

FFT Monthly Summary: July 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
23	9	2	1	2	1	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

Surveyed Patients: 233

Responses: 38

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	23	9	2	1	2	1	38
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	23	9	2	1	2	1	38
Total (%)	61%	24%	5%	3%	5%	3%	100%

Summary Scores

 84%  8%  8%

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:

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

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

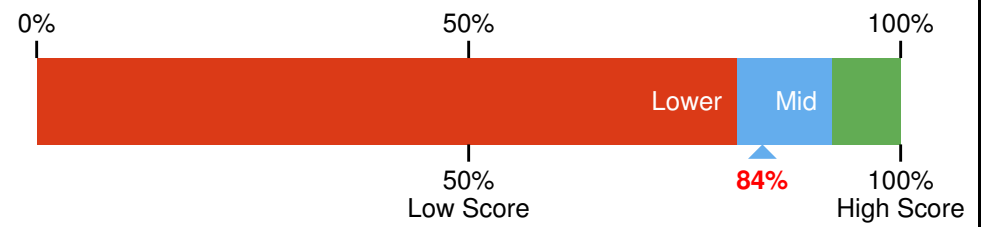
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

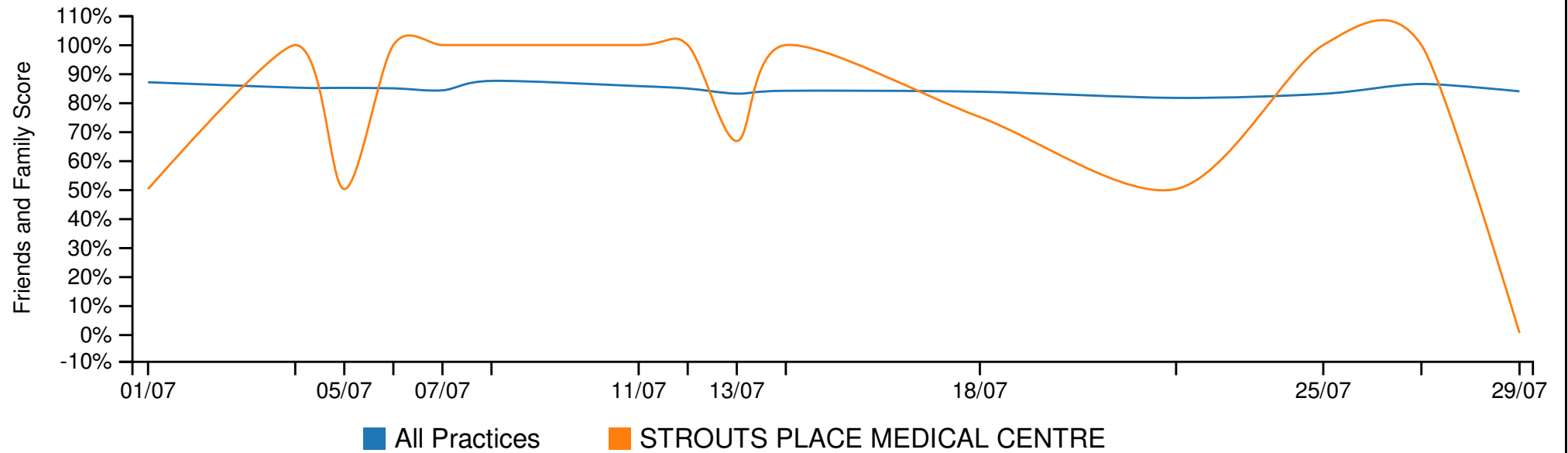
Practice Score: 'Recommended' Rank

Your Score: **84%**
Percentile Rank: **45TH**



- 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 45th percentile means your practice scored above 45% of all practices.

Practice Score: 'Recommended' Comparison



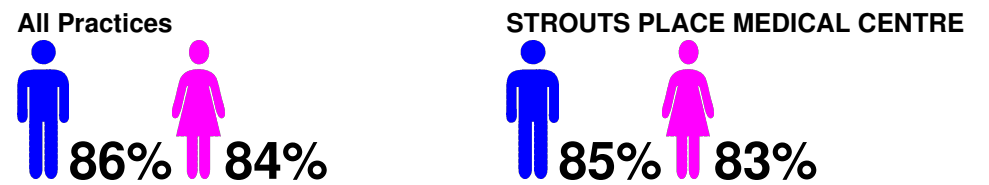
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

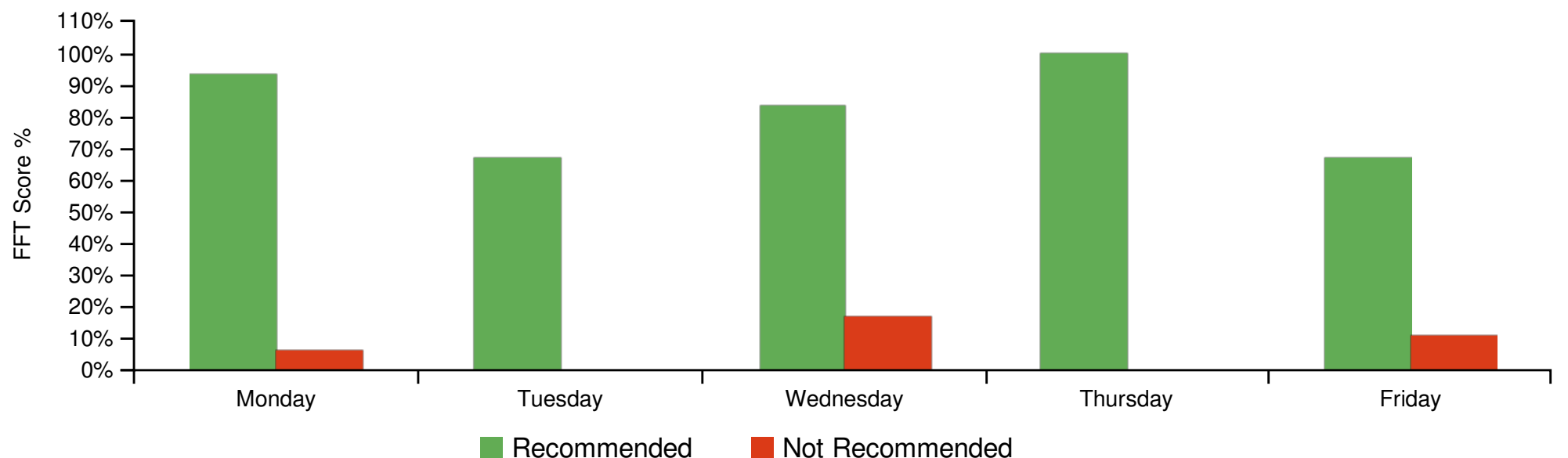
	< 25	25 - 65	65+
All Practices	77%	85%	90%
STROUTS PLACE MEDICAL CENTRE	88%	82%	100%

Gender



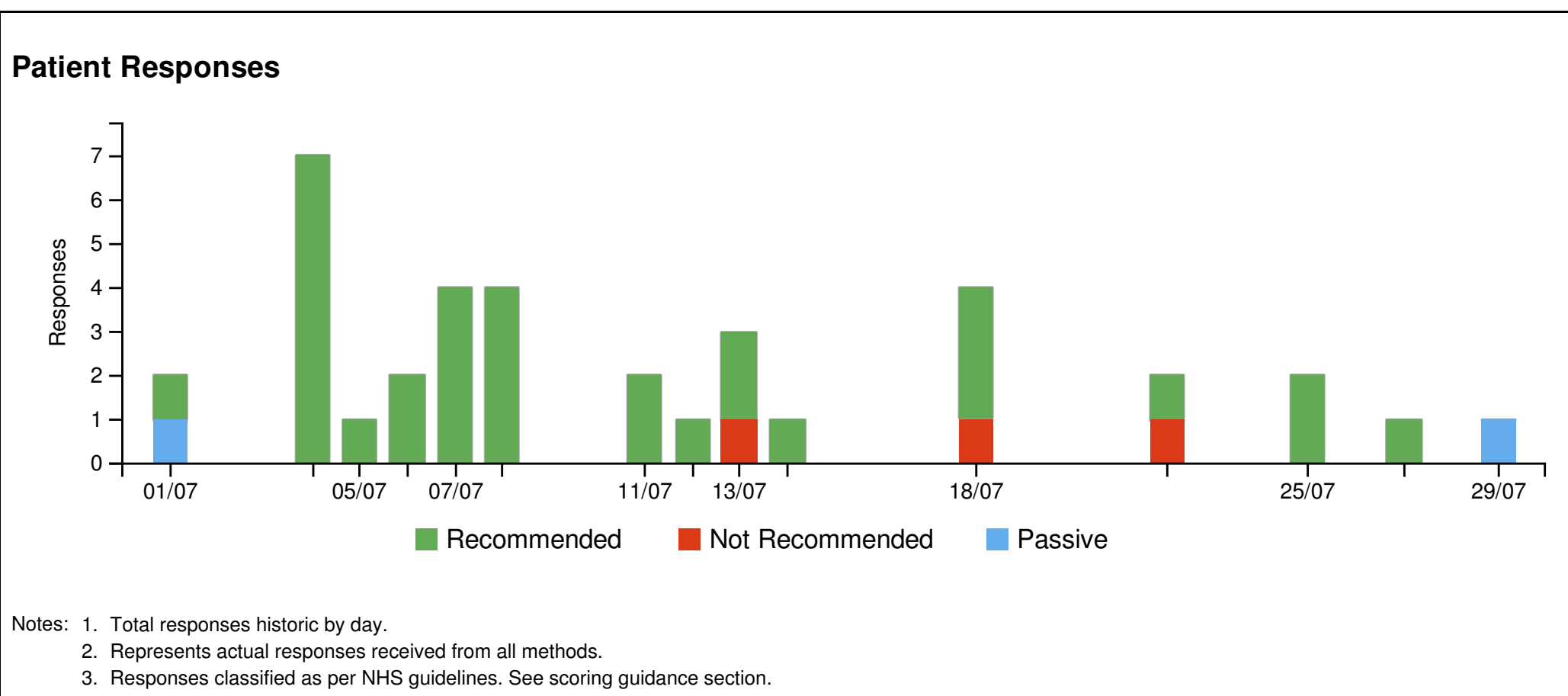
- Notes:
1. Scores for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis



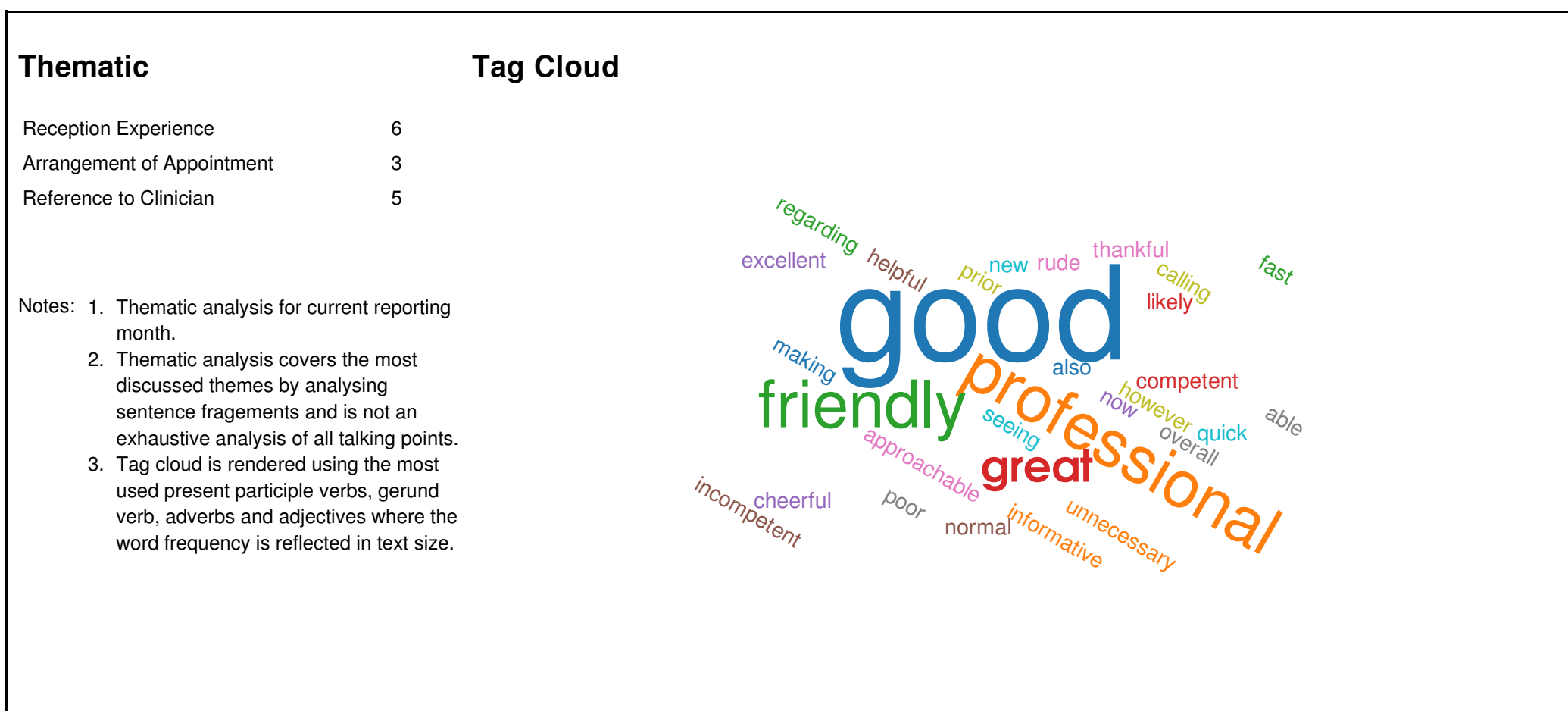
- Notes:
1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
 2. Score calculated as per NHS requirements. See scoring guidance section.

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.
- ✓ The receptionist were great and approachable, overall good service however the nurse who I was seeing wasn't professional and bias, she was making comments that were unnecessary. To
- ✓ Fast & friendly service
- ✓ The service provided was very good so I am likely to recommend the surgery to friends
- ✓ Very good service
- ✓ Excellent service. V helpful staff et reception. Drs very understanding. Prompt appointments. Good environment. Thankful for a surgery like this
- ✓ Very friend and prompt service from everyone
- ✓ I was able to get an appointment within a couple of days of calling up.
- ✓ My family not in the same area.
- ✓ Reception is quick to assist and offer good customer service. The doctors also are very informative and action what needs be regarding query from patient
- ✓ Competent Doctor and friendly and professional staff
- ✓ Cheerful service
- ✓ Staff are friendly
- ✓ the new self check-in thing was great and I got seen straightaway

Not Recommended

- ✓ Incompetent receptionist who thinks he is a doctor and very rude doctor thinks he knows it all. Will report the GP
- ✓ Poor communication at appointments and prior appointments

Passive

- ✓ The service has improved but is now at a normal level not a recommendation level.
- ✓ Some doctors are good but others not so proactive