FFT Monthly Summary: June 2017

STROUTS PLACE MEDICAL CENTRE
Code: F84051

iplato
connecting patients
transforming healthcare

SECTION 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
18	11	1	1	5	1	0	0	0	37	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: **249**

Responses: **37**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	18	11	1	1	5	1	**37**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**18**	**11**	**1**	**1**	**5**	**1**	**37**
Total (%)	**49%**	**30%**	**3%**	**3%**	**14%**	**3%**	**100%**

Summary Scores

👍 78%   👎 16%   ☞ 6%

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:

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

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

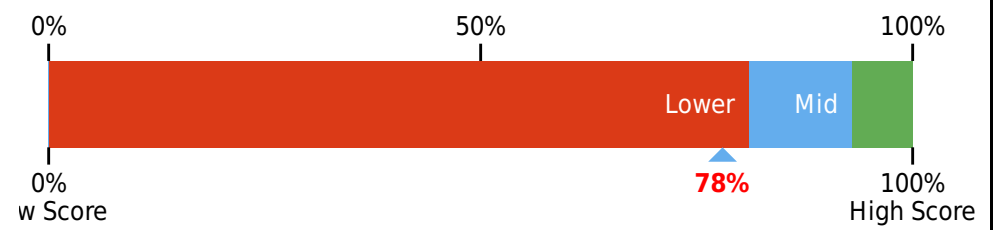For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

Practice Score: 'Recommended' Rank

Your Score: **78%**

Percentile Rank: **20TH**

0%   50%   100%

Lower | Mid

0%   **78%**   100%

w Score   High Score

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 20th percentile means your practice scored above 20% of all practices.

Practice Score: 'Recommended' Comparison

■ All Practices ■ STROUTS PLACE MEDICAL CENTRE
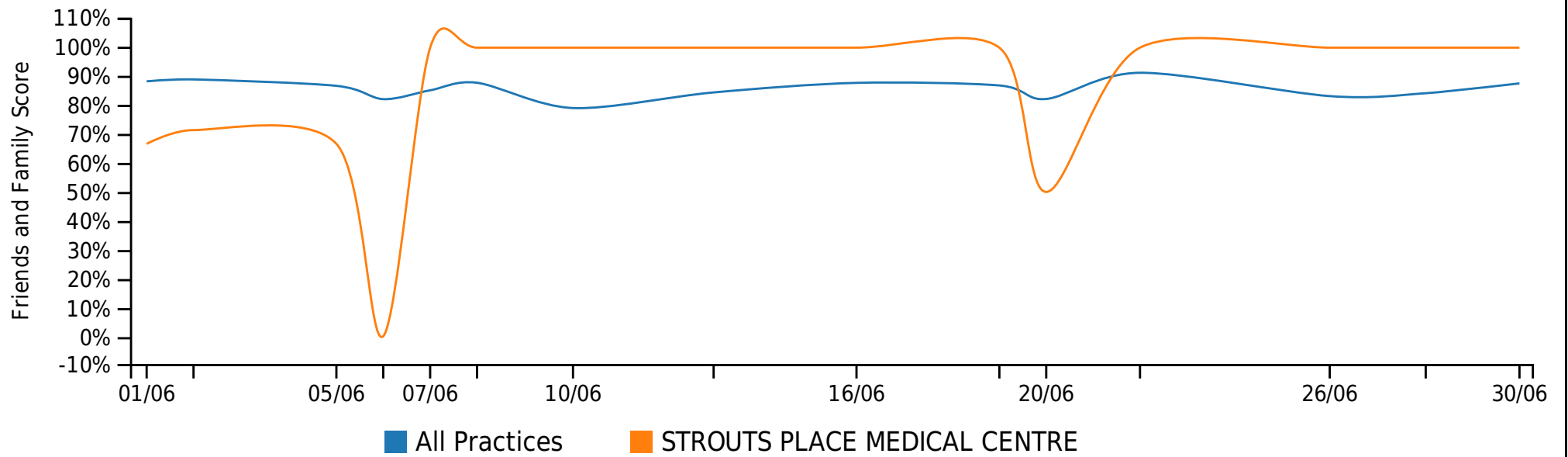
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

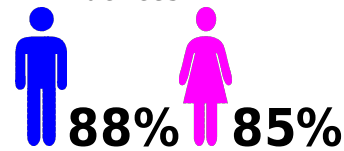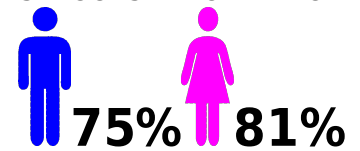## Practice Score: 'Recommended' Demographic Analysis

Age

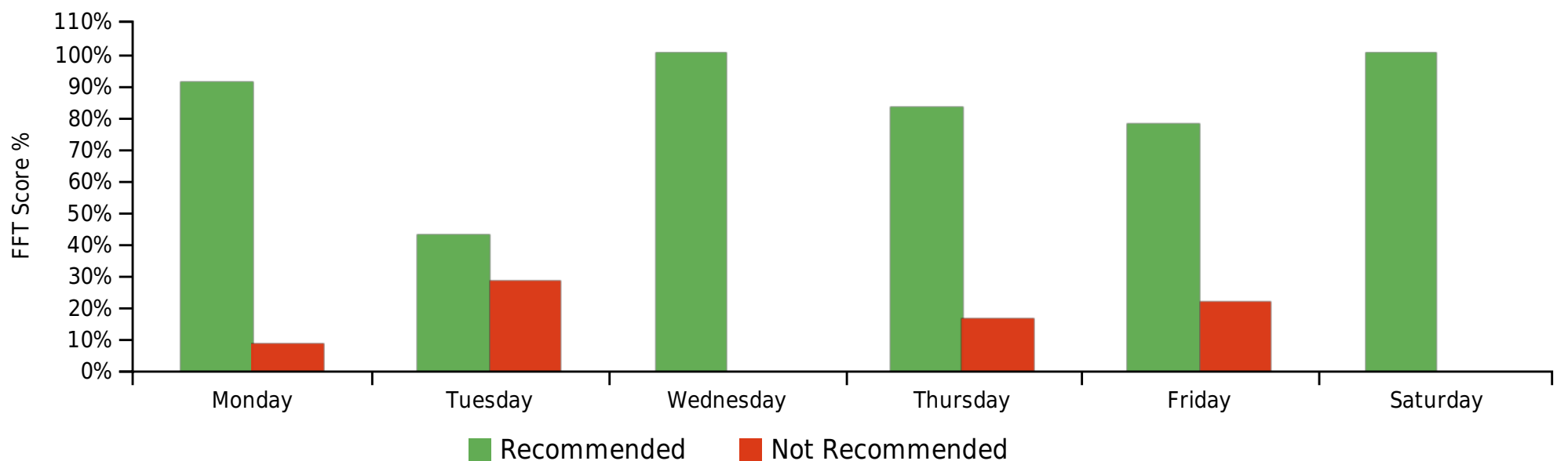|	< 25	25 - 65	65+
All Practices	81%	86%	91%
STROUTS PLACE MEDICAL CENTRE	100%	75%	80%

Gender

All Practices

88% 85%

STROUTS PLACE MEDICAL CENTRE

75% 81%
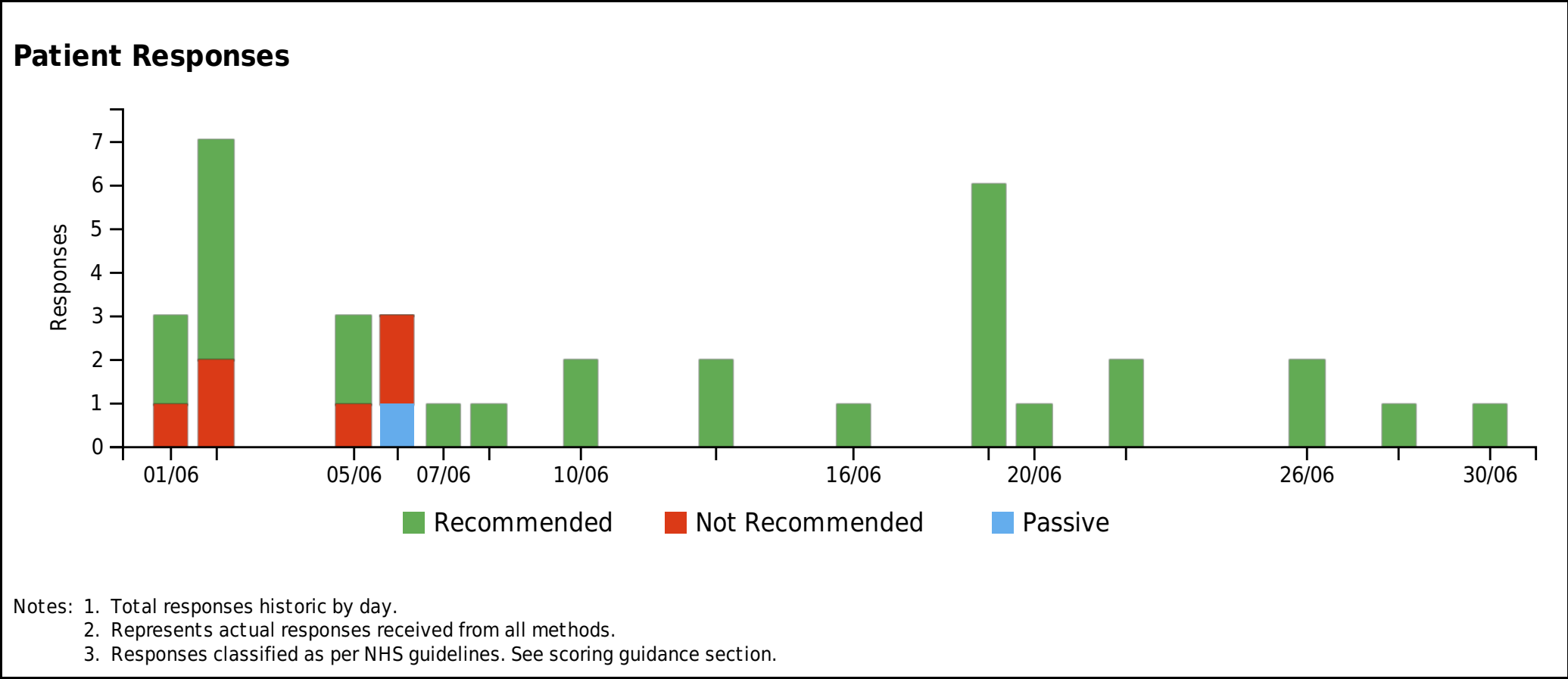
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis

■ Recommended ■ Not Recommended

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.

Patient Responses

Notes: 1. Total responses historic by day.
2. Represents actual responses received from all methods.
3. Responses classified as per NHS guidelines. See scoring guidance section.

SECTION 5
Patient Free Text Comments: Summary

Thematic		Tag Cloud
Reception Experience	3	
Arrangement of Appointment	2	
Reference to Clinician	13	

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.

accommodating local excellent polite always
friendly **helpful** rude
lovely strictly nice due
medical
quick next
religious comfortable sure
quickly good

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

✓Very nice attention from doctor
✓*Helpful doctor*
✓Very polite and patient GP
✓*Local to me. Helpful and accommodating staff*
✓The nurse I saw was lovely and very helpful
✓*Quick, dr made me feel comfortable*
✓I'm satisfied peace of mind.
✓*Good doc*
✓I can always get an appointment quickly and reception staff are friendly and helpful
✓*The nurse was very good and put me at esse.*
✓Very nice nurse
✓*Dr V Martinez is an excellent doctor*
✓The nurse I saw today was very nice
✓*V helpful GP, punctual appointment, friendly reception staff.*

Not Recommended

✓Practise manager is rude and refuse s to accept critiques of the surgery doctors have no method for treatment continuity the nurse is a religious zealoute who claims my medical condition is due to my lack of belief in god !!!
✓*Thats i feel*
✓ask and i will explain you

Passive

✓no helpful doctor