FFT Monthly Summary: December 2018

STROUTS PLACE MEDICAL CENTRE
Code: F84051

SECTION 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
27	10	2	0	3	0	0	0	0	42	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
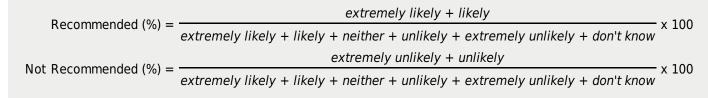
Surveyed Patients: **218**

Responses: **42**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	27	10	2	0	3	0	**42**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**27**	**10**	**2**	**0**	**3**	**0**	**42**
Total (%)	*64%*	*24%*	*5%*	*0%*	*7%*	*0%*	*100%*

Summary Scores

👍 88% 👎 7% ✍ 5%

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.
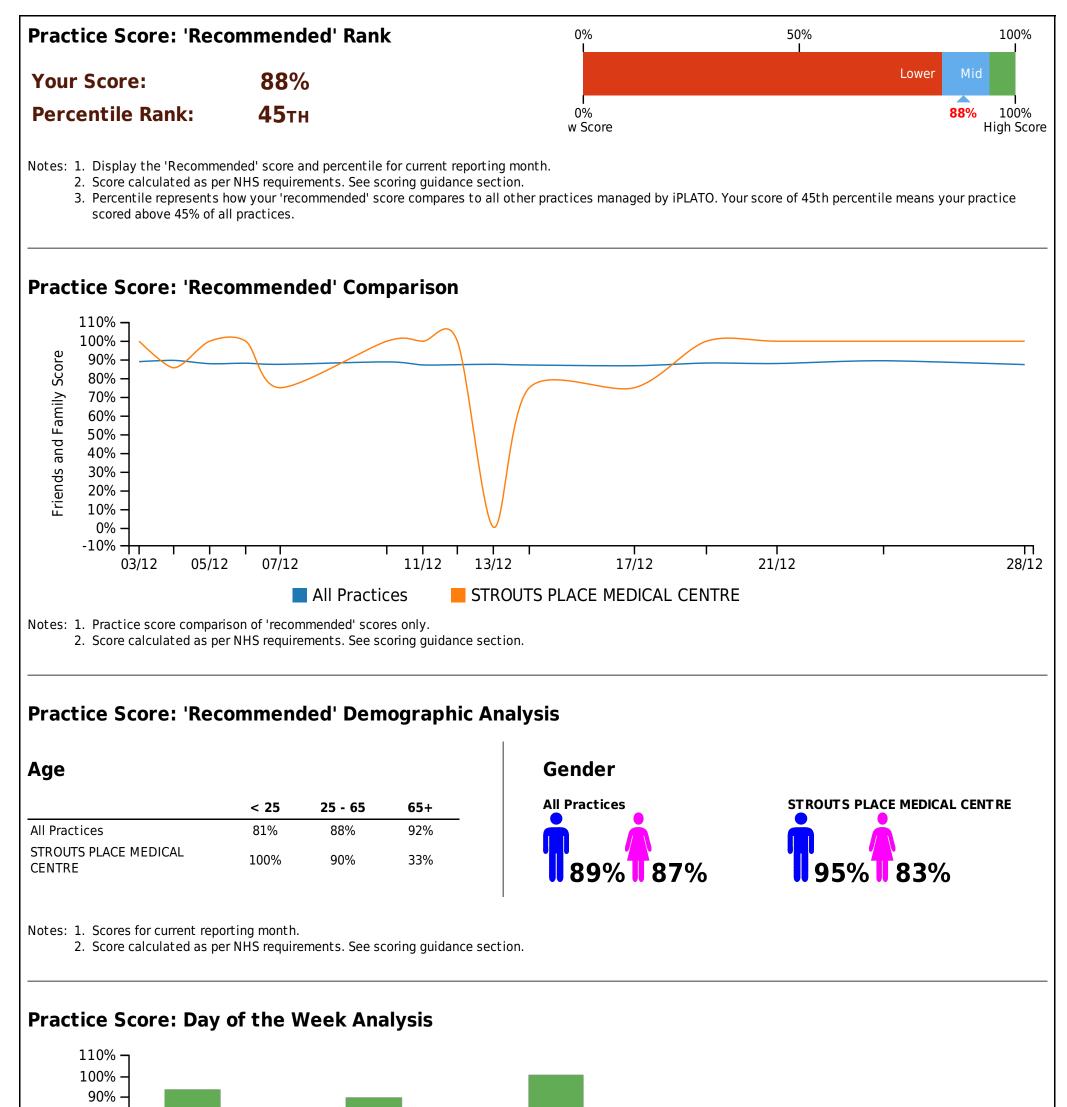
The percentage measures are calculated as follows:

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

$$\text{Not Recommended (\%)} = \frac{\textit{extremely unlikely + unlikely}}{\textit{extremely likely + likely + neither + unlikely + extremely unlikely + don't know}} \times 100$$
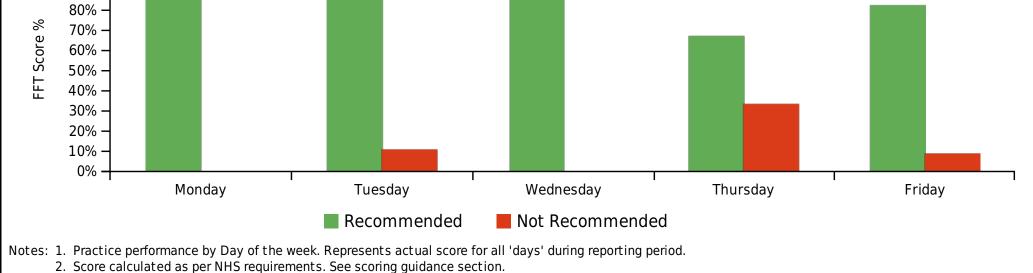
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

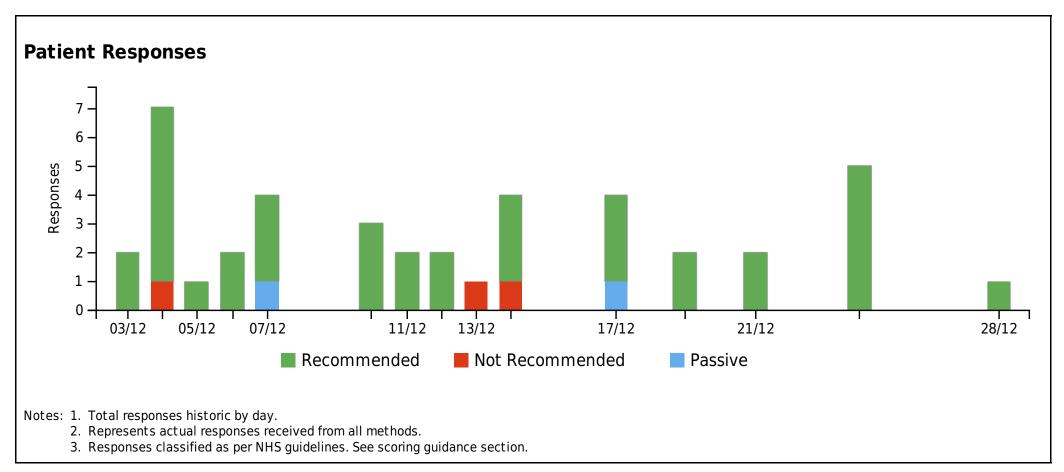http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Practice Score: 'Recommended' Rank

Your Score: **88%**

Percentile Rank: **45TH**

0%   50%   100%

Lower | Mid

0%   88%   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 45th percentile means your practice scored above 45% 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%	88%	92%
STROUTS PLACE MEDICAL CENTRE	100%	90%	33%

Gender

All Practices

89% 87%

STROUTS PLACE MEDICAL CENTRE

95% 83%

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.

Patient Free Text Comments: Summary

Thematic

Reception Experience	3
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 fragements 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.

Tag Cloud

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

✓Propert diagnosis and correct medicine
✓*The doctor saw us late*
✓Attention
✓*My doctor - I really appreciate his professionalism and it means a lot to me that he knows me and my family well.*
✓very good care, take time to listen and inform and everyone is very friendly.
✓*Everything went well. Very nice and helpful personnel*
✓I received adequate care
✓*Helpful but sometimes hard to understand staff, easy to book appointments, registration was quick, but I had to wait for my appointment because of delay*
✓The staff are kind and make me feel comfortable, can always get an appointment and it's close to my house
✓*Good doctors*
✓Polite
✓*Helpful and friendly*
✓doctors and healthcare assistant excellent service
✓*Easy, fast and good doctors*
✓Good doctors good receptionist they do the best to give appointments to the patience to look after them
✓*Was happy with service received today*
✓Very professional friendly and helpful front desk and Dr

Not Recommended

✓There is no way this surgery can b improved

Passive