

# FFT Monthly Summary: December 2017

STROUTS PLACE MEDICAL CENTRE  
Code: F84051

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
21	11	8	2	1	0	0	0	0	43	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>206</b>						
<b>Responses:</b>	<b>43</b>						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	21	11	8	2	1	0	<b>43</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>21</b>	<b>11</b>	<b>8</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>43</b>
<b>Total (%)</b>	<b>49%</b>	<b>26%</b>	<b>19%</b>	<b>5%</b>	<b>2%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

 74% 
  7% 
  19%

## 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:

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

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

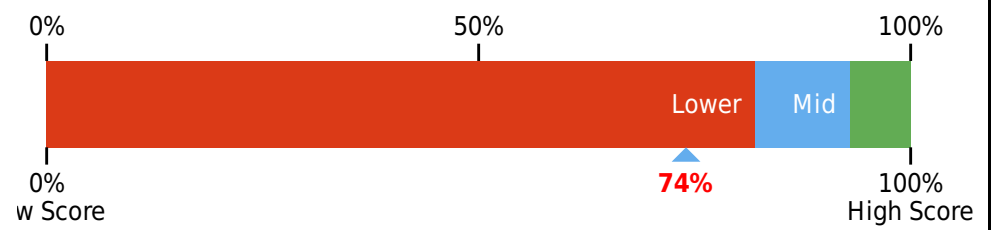
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

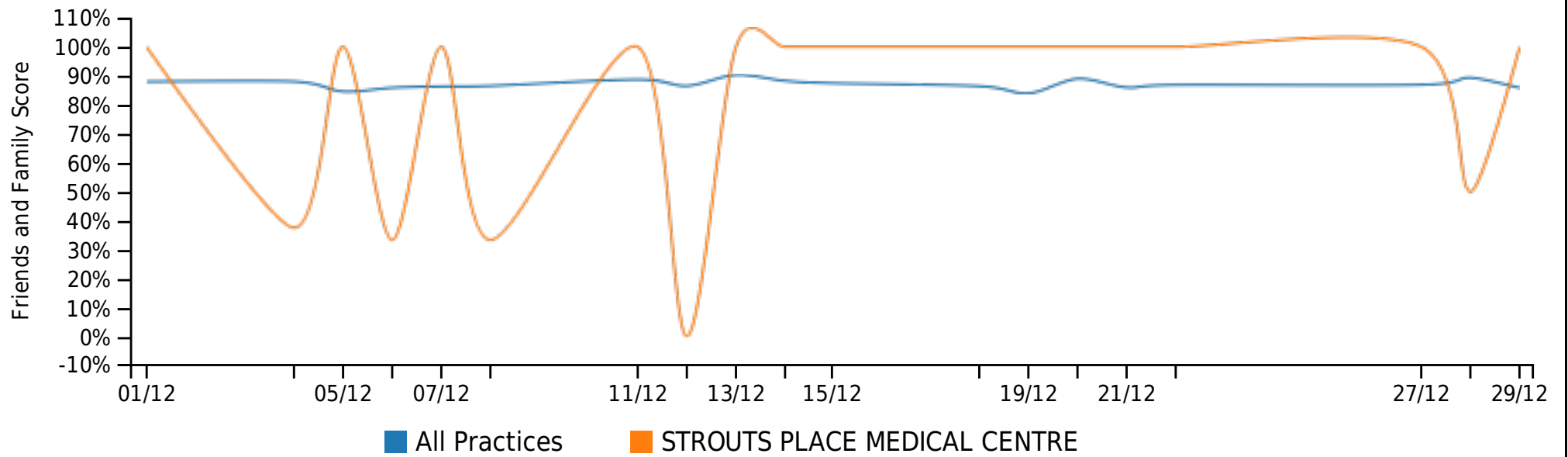
### Practice Score: 'Recommended' Rank

**Your Score:** 74%  
**Percentile Rank:** 10<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 10th percentile means your practice scored above 10% 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.

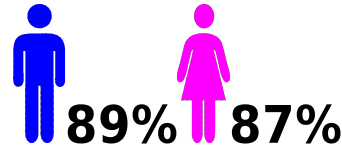
### Practice Score: 'Recommended' Demographic Analysis

#### Age

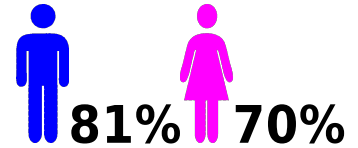
	< 25	25 - 65	65+
All Practices	80%	88%	92%
STROUTS PLACE MEDICAL CENTRE	71%	74%	67%

#### Gender

##### All Practices

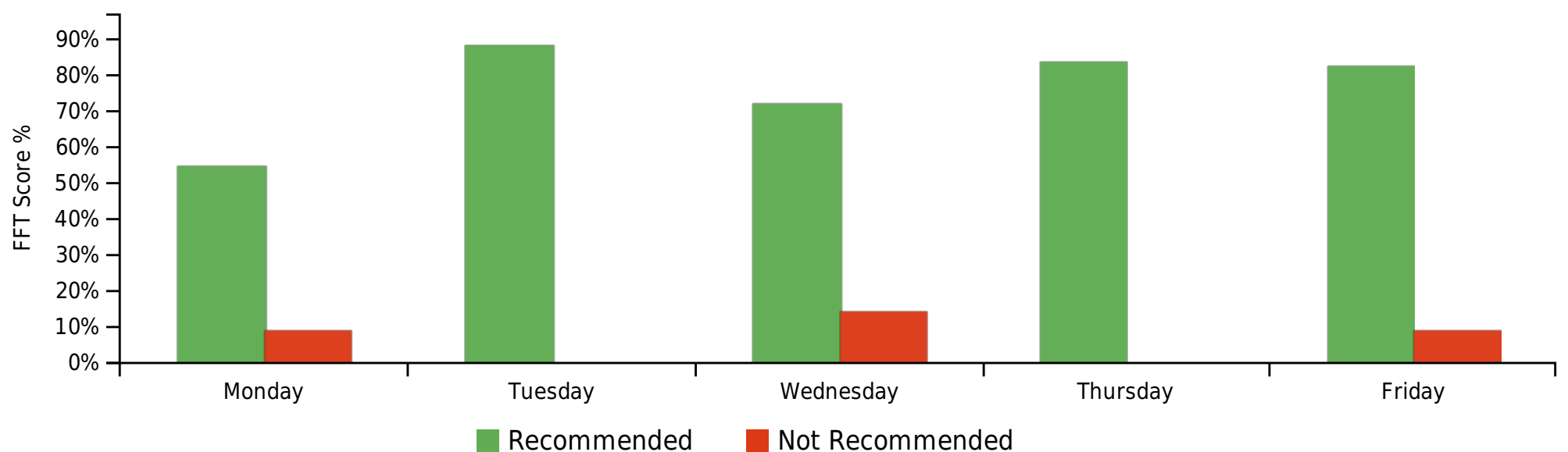


##### STROUTS PLACE MEDICAL CENTRE



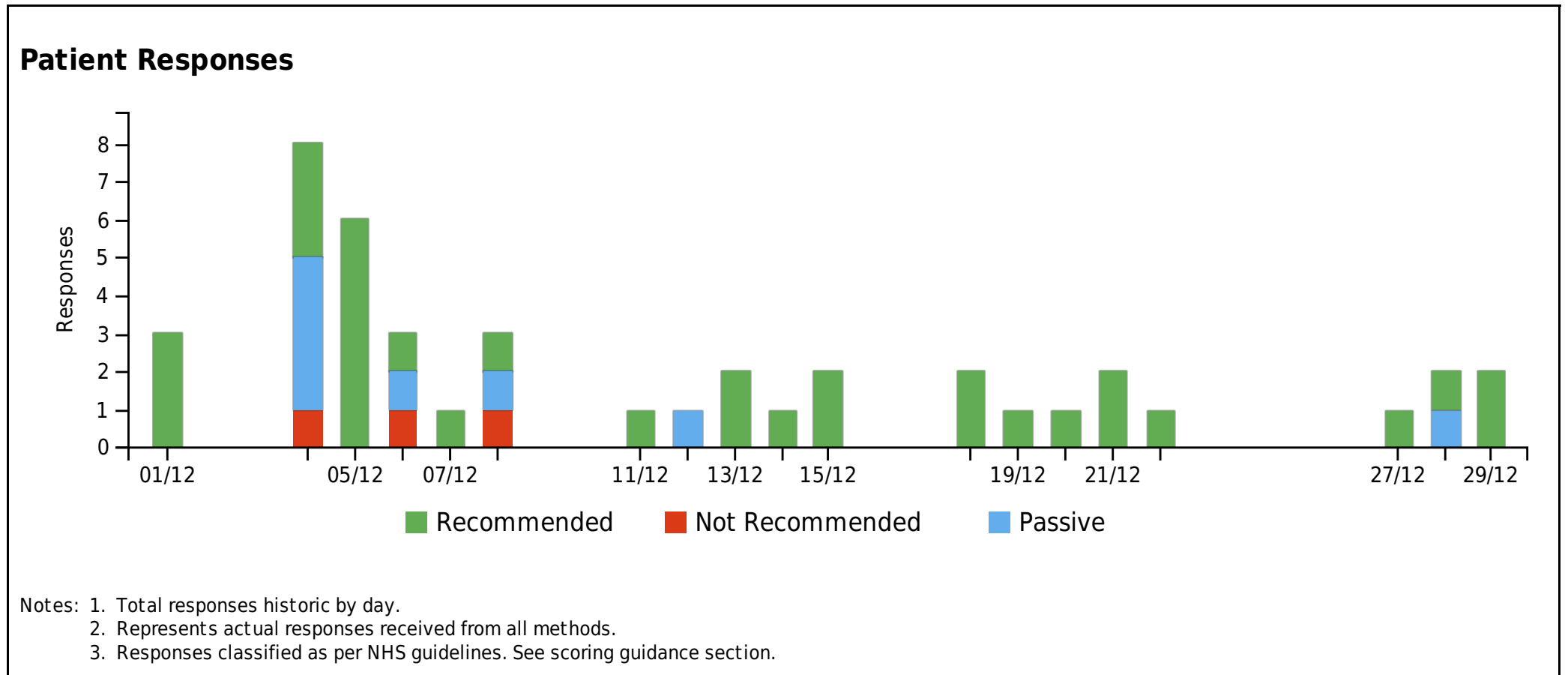
- Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### 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 6	
Arrangement of Appointment 3	
Reference to Clinician 9	
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

- ✓ On time, quick, not painful
- ✓ They will investigate every problem you have and if it is over to their limit they will refer you to specialists
- ✓ Staff and doctors are Vary friendly
- ✓ Great doctor!
- ✓ Excellent friendly and efficient! Suma is lovely and thoughtful
- ✓ Driving Martinez & staff at reception. Thank you!
- ✓ Good doctors Receptionist lovely Always happy Thank you
- ✓ Appointment service & quality of consultation.
- ✓ Easy to make the appointment, quickly called when I arrived and very good/carrying doctor.
- ✓ Clinicians are very good, support staff are polite, knowledgeable and efficient
- ✓ Good GP
- ✓ DR JAMAN IS VERY HELPFUL....
- ✓ Great doctor
- ✓ Friendly staff, short waiting times, very advanced system of receiving patients, booking appointments etc

#### Not Recommended

- ✓ It came across as very judgmental

#### Passive

- ✓ The doctor was very brusque and dismissive and barely listened to my symptoms before barking a condition at me.
- ✓ One of the receptionist has bad attitude towards patient she was speaking to on the phone
- ✓ I just felt the doctor was not able to follow up from my previous consultation, so I left with lots of doubts. Perhaps it was my fault and I should have booked with the previous doctor.