FFT Monthly Summary: February 2018

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
28	11	0	3	1	0	0	0	0	43	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: **233**

Responses: **43**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	28	11	0	3	1	0	**43**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**28**	**11**	**0**	**3**	**1**	**0**	**43**
Total (%)	*65%*	*26%*	*0%*	*7%*	*2%*	*0%*	*100%*

Summary Scores

👍 91% 👎 9% ✆ -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:

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

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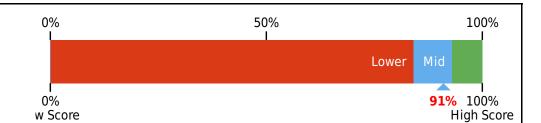
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

Practice Score: 'Recommended' Rank

Your Score: **91%**
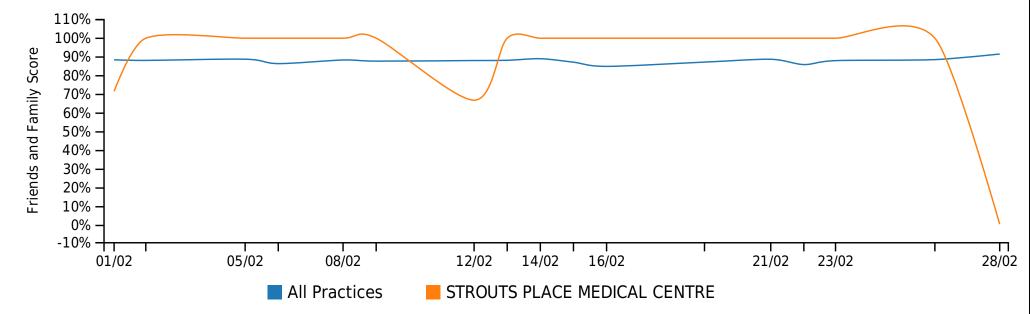
Percentile Rank: **60TH**

| 0% | 50% | 100% |

Lower | Mid

91% | 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 60th percentile means your practice scored above 60% of all practices.

Practice Score: 'Recommended' Comparison

Legend: 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	80%	88%	92%
STROUTS PLACE MEDICAL CENTRE	86%	91%	100%

Gender

All Practices
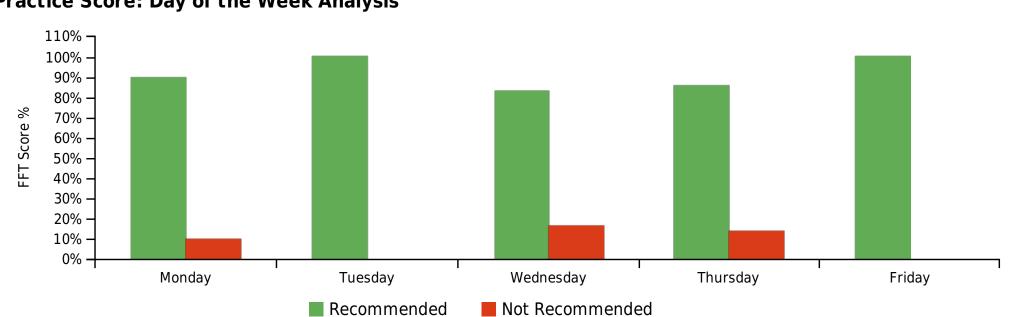
88% 87%

STROUTS PLACE MEDICAL CENTRE

91% 90%

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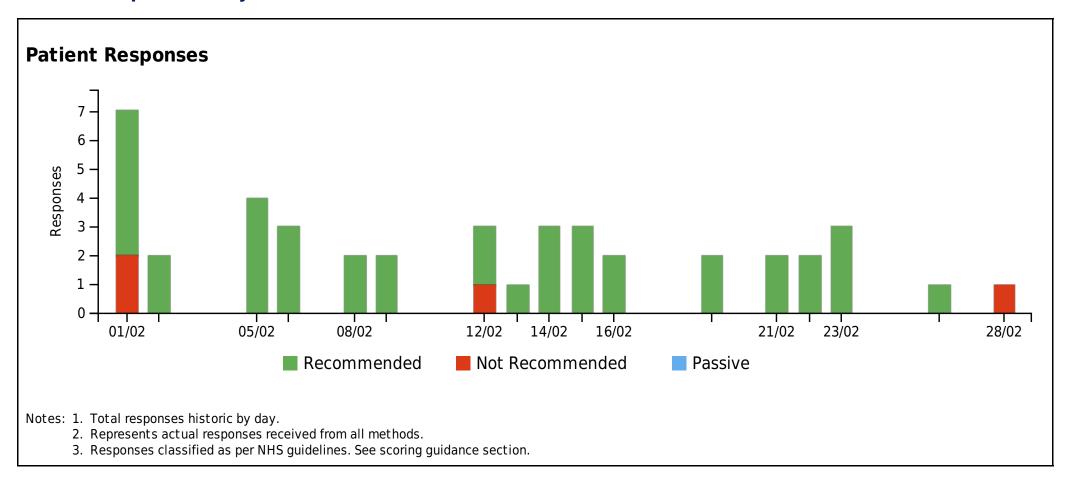2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis

Legend: 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	5	
Arrangement of Appointment	4	
Reference to Clinician	14	

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

✓good commuication with staff and well information given

✓*I didnt feel rushed & the doctor was extremely attentive, offerining very good advice!ce!*

✓No wait time, efficient appointment booking and great Drs who are friendly and understanding.

✓*Friendly & efficient staff*

✓Good GPs but wait times can often vary

✓*Excellent service*

✓Attention given by GP

✓*I had too rebook a appointment at the last minut after a Doctor was taken ill, there should be a standby Doctor too step in when needed even a student D@ent Doctor would be great for them, for exsperians @ians*

✓Everyone at the medical centre is friendly and professional I have had wonderful treatment there and am thankful of the attention to patients needsvery @very best regards Martin@artin

✓*Quickly seen, very thorough and polite*

✓The doctor has been very friendly and helpfull

✓*Dr Martinez is a great GP & unlike so many judgemental, google diagnosis GP's I've had in the past..The waiting times are never bad & I find the receptio@eption staff friendly & nice to deal with too@h too*

✓Excellent GP service

✓*Everyone was so nice!*

✓Good timing and so friendly and helpful atmosphere .

✓*The reason isThe Doctor Anisa Ahmed is very nice.She is very understanding and emphasized patients.*

✓I got an appointment on the same day, everyone was very friendly, helpful and professional. Thank you

✓*Friendly staff and helpful*

✓VERY FRIENDLY NURSE

✓*Everyone was super nice but I dont know many people locally to sugsuggest it as their local practice ce*

✓Because,over the years,your service have been very good,and Doctor's and staff polite and friendly.Thank u.

✓*Because your services at a time response and nicely take care your patients*

✓doctors are excellent. nurses are rude and arrogant

✓*Was on time and doctor was good*

✗Doctors are very friendly and cooperative.

Not Recommended

✓My booking was late and waited for 20min. I have to wait test results until GP will be back from away (his holiday?) as wait for one month. no concern ab@rn about patient' condition. So I wasn't given next appointment at the moment. I had two faeces tests and blood test next week.@week.

✓*no time sense. always delays*

Passive