

FFT Monthly Summary: July 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
20	13	2	1	1	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:	282									
Responses:	38									
		Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know			Total
SMS - Autopoll		20	13	2	1	1	1			38
SMS - User Initiated										
Tablet/App										
Web/E-mail										
Manual Upload										
Total		20	13	2	1	1	1			38
Total (%)		53%	34%	5%	3%	3%	3%			100%

Summary Scores

 87%  5%  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:

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

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

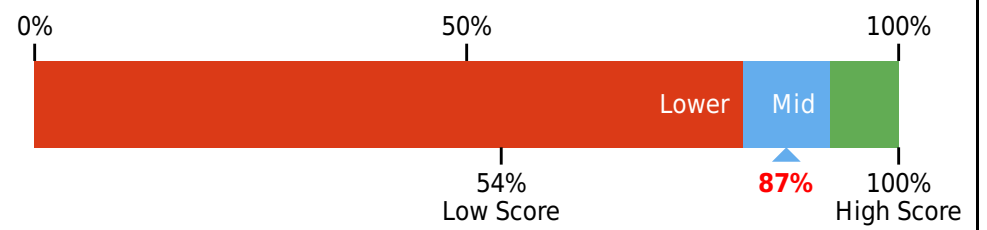
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

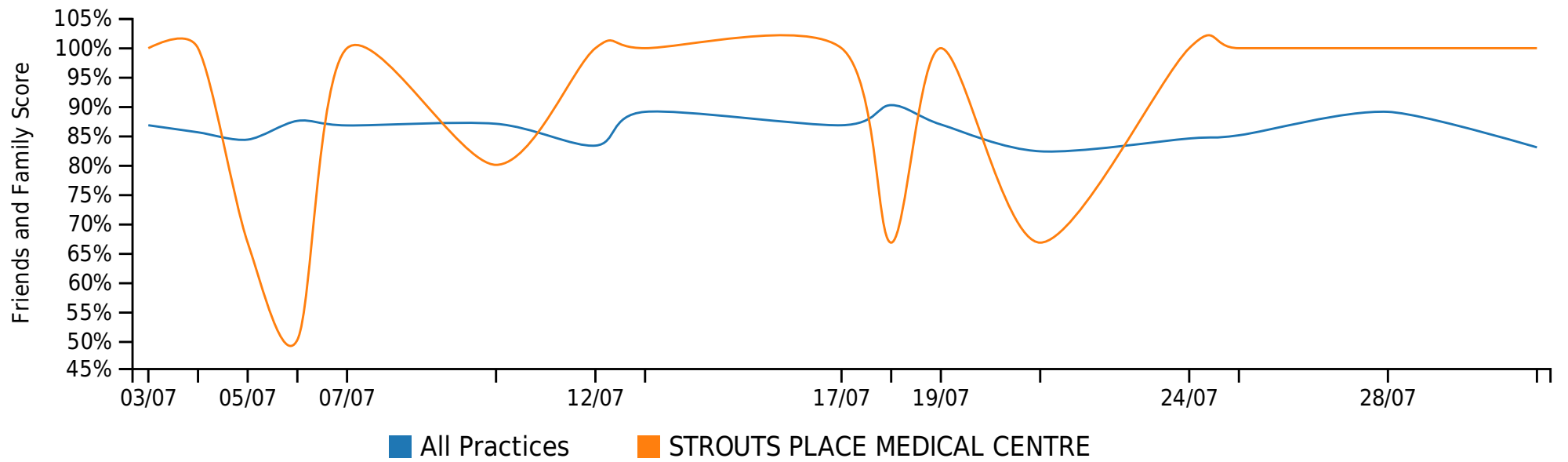
Practice Score: 'Recommended' Rank

Your Score: 87%
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.

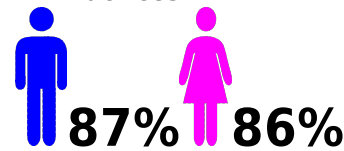
Practice Score: 'Recommended' Demographic Analysis

Age

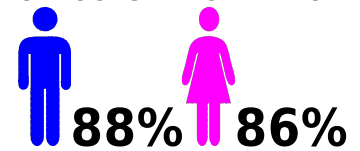
	< 25	25 - 65	65+
All Practices	80%	86%	92%
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Gender

All Practices

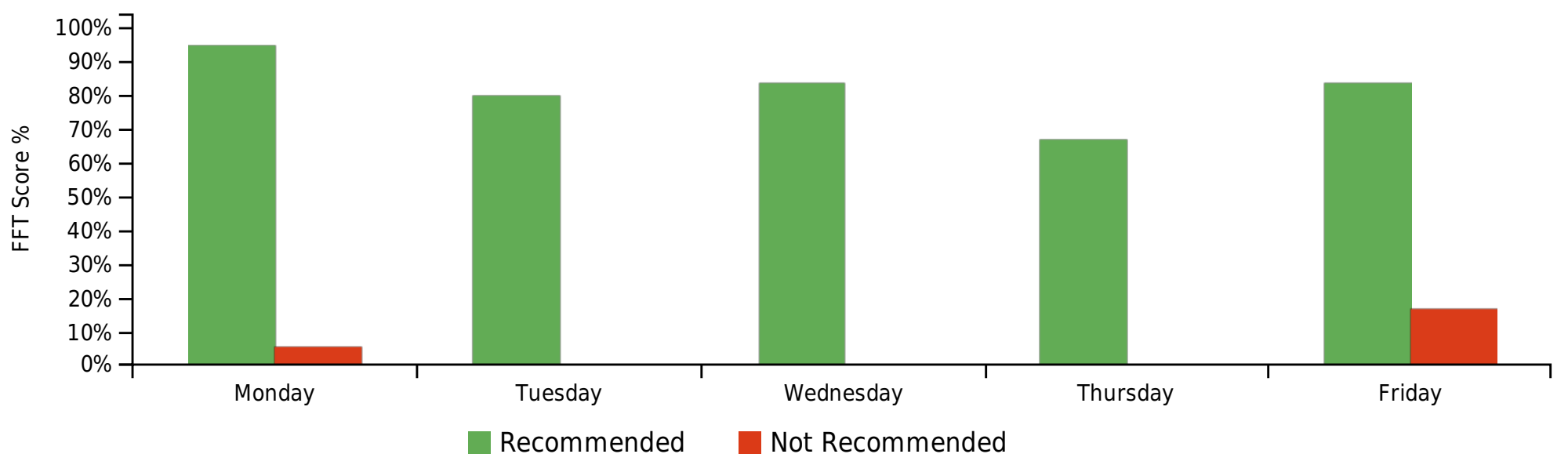


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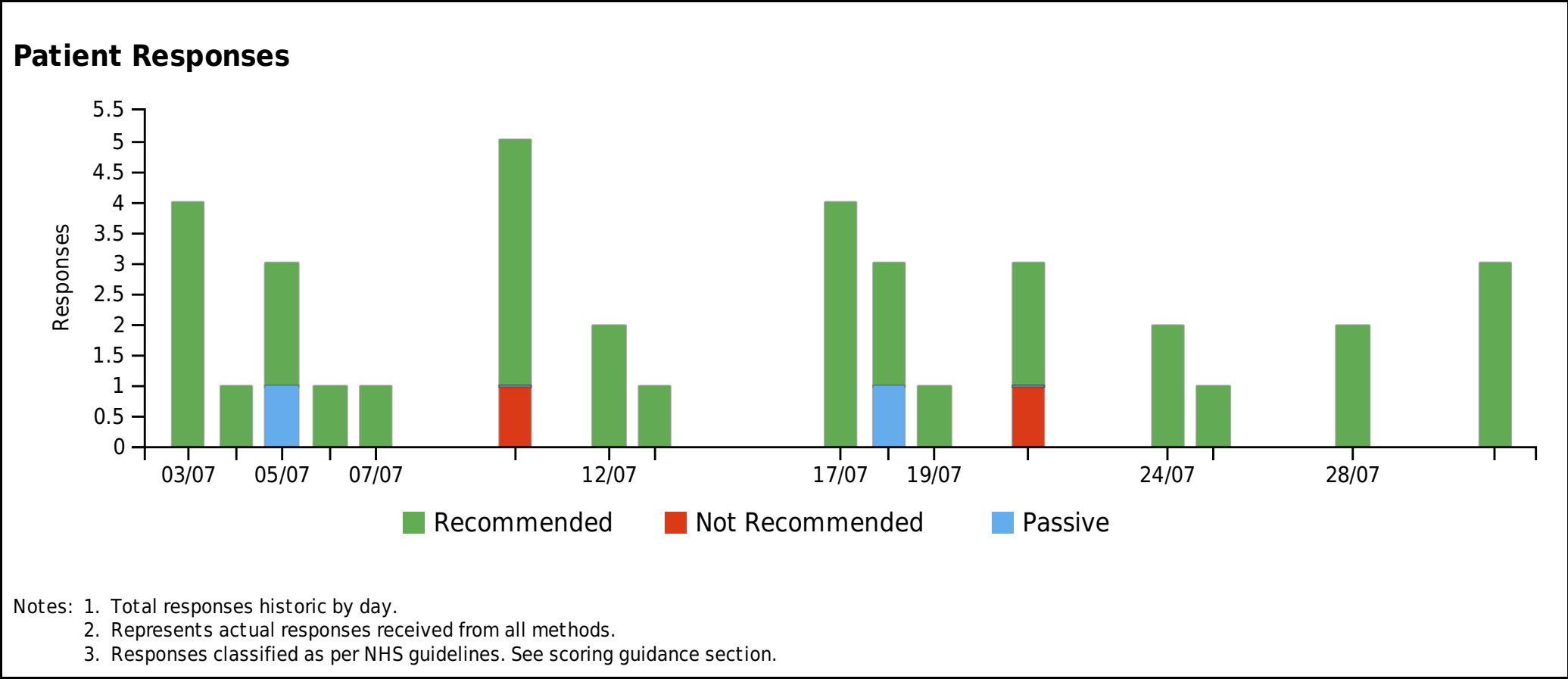
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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	4
Reference to Clinician	12

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 was sick on Friday coughing up blood and went to book emergency and the doctor see me same day so I was happy about it
- ✓ Amazing care from the doctor to the receptionists , I love my practice
- ✓ Doctors are fantastic, service is always friendly and I feel as well looked after as possible.
- ✓ The Staff are very nice and helpful the Doctors have patience and understand me
- ✓ Sonja Ahmed is a really good doctor
- ✓ Called and got appointment asap never have to wait dr is very friendly
- ✓ Good & prompt service. Doctor gave good advice.
- ✓ Friendly & professional.
- ✓ Find it a very good service
- ✓ Because I'm not always happy when you need emergency appointments.
- ✓ Easy to get an appointment
- ✓ Efficient process
- ✓ Great services and friendly staff
- ✓ Understanding doctor
- ✓ Great team of doctors
- ✗ Good service from gp's, semi long wait period and reception staff efficient

Not Recommended

- ✓ My appointment was at 9.40 I was late by 12 minutes due to unexpected traffic on the road and also no parking space available. I explained this to the receptionist and yet I was made to wait over an hour to be seen. There was no other patient until further 10 minutes later. The doctor could have seen me before the next patient but made no effort. If I did come on time I still wouldn't be called until 10 /15 minutes later anyway. If the surgery follows strict rules then why do they make the patient wait 10 - 20 minutes before calling their names. Why double standard. The doctor / surgery has not been reasonable. No consideration was shown Please explain if patient is late then they have to face forfeit but if doctor make you wait then it's OK I think I deserve an apology from the surgery
- ✓ Excellent GP guidance

Passive