

FFT Monthly Summary: September 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
34	12	1	1	1	1	8	0	0	42	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: 252

Responses: 50

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	26	12	1	1	1	1	42
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	8	0	0	0	0	0	8
Total	34	12	1	1	1	1	50
Total (%)	68%	24%	2%	2%	2%	2%	100%

Summary Scores

 92%  4%  4%

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:

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

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

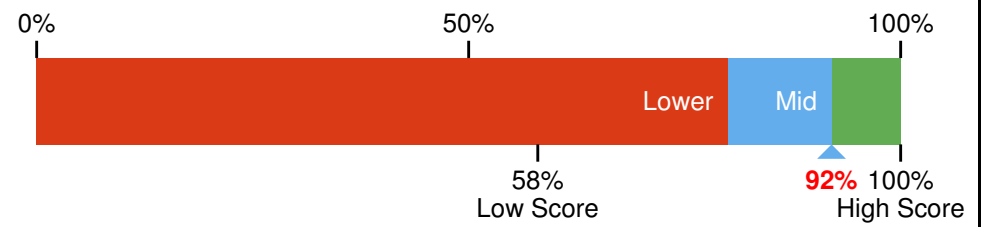
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

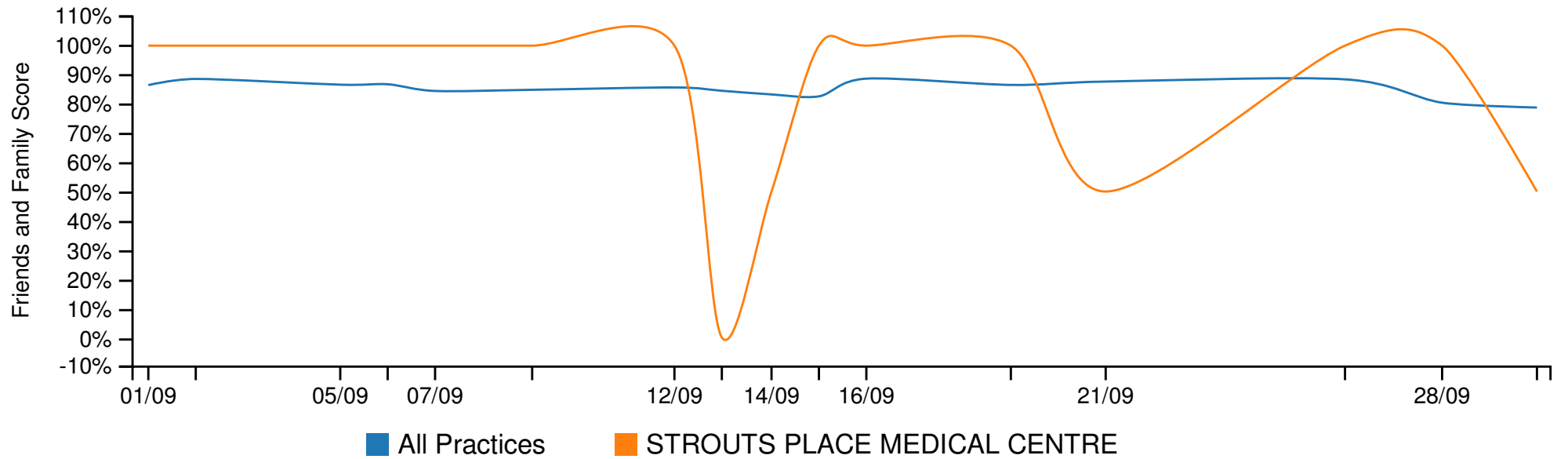
Practice Score: 'Recommended' Rank

Your Score: 92%
Percentile Rank: 80TH



- 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



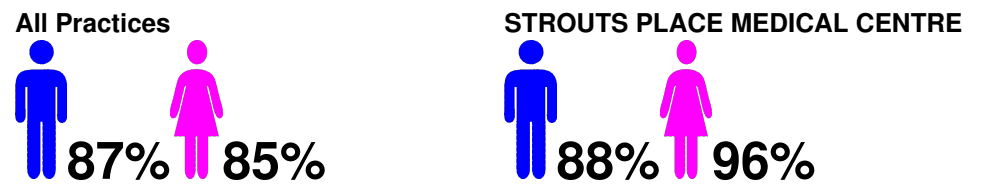
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

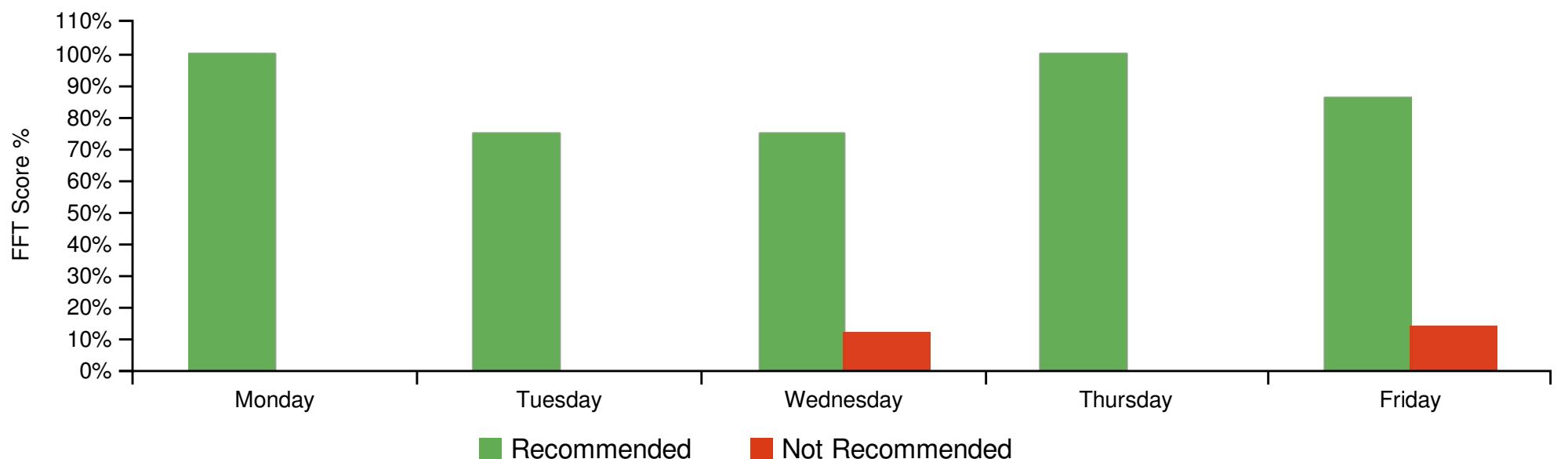
	< 25	25 - 65	65+
All Practices	79%	86%	90%
STROUTS PLACE MEDICAL CENTRE	86%	92%	100%

Gender



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

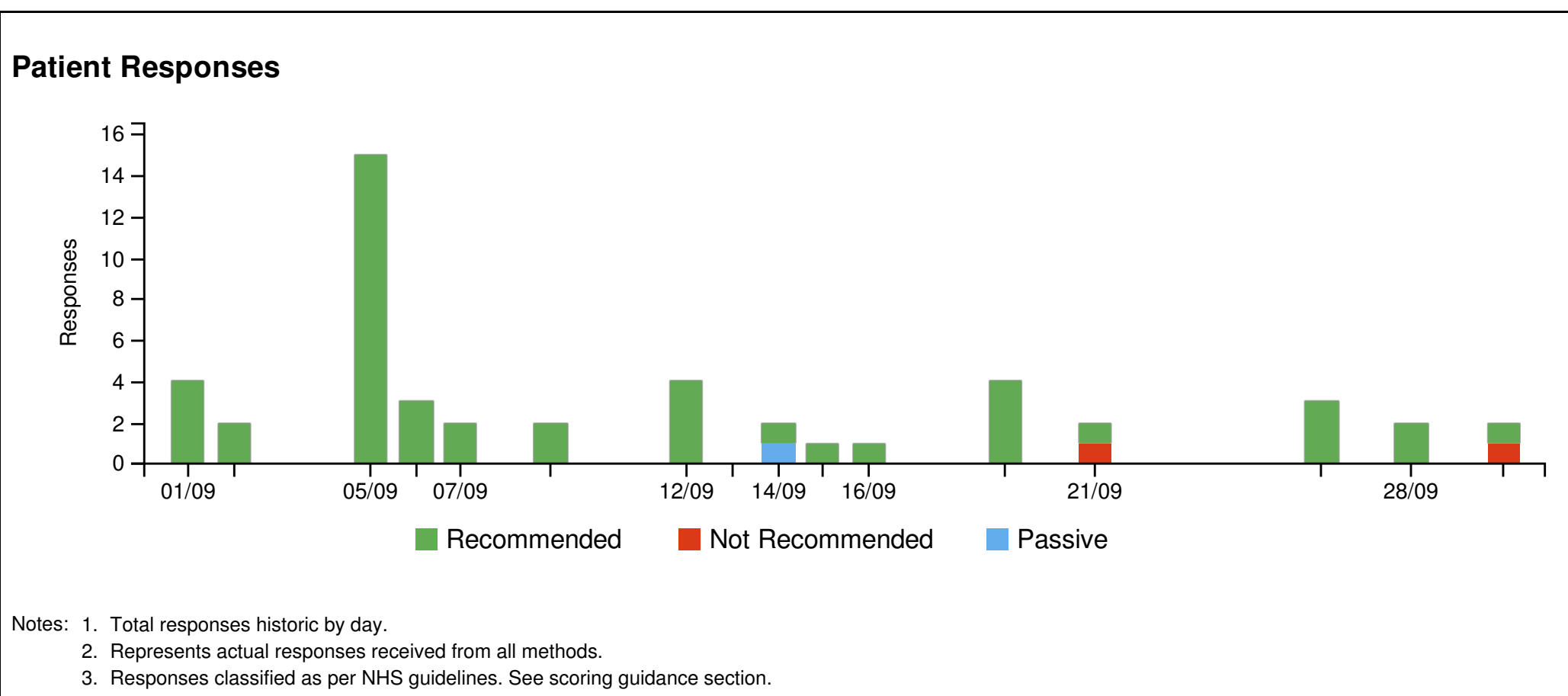
Practice Score: Day of the Week Analysis



- 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.

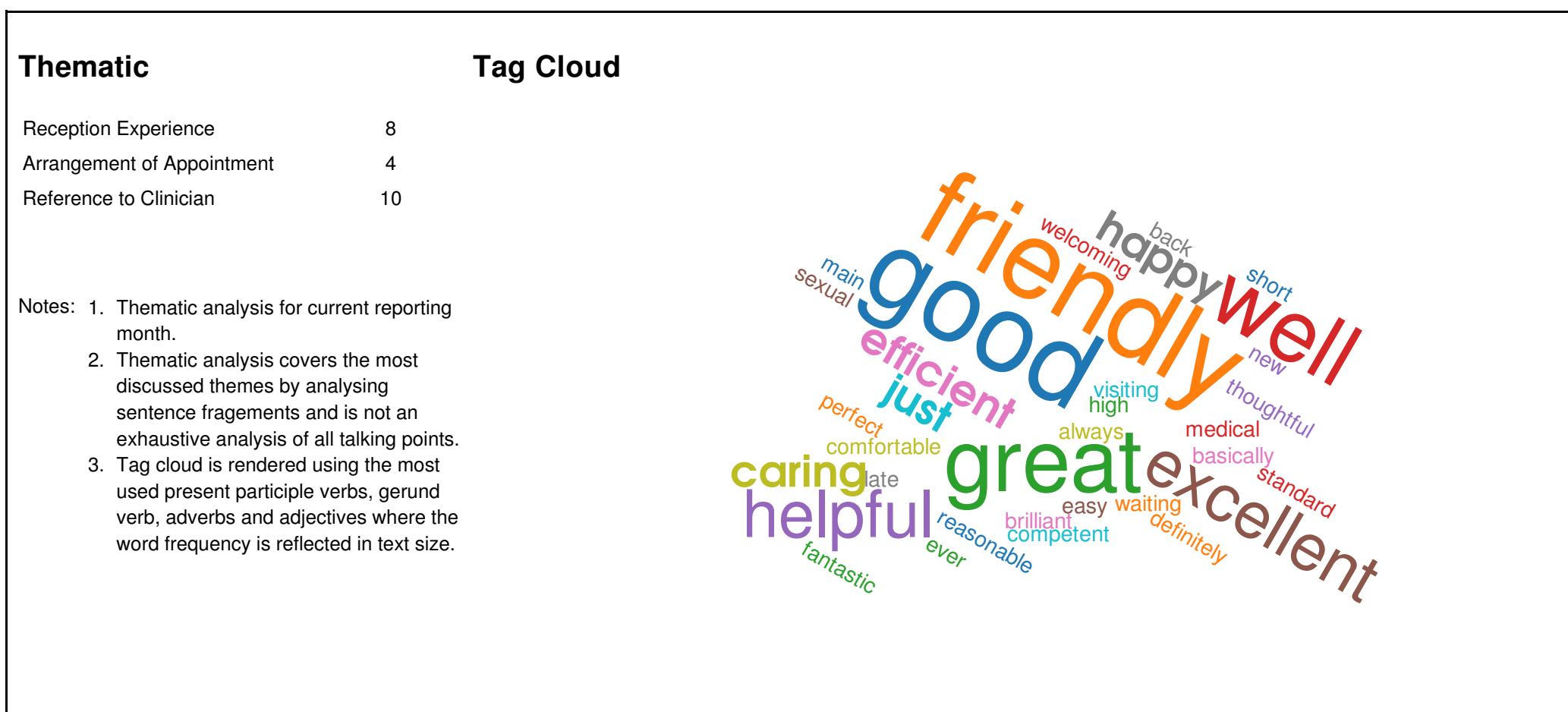
SECTION 4

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

- ✓ Service is good, friendly staff and short waiting time
- ✓ Dr shasuddin Ahmed is very good doctor And the receptions very friendly
- ✓ Efficient, friendly service
- ✓ Very happy with the service
- ✓ very efficient service
- ✓ Received great care from all the staff at the practice
- ✓ Friendly Practice
- ✓ Fantastic Staff
- ✓ Very Helpful GP
- ✓ Welcoming and friendly practice
- ✓ Thoughtful and caring GP
- ✓ It's easy to get an appointment.
- ✓ For the brilliant service from the reception staff to my GP doctor V M...
- ✓ Staff are very helpful.
- ✓ Would have been one but waited 20 mins beyond appointment time. if I was that late my appointment would have been cancelled.
- ✓ Excellent service care and advice
- ✓ I have always received excellent service when visiting Strouts Place practice and have been very pleased with the service provided by my G.P.s
- ✓ Good people :)
- ✓ Great staff
- ✓ Dr Martinez is the first doctor I've ever had that I like and trust. He has looked after me very well since I joined the practice
- ✓ I am happy with the MEDICAL CENTRE.
- ✓ It is a well organised gp. Dr zaman is a very good doctor and listens to all needs. Appointment availability is reasonable and receptionist are helpful.
- ✓ The doctor provided perfect service!
- ✓ Excellent service good people to share thoughts caring and goodness nature very high standard surgery

Not Recommended

- ✗ I have been booked with a nurse as I am a new patient. The appointment was not great at all : I felt like I was questioned just to fill up a survey. When I have asked why do you need me to answer this question, the only answer I had was " it's for the survey" well in this case I won't tell you my sexual preference if it's for a survey! So basically, I had a pee test, my blood pressure done and weight/Height measured. When I came back from the nurse to the receptionist, I asked about a blood test, and I have been told that as I did not answered a question (because the nurse couldn't explain me the reason) I won't have a blood test. And if I want one I will need to ask the gp. Great service! The centre doesn't make me feel comfortable at all. I hope the gps are more competent. Cross finger I have an appointment on Friday...

Passive

- ✓ Exllelent. Service.