

# FFT Monthly Summary: July 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
21	11	1	0	5	0	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>	<b>252</b>						
<b>Responses:</b>	<b>38</b>						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	21	11	1	0	5	0	<b>38</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>21</b>	<b>11</b>	<b>1</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>38</b>
<b>Total (%)</b>	<b>55%</b>	<b>29%</b>	<b>3%</b>	<b>0%</b>	<b>13%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

 84%
  13%
  3%

## 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:

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

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

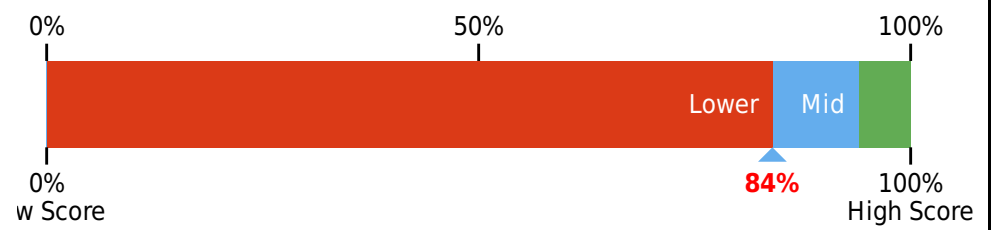
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

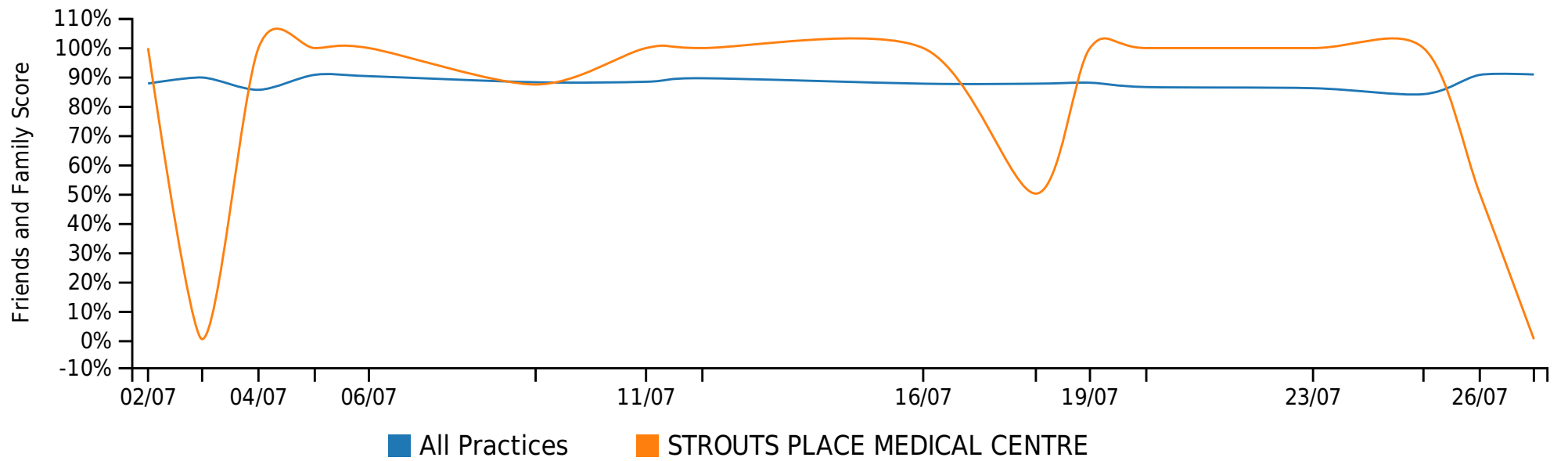
### Practice Score: 'Recommended' Rank

**Your Score:** **84%**  
**Percentile Rank:** **25<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 25th percentile means your practice scored above 25% of all practices.

### Practice Score: 'Recommended' Comparison



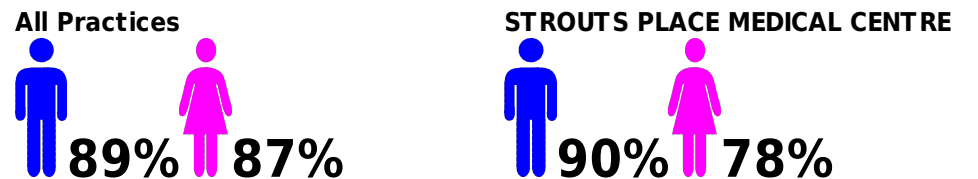
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

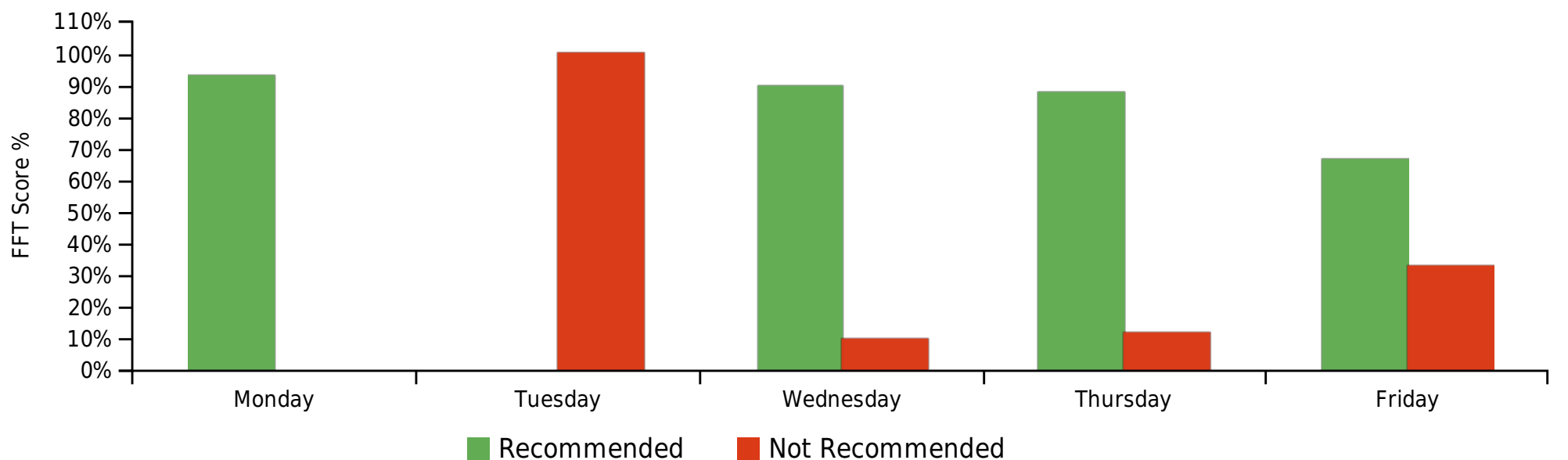
	< 25	25 - 65	65+
All Practices	80%	88%	92%
STROUTS PLACE MEDICAL CENTRE	67%	87%	75%

#### Gender



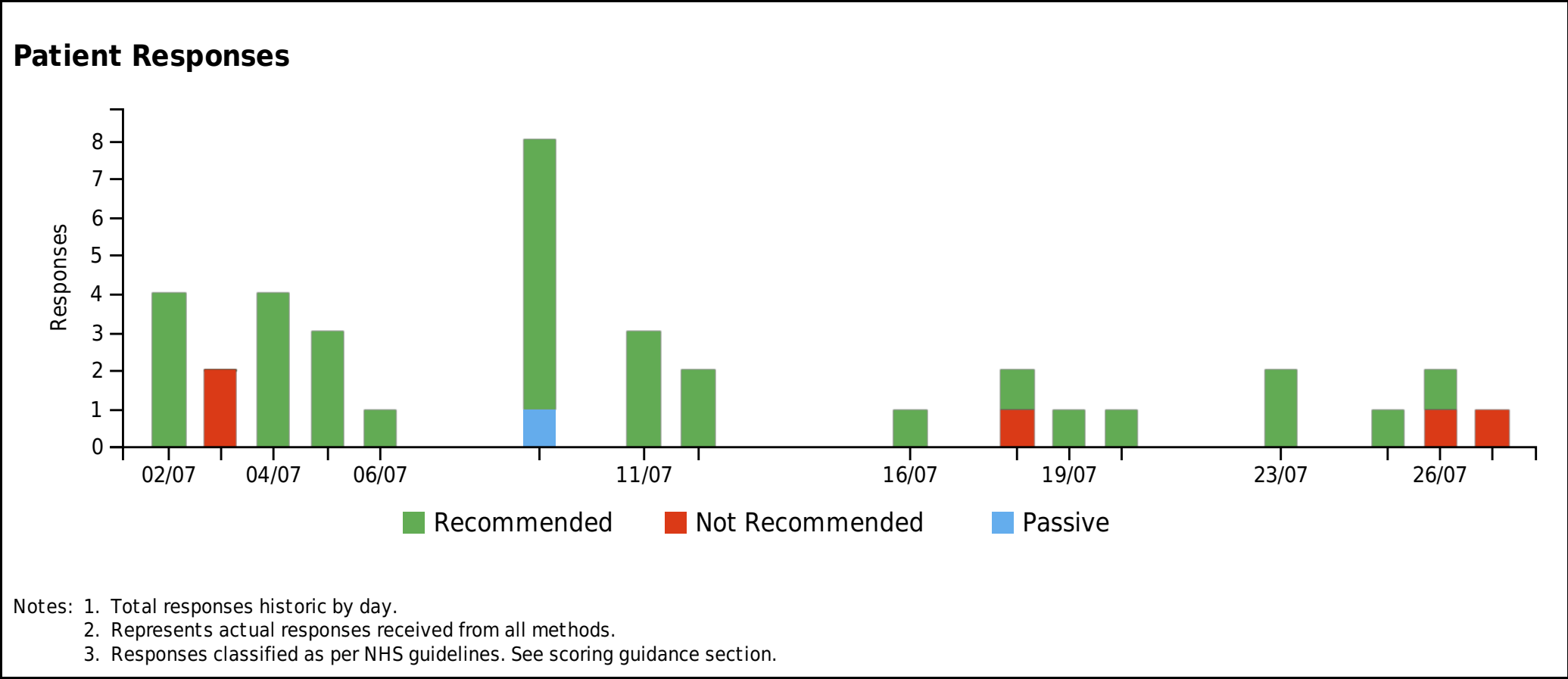
- Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: Day of the Week Analysis



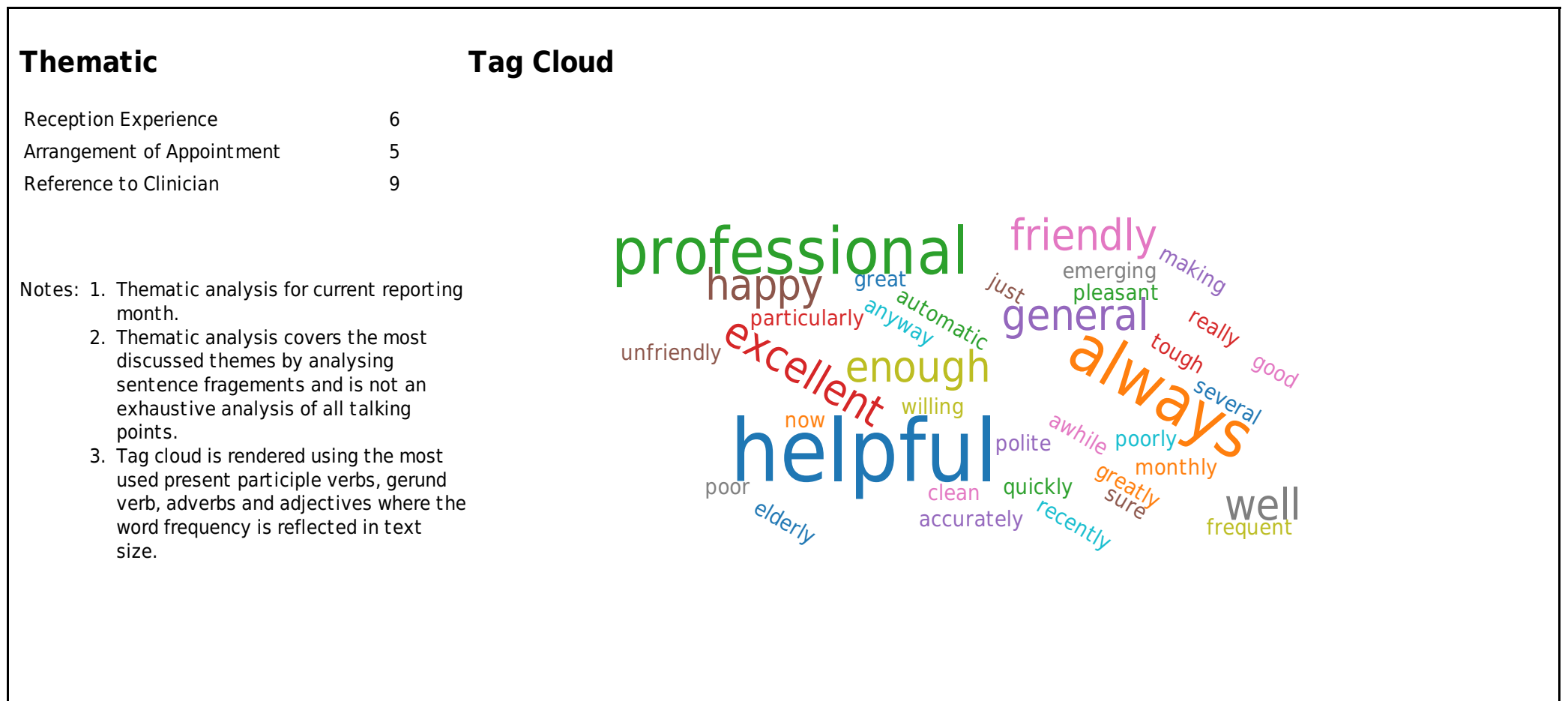
- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.  
2. Score calculated as per NHS requirements. See scoring guidance section.

**SECTION 4**  
**Patient Response Analysis**



## SECTION 5

### Patient Free Text Comments: Summary



### 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

- ✓ The doctor made me feel very at ease with my issue
- ✓ I have been with this surgery more than 20years . I don't think there is a better reason than that.
- ✓ Very helpful.
- ✓ Doctors/health care assistants excellent. Support staff are knowledgable, helpful & pleasant
- ✓ Dc Vidaltxo is very professional and in general I'm happy with Strouts place service.
- ✓ Because you really look after your patients making sure their health is unser control.
- ✓ Friendly staff
- ✓ Staff are always helpful
- ✓ Dr Martinez is excellent
- ✓ I am happy with my father's treatment but think as he has emerging dementia should have been given more frequent check ups by the doctor. He has only bee@y been seen recently when I made an appointment for him. He would not made an appointment him self but would attend if sent an appointment. So I think the eld@e elderly in general should be given 6 monthly automatic check ups. Particularly the over 80.@r 80.
- ✓ All staff and officers are very friendly and helpful
- ✓ Professional doctor, I felt very well treated and advised.
- ✓ I like my GP (Dr Zaman) as his well informed with my history and listens to my concerns accurately. Just takes awhile to book and appointment with him.
- ✓ My doctor always listens to what I have to say and is always willing to help in anyway he can . Cant praise him enough or thank him enough.Keep up the g@the great work you do greatly appreciated. @ted.
- ✓ I got the appointment quickly, was seen within 2 minutes of arrival and the doctor referred me to a healthcare professional for all my enquiries. Thanks
- ✓ NHS system is today tough for every one
- ✓ Professional & polite
- ✗ Very good service

#### Not Recommended

- ✓ Poorly run reception service and information is not shared before appointments
- ✓ I booked my appointment for injection to travel to Saudi Arabia when I came to my gp i was told they don't have all injections so I have to do it another@other day.before my appointment gp sent me several tx about my appointment for injection.why didn't they check if they have medicine in stock.now I have to wa@to wait for another appointment.i took day off for that.@that.
- ✓ Poor customer service
- ✓ Unfriendly staff, not clean

#### Passive