

FFT Monthly Summary: March 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
33	10	0	1	1	0	0	0	0	45	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:	198						
Responses:	45						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	33	10	0	1	1	0	45
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	33	10	0	1	1	0	45
Total (%)	73%	22%	0%	2%	2%	0%	100%

Summary Scores

 96%
  4%
  0%

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:

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

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

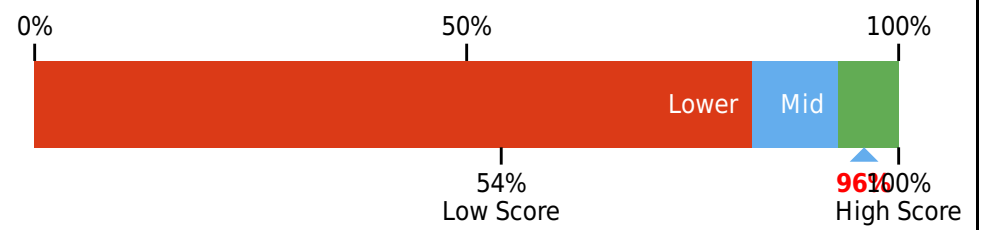
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

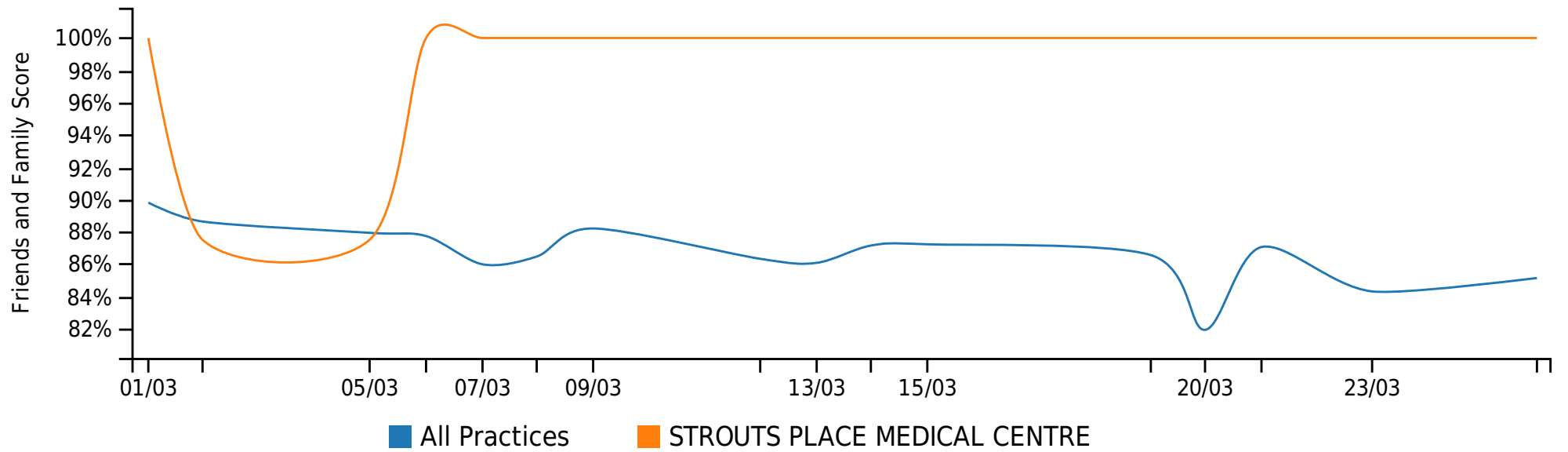
Practice Score: 'Recommended' Rank

Your Score: **96%**
Percentile Rank: **90TH**



- 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 90th percentile means your practice scored above 90% of all practices.

Practice Score: 'Recommended' Comparison



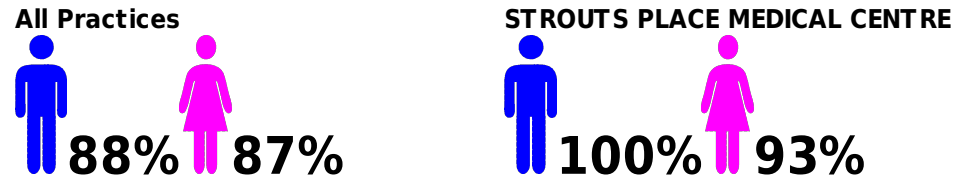
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

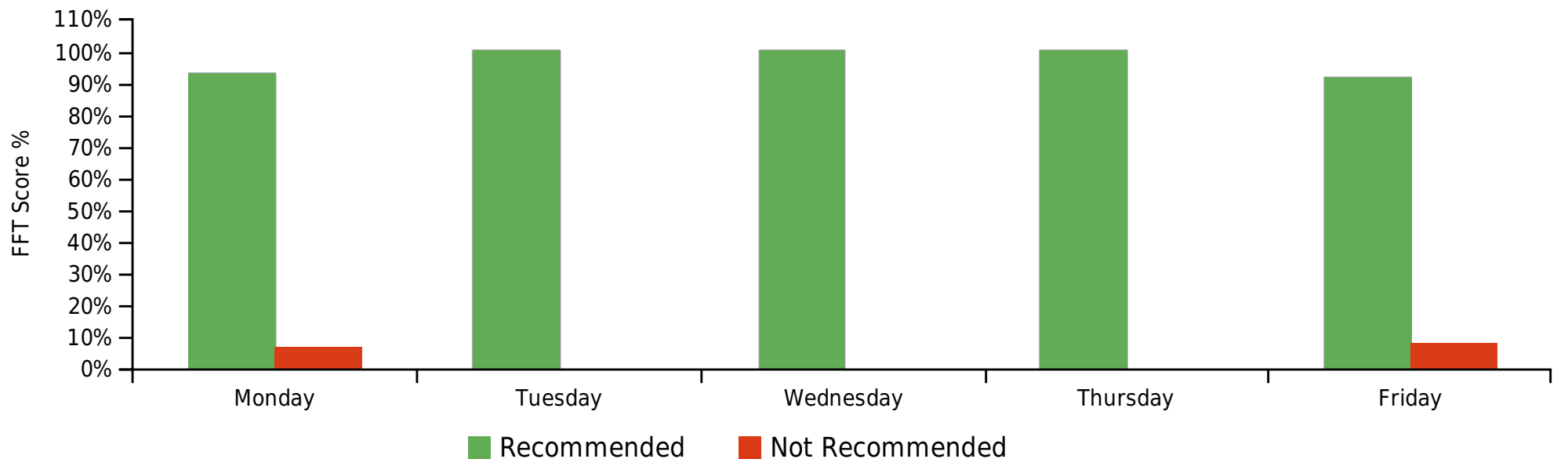
	< 25	25 - 65	65+
All Practices	80%	87%	92%
STROUTS PLACE MEDICAL CENTRE	100%	94%	100%

Gender



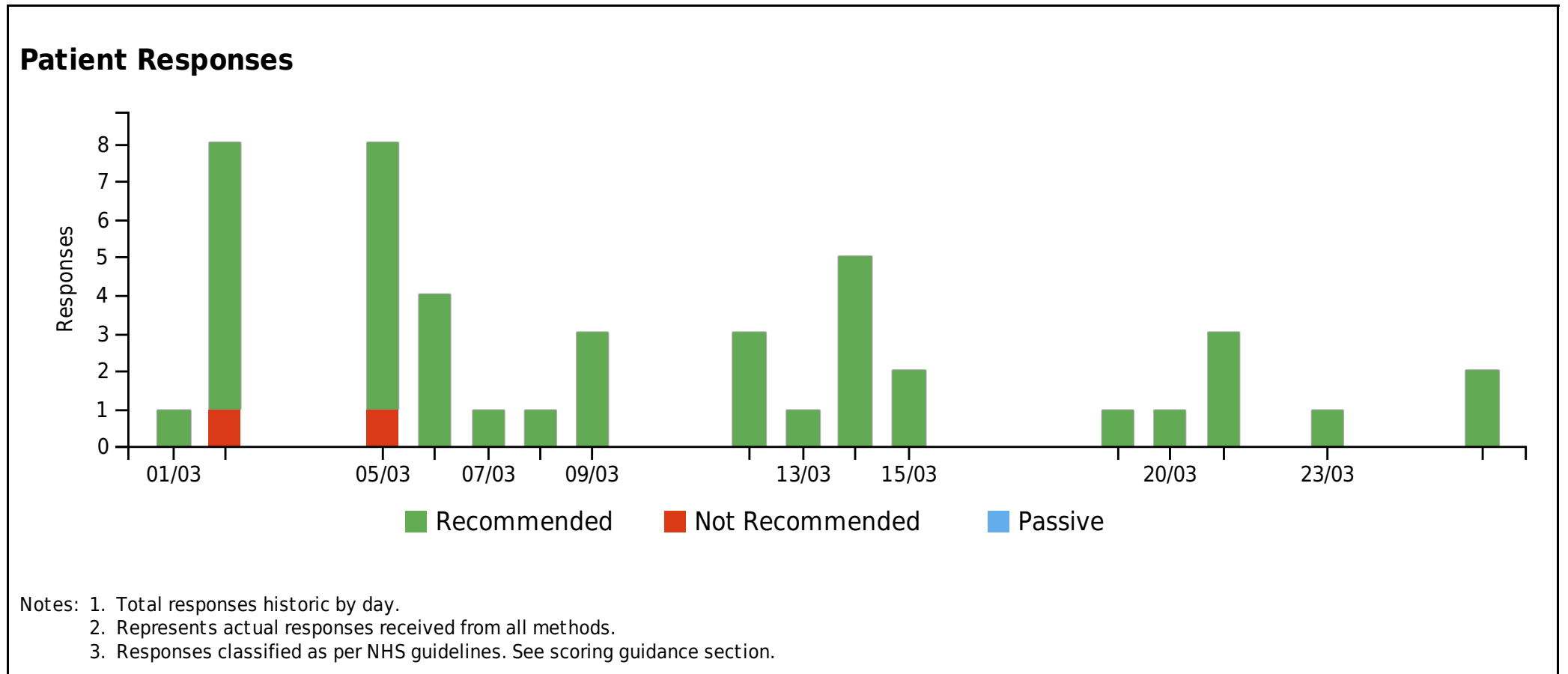
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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

Thematic	Tag Cloud
Reception Experience 6	
Arrangement of Appointment 1	
Reference to Clinician 7	
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

- ✓ Some donors don't treat us like Robots. Specially Dr. Sabir Zaman. Dr. Martinez doesn't seem to care and hear patients, I know we have a certain time to @e to see a doctor, but he could be more flexible and not treat patients as if we are robots. @ots.
- ✓ Efficient and friendly staff
- ✓ Helpfulness of the staff. Excellent!
- ✓ Wonderful doctor.
- ✓ Always good service
- ✓ Because of the excellent service they provided me
- ✓ Always excellent and friendly!
- ✓ Staff and the doctor are Vary friendly
- ✓ Fantastic GP care and friendly staff.
- ✓ Receptionist are very helpful & Dr Martinez has always delivered good patient care
- ✓ They are very good to look after patients
- ✓ Availability is very good and got the help I needed fast and efficiently
- ✓ Professional and reliable
- ✓ Seen on time, doctors are very supportive and helpful, receptionists are friendly.
- ✓ Good atmosphere
- ✗ Good service
- ✗ Taking Appointment is much more easy here

Not Recommended

- ✓ The GP are always good, its the level of service at the front desk that I find frustrating

Passive