



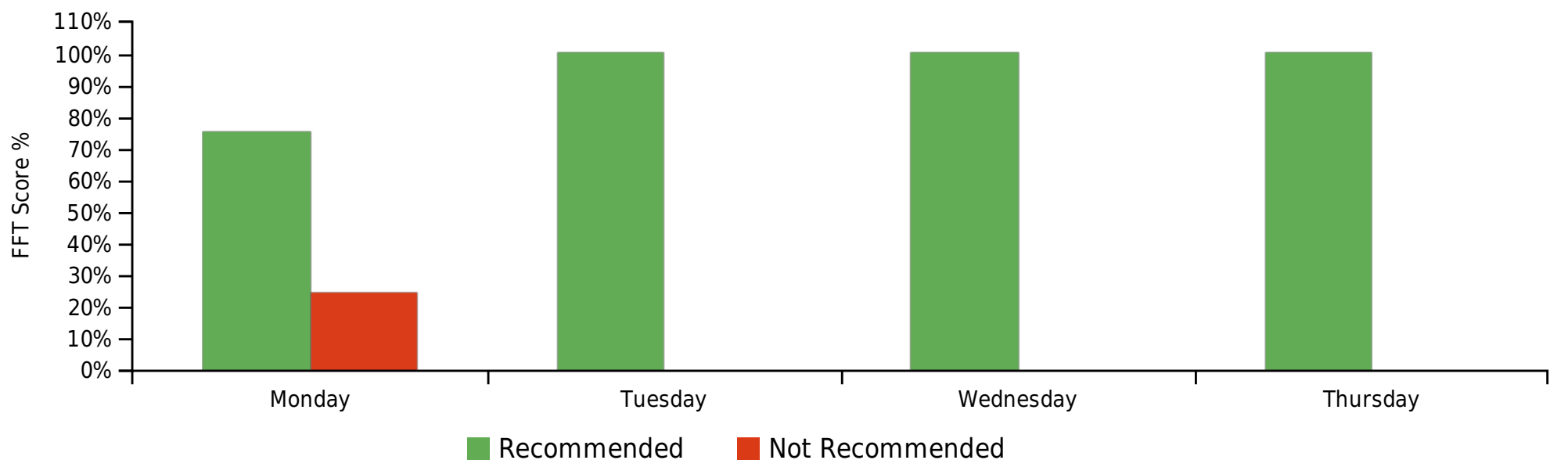
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

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



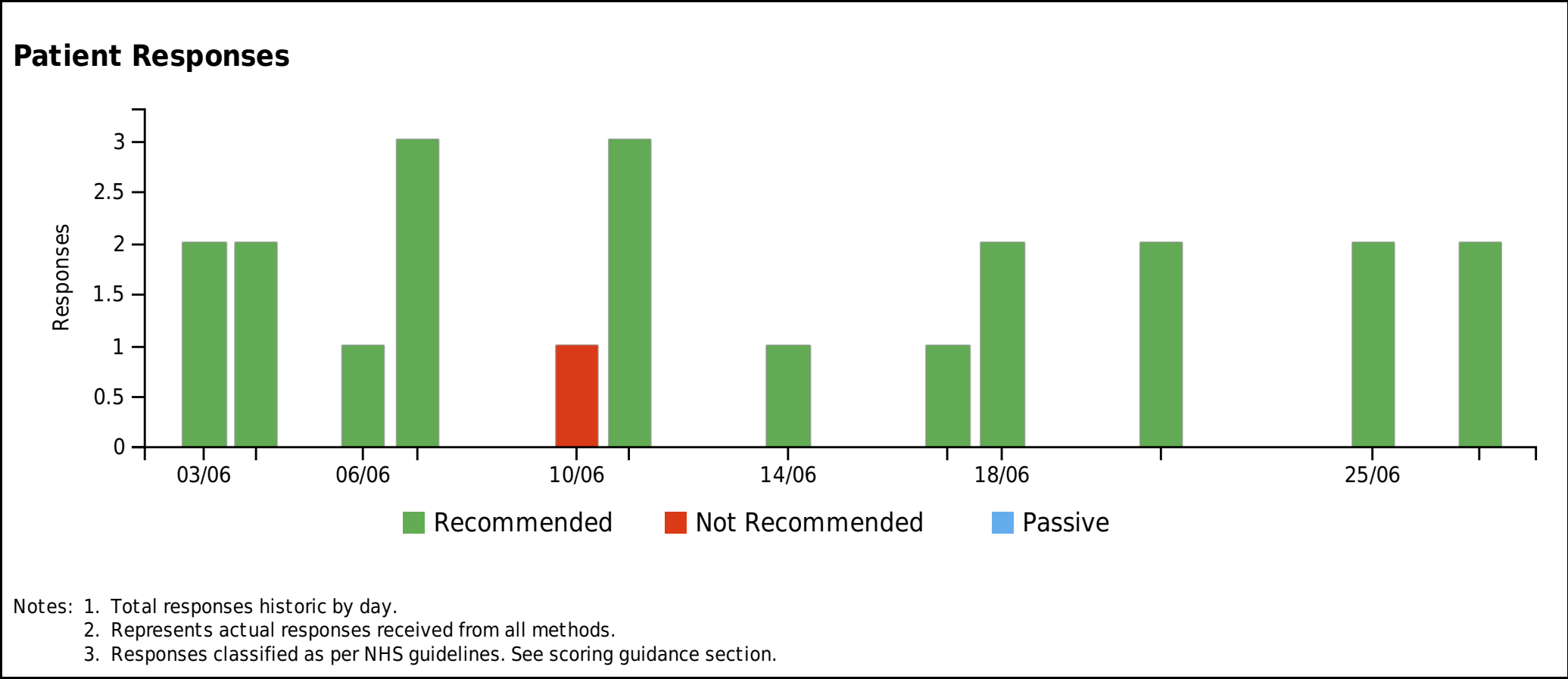
- Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.

#### 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 Cloud
Reception Experience 1	
Arrangement of Appointment 3	
Reference to Clinician 4	
Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most discussed themes by analysing sentence fragments 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

- ✓ Closest appointment was several days ahead. Doctor was good
- ✓ I waited no more than 5 mn before the doctor received me. Dr Hannah has been extremely efficient and very kind. It was my first time at the NHS I walked @lked in anxious and I walked out reassured. Many thanks, it feels I m in good hands. @nds.
- ✓ Excellent attention
- ✓ Friendly and helpful staff.
- ✓ Dr Martinez
- ✓ Every time I go to the practice it has improved since the previous time. Importantly, everyone is friendly, patient and understanding - particularly abou@ about sensitive topics.@pics.
- ✓ The service at strouts place is great. I have always been able to get an appointment when needed and I am happy to attend the surgery. Considering we li@we live in central London, I did not expect this experience. @nce.
- ✓ The doctor was very good
- ✓ Easy to get an appointment

#### Not Recommended

#### Passive