

FFT Monthly Summary: February 2020



The Farley Road Medical Practice
Code: H83004

SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
43	3	0	0	2	0	0	0	0	48	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:

122

Responses:

48

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	43	3	0	0	2	0	48
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	43	3	0	0	2	0	48
Total (%)	90%	6%	0%	0%	4%	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:

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

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:75TH

0%50%100%

0%w Score

Lower

Mid

96%100%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 75th percentile means your practice scored above 75% of all practices.

Practice Score: 'Recommended' Comparison

105%100%95%90%85%80%75%70%65%60%55%50%45%

Friends and Family Score

03/0205/0207/0210/0212/0214/0219/02

All Practices

The Farley Road Medical Practice

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	85%	89%	94%
The Farley Road Medical Practice	100%	96%	94%

Gender

All Practices

90%

89%

The Farley Road Medical Practice

95%

96%

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

110%100%90%80%70%60%50%40%30%20%10%0%

FFT Score %

MondayTuesdayWednesdayThursdayFridaySaturday

Recommended

Not Recommended

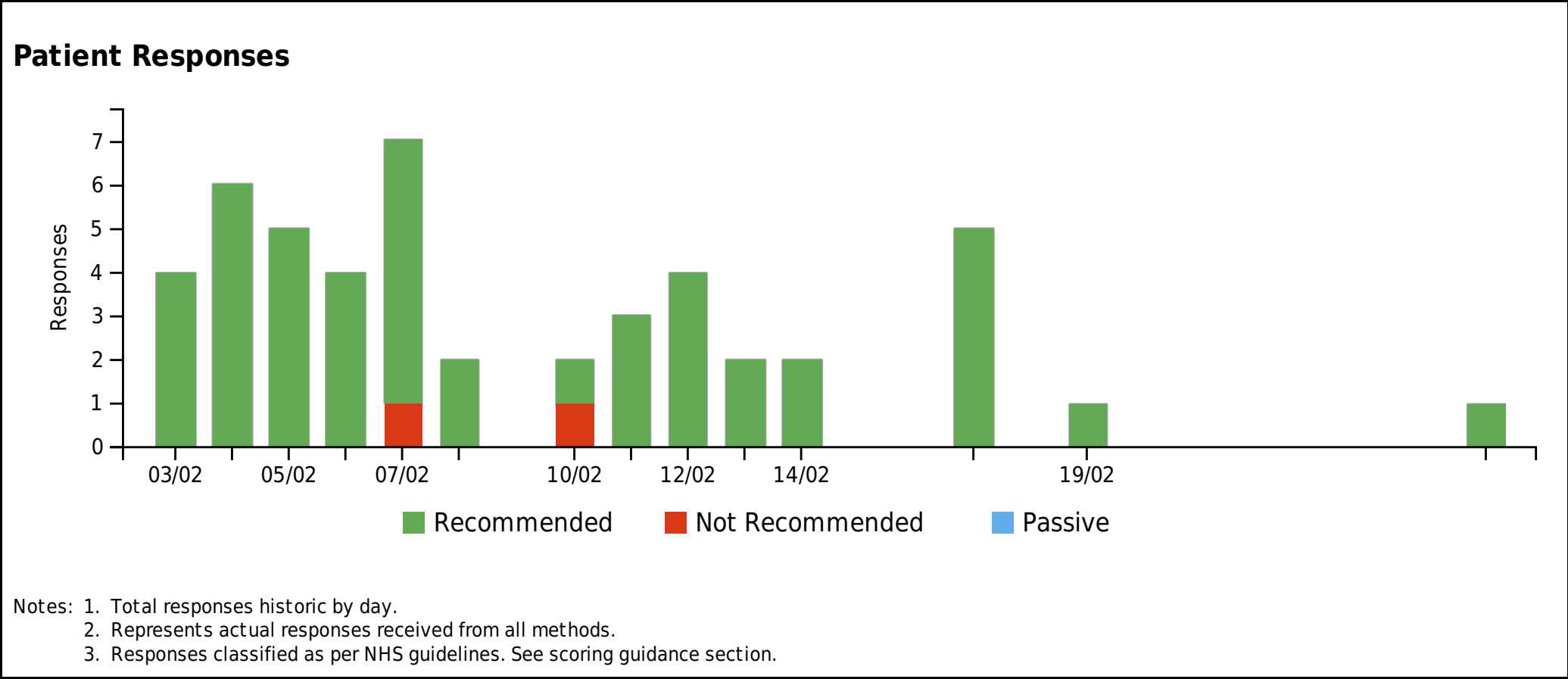
Notes:

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.

SECTION 4

Patient Response Analysis



SECTION 5

Patient Free Text Comments: Summary

Thematic

Reception Experience	7
Arrangement of Appointment	7
Reference to Clinician	11

Tag Cloud

The tag cloud displays a variety of positive feedback terms. The largest words, indicating highest frequency, are 'friendly', 'helpful', 'always', 'great', and 'excellent'. Medium-sized words include 'professional', 'happy', 'knowledgeable', 'efficient', 'polite', 'good', 'caring', 'medical', 'quick', 'open', 'welcoming', 'reassuring', 'online', 'well', 'many', 'full', 'clinical', 'standard', 'last', 'essential', 'lovely', 'instead', 'able', 'fast', 'easy', 'convenient', 'pleasant', 'kind', and 'compassionate'. Smaller words like 'friendly', 'helpful', 'always', 'great', and 'excellent' are repeated throughout the cloud.

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

- ✓It would help if the surgery could open at 7-50. Am instead of 8 am. Because I have had good medical care everytime.
- ✓*I was happy to be seen on time by a friendly nurse.*
- ✓More than happy with the service received
- ✓*Efficient and friendly service.Availability of appointments. Full explanation of the diagnosis.*
- ✓The surgery has looked after me and my family for over 30 years. We have seen lot of changes in the surgery building, comings and goings of many doc@y doctors and the standard of care has always been great. The staff in the reception are always helpful and polite. Its a pleasure to visit the surgery.@gery.
- ✓*The Doctor was very helpful and knowledgeable, I was seen quickly*
- ✓Flexibility, online booking of doctor of choice.
- ✓*Great app to book appointments. Lovely doctor. Very happy with the service.*
- ✓Very efficient friendly and helpful
- ✓*Very friendly staff and doctors/nurses*
- ✓Excellent clinical staff.
- ✓*Seen on time. Appointment precooked.*
- ✓Excellent service
- ✓*Excellent care by GP..*
- ✓Friendly, reassuring staff.
- ✓*Professionals who listen to patients and explain diagnosis and treatments*
- ✓I was listened to and given time and reasons for advice!
- ✓*Great service. Quick appointments. Great Staff.*
- ✓Helpful, sense of being listened to and problem being understood
- ✓*Availability of appointments and professional approach*
- ✓Everyone is very helpful and welcoming. Doctors always make you feel at ease and are caring. They will always try to find you a appointment
- ✓*Always helpful and able to get an appointment when needed. Great surgery.*
- ✓Very professional and seen on time.
- ✓*Well run practice*
- ✓The doctors and staff are always polite and helpful and provide an excellent service.

Not Recommended

- ✓ Friendly staff. Knowledgeable doctors and good listeners. The last point is so essential. Thanks
- ✓ Friendly efficiency.

Passive