

# FFT Monthly Summary: August 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
22	13	1	2	2	0	0	0	0	40	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>274</b>						
<b>Responses:</b>	<b>40</b>						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	22	13	1	2	2	0	<b>40</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>22</b>	<b>13</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>40</b>
<b>Total (%)</b>	<b>55%</b>	<b>33%</b>	<b>3%</b>	<b>5%</b>	<b>5%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

 88%
  10%
  2%

## 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:

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

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

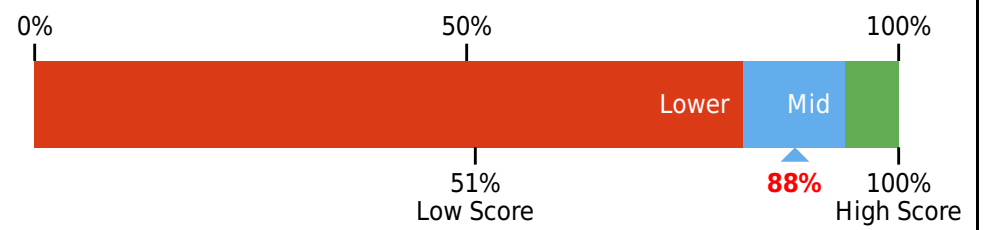
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

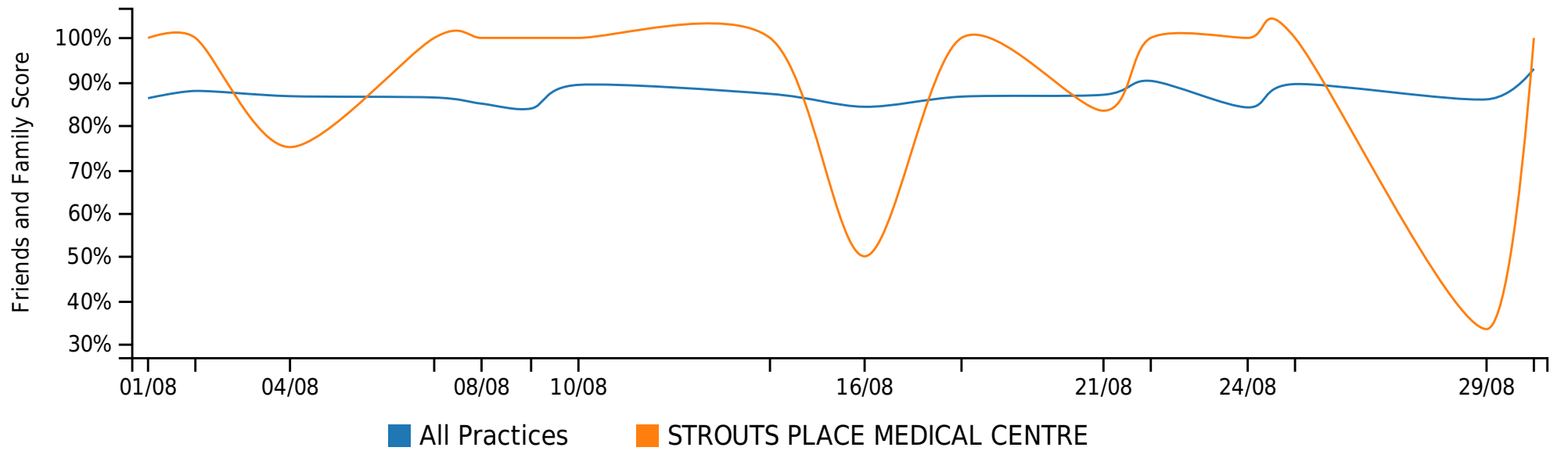
### Practice Score: 'Recommended' Rank

**Your Score:** 88%  
**Percentile Rank:** 55<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 55th percentile means your practice scored above 55% 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.

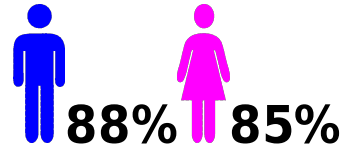
### Practice Score: 'Recommended' Demographic Analysis

#### Age

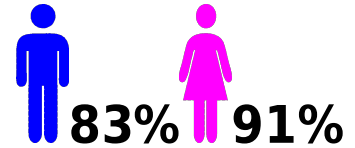
	< 25	25 - 65	65+
All Practices	79%	86%	91%
STROUTS PLACE MEDICAL CENTRE	100%	87%	0%

#### Gender

##### All Practices

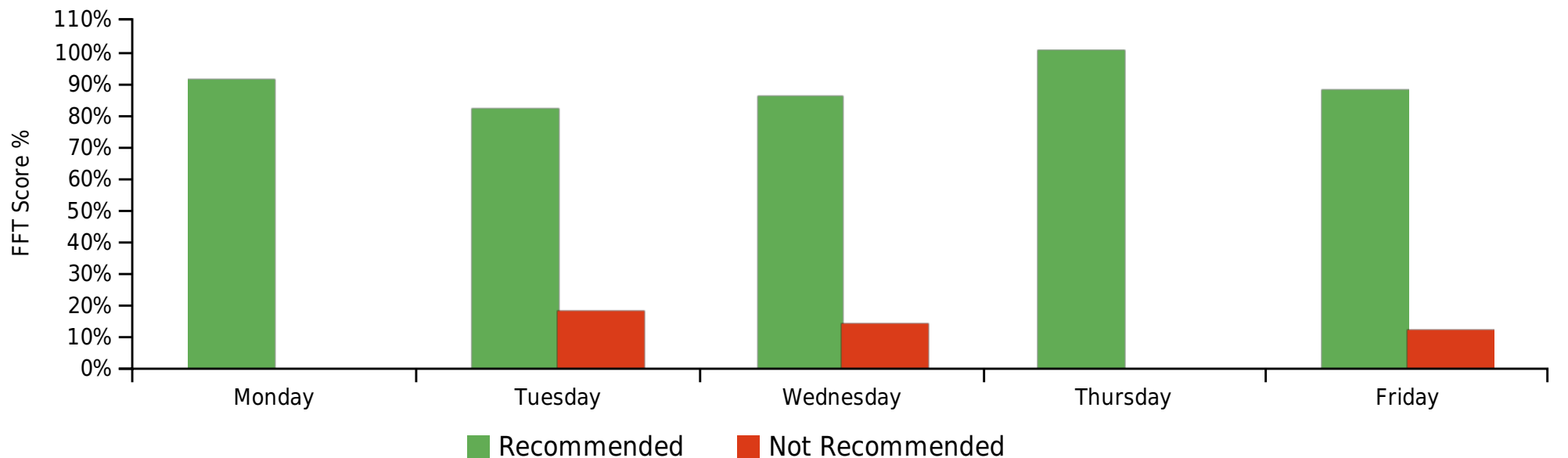


##### STROUTS PLACE MEDICAL CENTRE



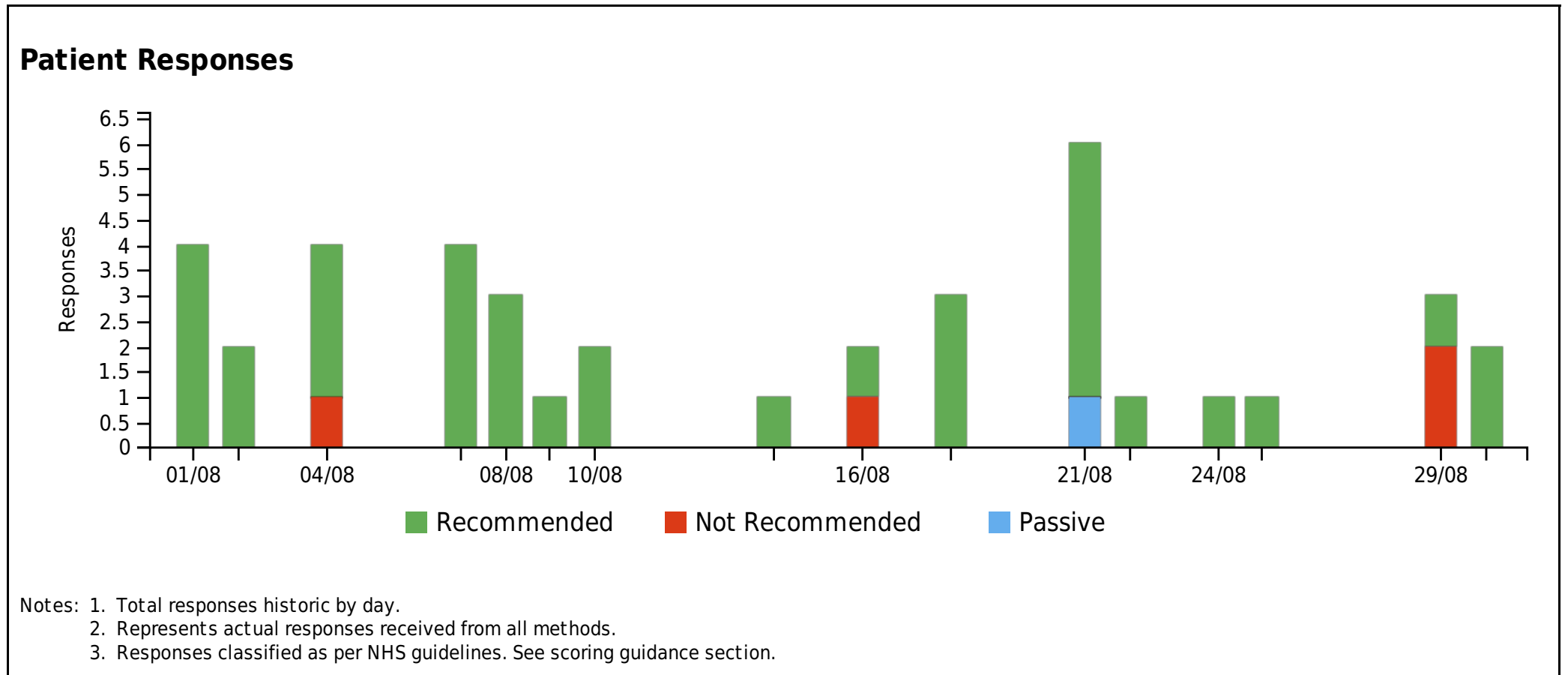
- Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### 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 4	
Arrangement of Appointment 1	
Reference to Clinician 8	

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

- ✓ I have never had problems at this clinic.
- ✓ Impressed with the professionalism of my gp
- ✓ Great medical and admin care (apart from the nurse who I find very hard to understand and very intolerant of explaining baby inoculations to me!) and good appointment availability. I find the surgery a bit dingy and depressing though - as well as having quite a few misspelt /out of date posters!
- ✓ Great staff, reception friendly, efficient, interested and the doctors are great and it runs do smoothly and efficiently. Brilliant.
- ✓ They are very helpful and friendly
- ✓ Efficiency
- ✓ Laughed at Anonymous Survey From STROUTS PLACE MEDICAL CENTRE We we would like you to think about your recent experiences of our serviceice. How likely are you to recommend our GP practice to friends and fa family if they needed similar care or treatment? Reply: 1-Extremely ly likely, 2-Likely, 3-Neither likely nor unlikely, 4-Unlikely, 5-Extretremely unlikely, 6-Don't knowow
- ✓ Good advise, careful consideration of my specific case and forward planning for further treatment
- ✓ Not long to wait
- ✓ Very Helpful easy listens understands explain clearly
- ✓ Great service
- ✓ Very polite
- ✓ The doctor listened to me and my symptoms and suggested 4 different types of tests. could have been a little warmer/empathic but overall good
- ✓ Nurse professionalism, care and attention. Very supportive approach.
- ✓ Friendly and professional staff
- ✓ My doctor is always willing to help and very practical. He's extremely knowledgeable.

#### Not Recommended

- ✓ The service is terrible. Dr Zaman only dr who is good. Reception staff are appalling even the office manager offers terrible service with no customer values. No smiles - often very abrupt and RUDE. The nurse is rude who keeps calling Jesus! All are very Unprofessional except dr Zaman.
- ✓ Staff attitude, especially some receptionists..

#### Passive