

FFT Monthly Summary: January 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
22	11	3	0	2	1	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:	254						
Responses:	39						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	22	11	3	0	2	1	39
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	22	11	3	0	2	1	39
Total (%)	56%	28%	8%	0%	5%	3%	100%

Summary Scores

 85%
  5%
  10%

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:

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

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

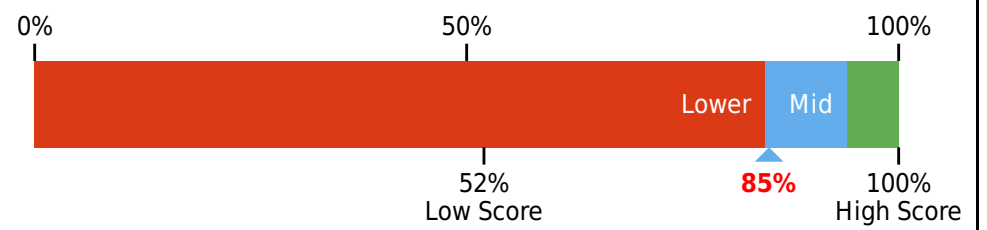
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

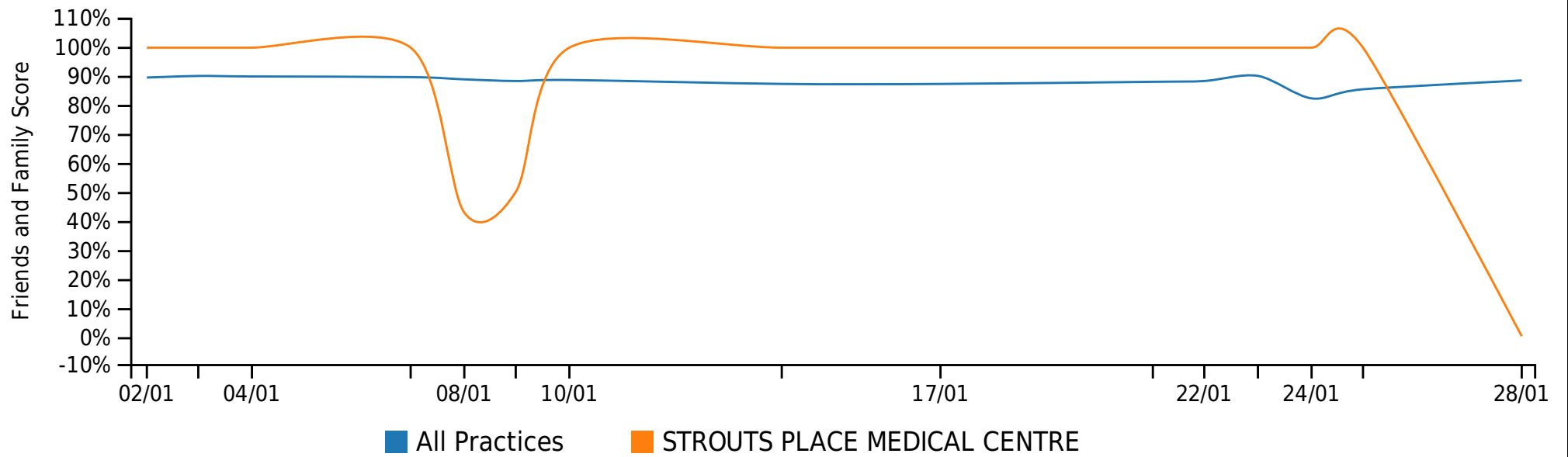
Practice Score: 'Recommended' Rank

Your Score: 85%
Percentile Rank: 30TH



- 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 30th percentile means your practice scored above 30% of all practices.

Practice Score: 'Recommended' Comparison



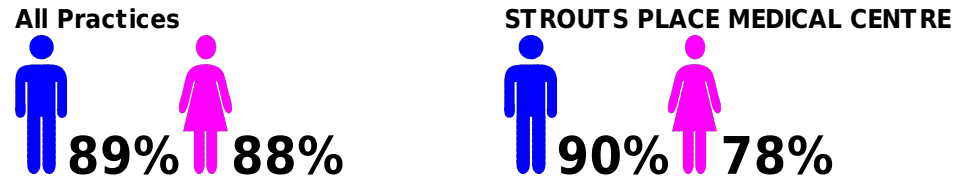
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

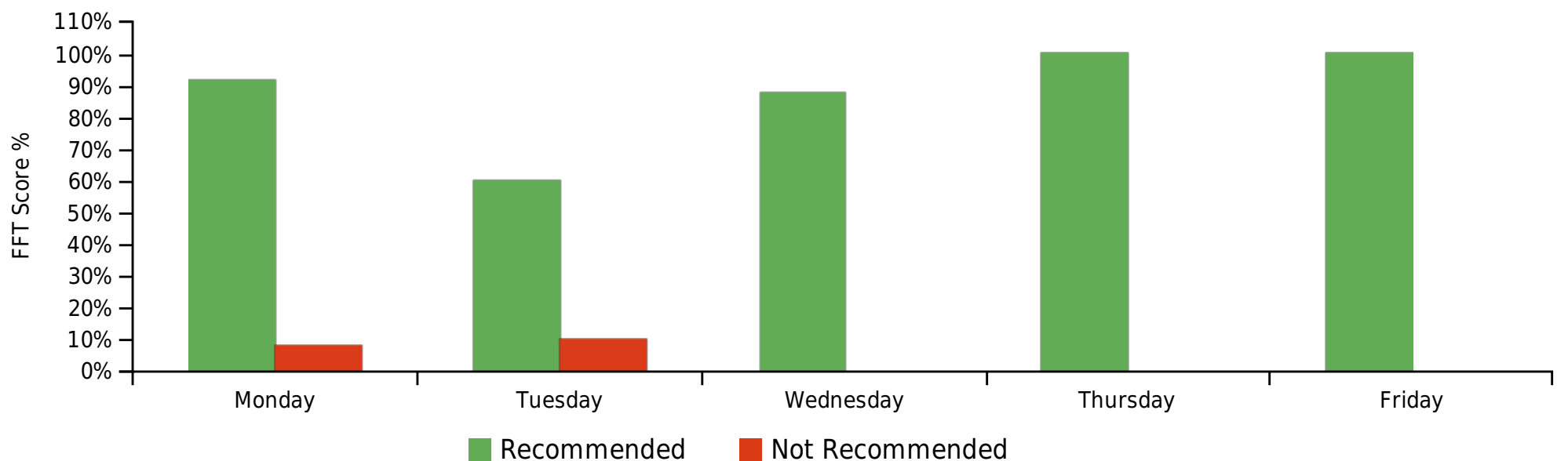
	< 25	25 - 65	65+
All Practices	82%	89%	92%
STROUTS PLACE MEDICAL CENTRE	67%	85%	100%

Gender



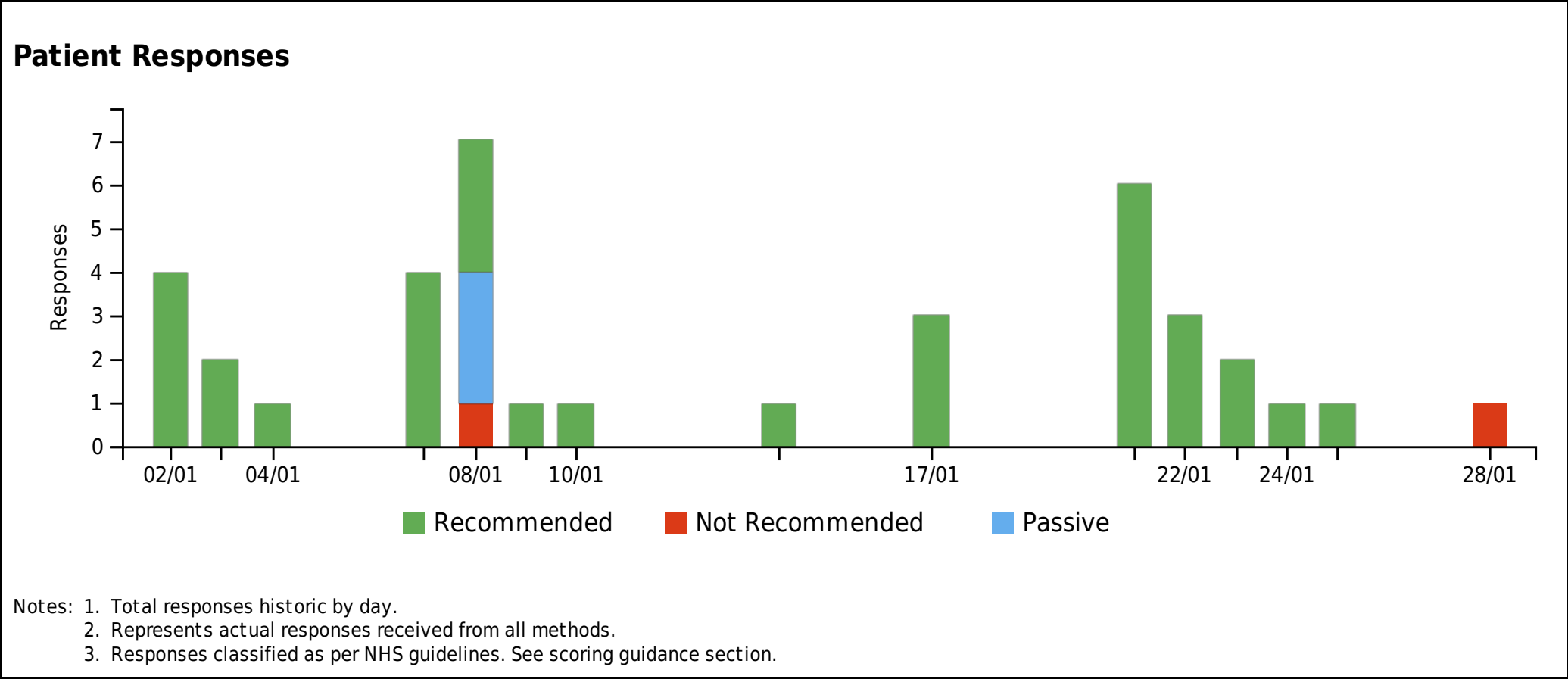
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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

- ✓ Professional service
- ✓ From the front desk to the very professional and caring way Dr Martinez provides his surgery
- ✓ I saw Dr Zahman who responded sensitively and helpfully to my issues Reception staff were extremely friendly and helpful
- ✓ Waiting times are sometimes long but all the gps are fantastic, very knowledgeable, proactive and reassuring.
- ✓ excellent care, and friendly environment, nice place to come to.
- ✓ Good service
- ✓ very clear and professional advice
- ✓ The medical centre has friendly reception and the Drs are friendly and helpful.
- ✓ Good receptionists easy and calm and doctors are good
- ✓ Dr Martinez's patience and explanations.
- ✓ I have a brilliant Doctor and the receptionists are professional kind and in general the GP practice goes that extra mile for you which makes a difference....
- ✓ Every booking i hade with strout place medical centre very easy to get through ,verry helpful all the appointments my family had with Dr Martinez fully un@ly understandable explain everything easy way to understand,gappy so far thsnk you@k you
- ✗ Can getting appointments it takes while to get appointments
- ✗ Dr sending me for blood tests

Not Recommended

Passive