

# FFT Monthly Summary: July 2019

STROUTS PLACE MEDICAL CENTRE  
Code: F84051

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
15	12	3	0	0	0	0	0	0	30	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>255</b>							
<b>Responses:</b>	<b>30</b>							
	<b>Extremely Likely</b>	<b>Likely</b>	<b>Neither Likely nor Unlikely</b>	<b>Unlikely</b>	<b>Extremely Unlikely</b>	<b>Don't Know</b>	<b>Total</b>	
SMS - Autopoll	15	12	3	0	0	0	<b>30</b>	
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
<b>Total</b>	<b>15</b>	<b>12</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>30</b>	
<b>Total (%)</b>	<b>50%</b>	<b>40%</b>	<b>10%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>	

### Summary Scores

 90% 
  0% 
  10%

## 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:

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

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

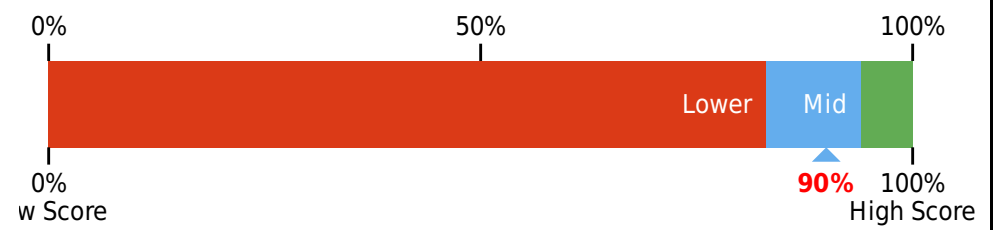
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

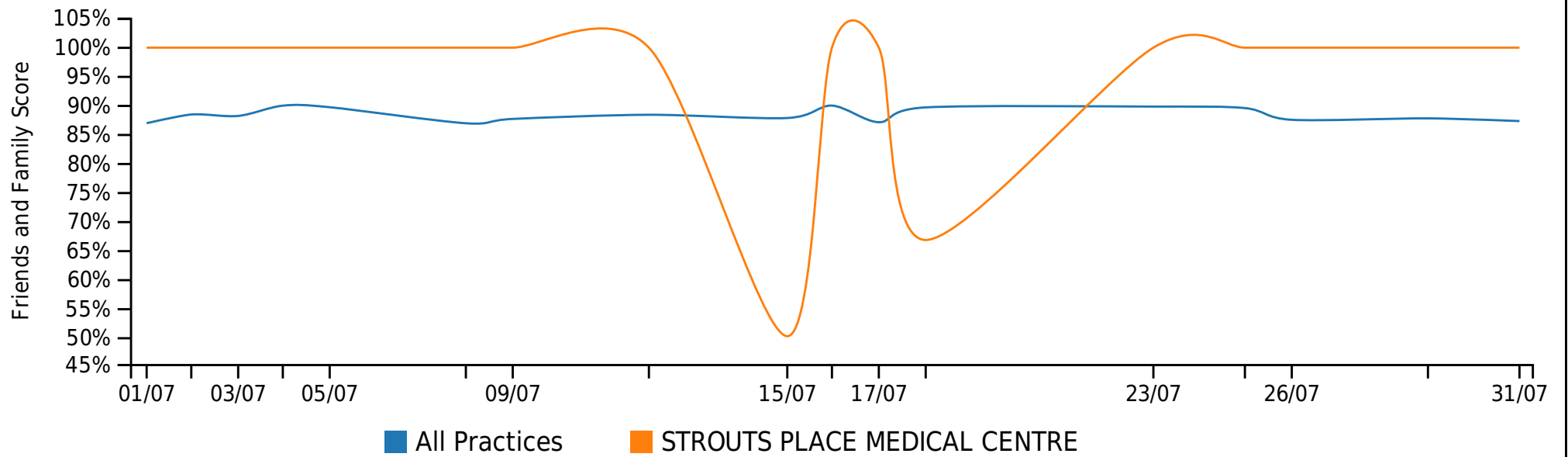
### Practice Score: 'Recommended' Rank

**Your Score:** 90%  
**Percentile Rank:** 55<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 55th percentile means your practice scored above 55% of all practices.

### Practice Score: 'Recommended' Comparison



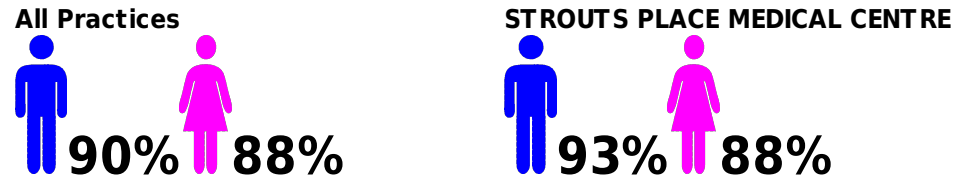
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

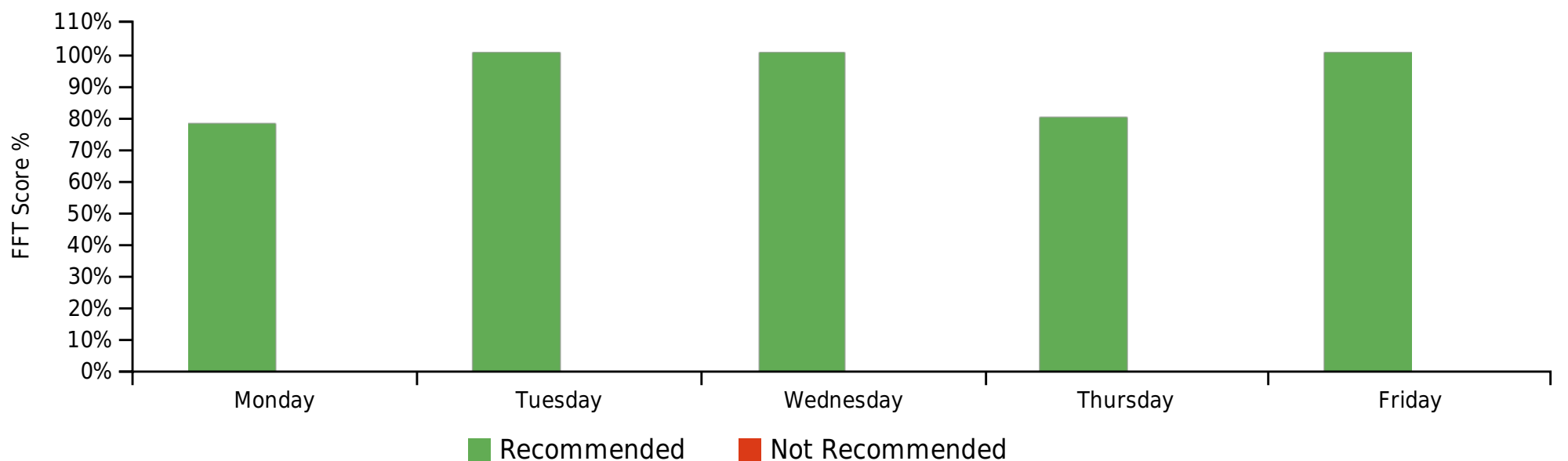
	< 25	25 - 65	65+
All Practices	80%	88%	92%
STROUTS PLACE MEDICAL CENTRE	100%	88%	100%

#### Gender



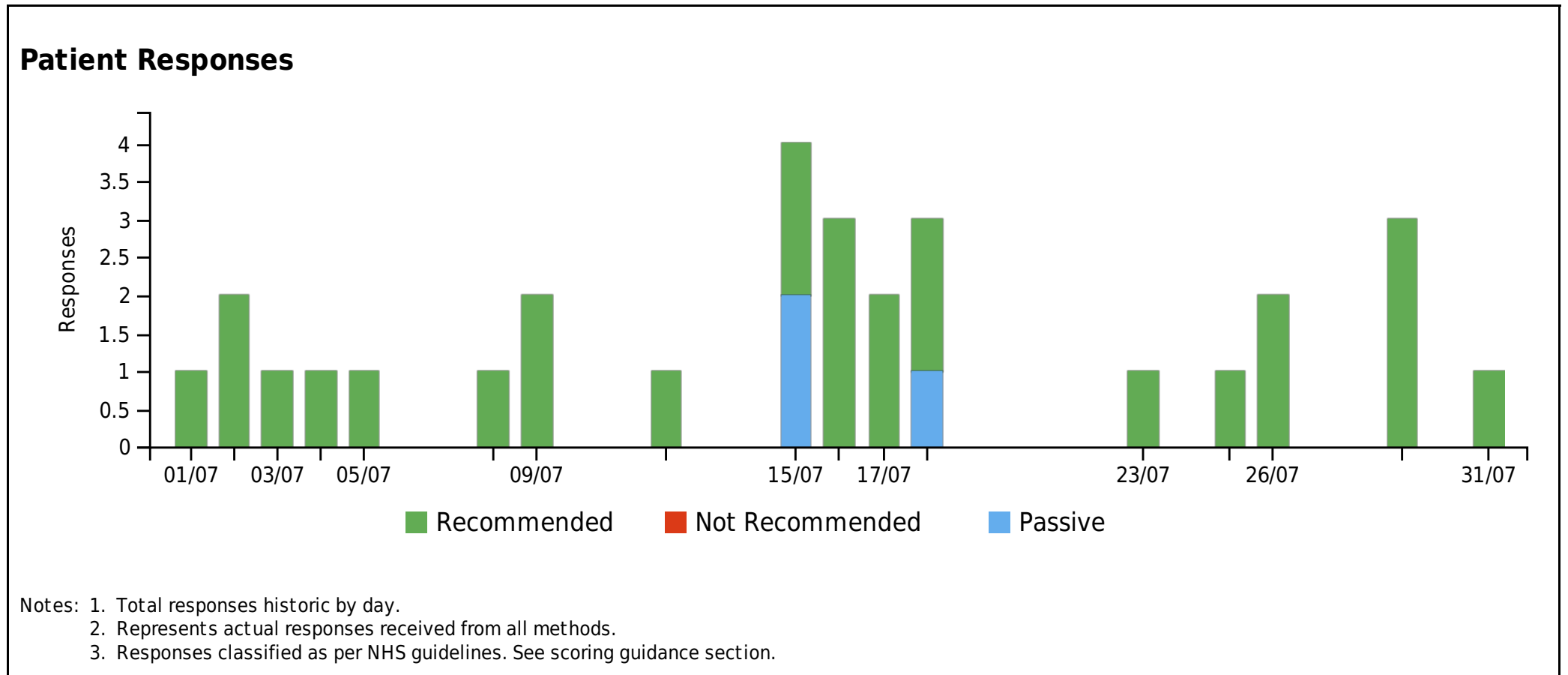
- Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### 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 3	
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

- ✓ Last few visits were good, but a while I had an unsatisfactory experience with a doctor.
- ✓ The examination and the treatment is very helpful
- ✓ Wonderful doctor
- ✓ How friendly the staff are
- ✓ Friendly staff, smooth check in service and helpful consultation
- ✓ The nurse that attended to me was very polite, friendly and treated me with dignity. She is a good person to work in care
- ✓ Well the Doctor I Spock too today was very attentive & she was very helpful in explaining what meds I should be on, & the effects they will have on my co@my conditions ie my metal health, diabetes & also my sinerces problems as well, plus she's a very good listener A@ner A
- ✓ Very timely, helpful and understanding
- ✓ Appointment when needed and staff pleasant
- ✓ Always happy and friendly staff.
- ✓ Very helpful reception and vey good doctor.
- ✓ Very good reception. Maybe the fact I saw junior doctors. All good doctors but never had an appointment with a senior doctor so far.

#### Not Recommended

#### Passive

- ✓ I called in for emergency concern ingestion my health.the doctor told me to go to A and E
- ✓ Appointments