FFT Monthly Summary: January 2019

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
42	4	1	0	2	0	0	0	0	49	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: **143**

Responses: **49**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	42	4	1	0	2	0	**49**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**42**	**4**	**1**	**0**	**2**	**0**	**49**
Total (%)	***86%***	***8%***	***2%***	***0%***	***4%***	***0%***	***100%***

Summary Scores

94% 4% 2%

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:

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

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

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

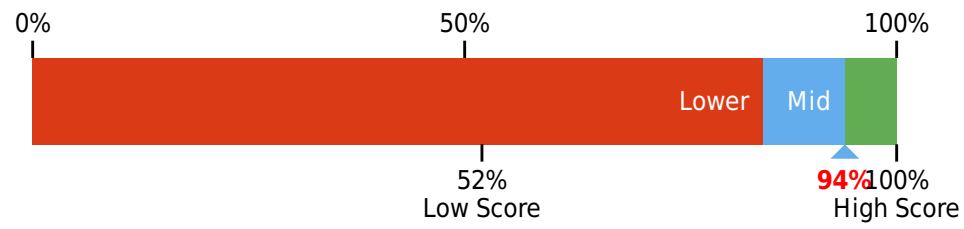
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

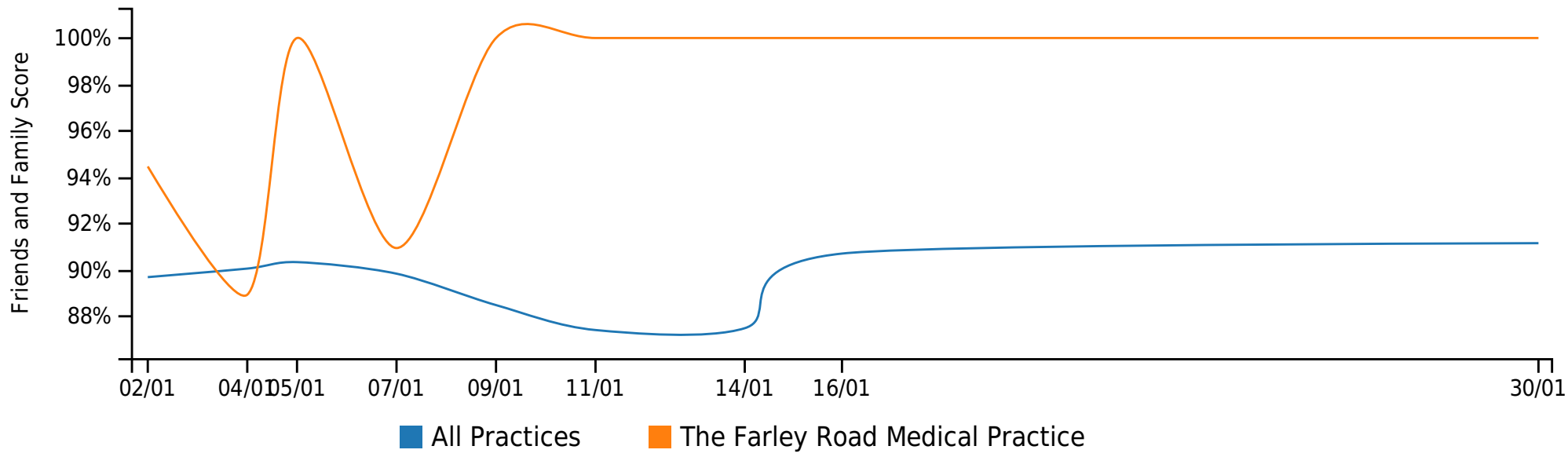
Your Score: 94%

Percentile Rank: 80TH



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 80th percentile means your practice scored above 80% 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

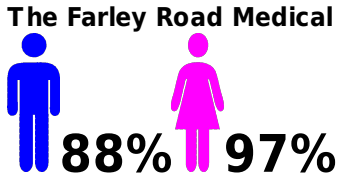
Age

	< 25	25 - 65	65+
All Practices	82%	89%	92%
The Farley Road Medical Practice	100%	91%	100%

Gender

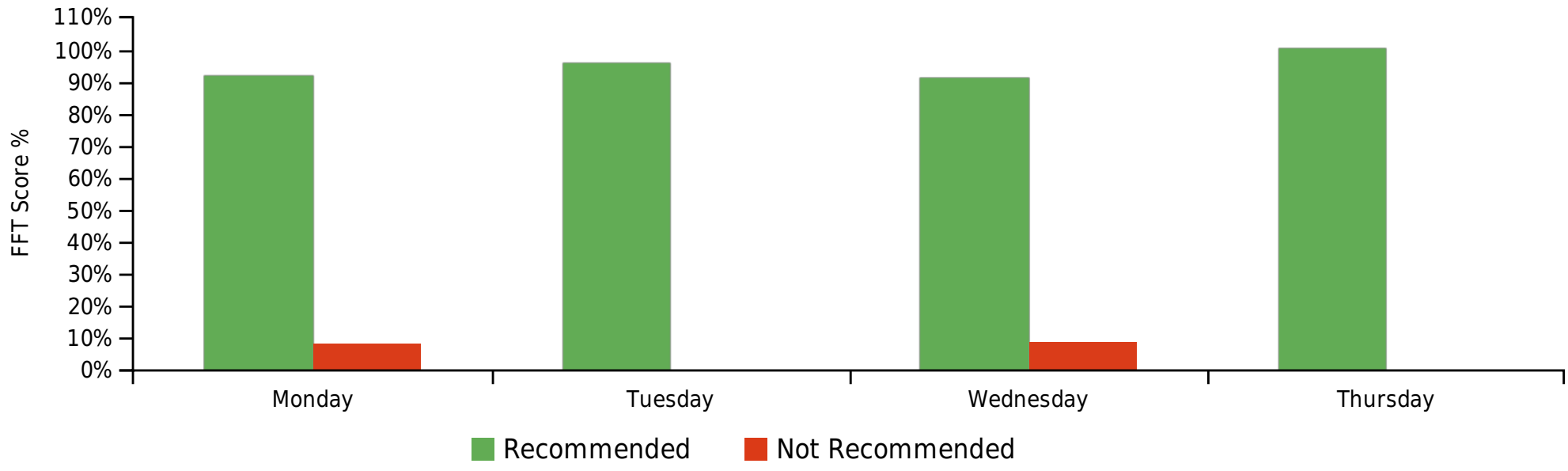
All Practices

The Farley Road Medical Practice



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

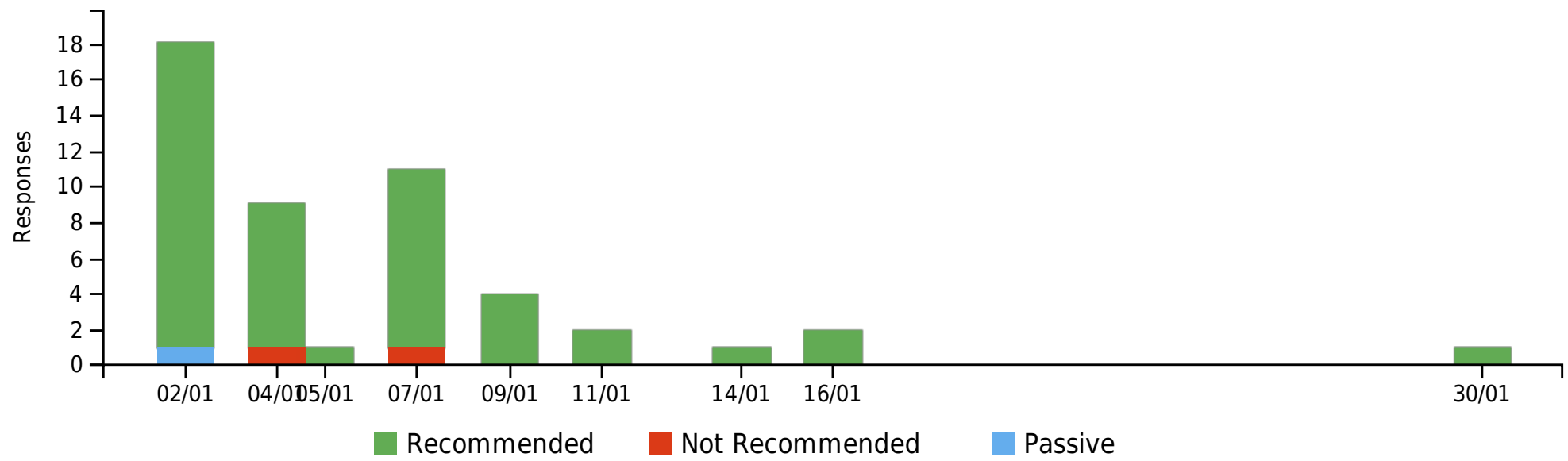
Practice Score: Day of the Week Analysis



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

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

Reception Experience	3
Arrangement of Appointment	8
Reference to Clinician	12

Notes:
1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragements 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.

Tag Cloud

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

✓Quick efficient staff helpful and freindly
✓*Excellent service from Doctor, Nurses and Receptionist.*
✓I needed to see a dr this morning and was able to get an appointment straight away.
✓*I always manage to get the doctor I want on the day iwant but all the doctors are great! And treatment is so quick.*
✓Same day appointment most of the time
✓*Reception are fantastic, friendly professional and polite. Doctors are awesome and you don't have to wait too long.*
✓Great doctors great service every time.
✓*Very good service*
✓Doctor was friendly, helpful and willing to listen
✓*I always find everyone so professional and helpful. A big thanks to you all.*
✓Easy to make the appointment, seen very promptly and a doctor who took the time to listen and deal sensibly with my injury.
✓*The whole team pulls together to provide a really good quality service. I have been a patient for 35 years and that is a good indicator of my and my fami@ family's satisfaction @tion*
✓Appointment on time, plan in place to resolve medical issue
✓*Surgery was able to offer an appointment for a blood test very soosoon after request. Appointment ran to time - I might even have been en*
✓Friendly practice, and very professional
✓*Very helpful & understanding*
✓Good prompt service
✓*Helpful and promo x*
✓I can always see a doctor and the people that work there are very friendly and helpful.
✓*Fast and effective treatment*
✓Efficient, friendly, clean
✓*The fact I could get an appointment today and I was seen on time. The Practice is also very clean and the Doctors very pleasant*
✓Everyone is very helpful and welcoming. Its clean and i always manage to get an appointment
✓*Prompt and fast response. Punctual. Friendly and supportive.*

Not Recommended

✓The doctor was totally unsympathetic to my condition and would not give me the injection which I had booked the appointment for which has left me in pain@ pain still and also lost half a days wages as had to leave work early as the opening hours do not meet today society needs with late opening. I left the surg@ surgery feeling totally humiliated as the doctor just said I wasn't listening which wasn't the case and I now don't want to see that doctor again @gain
✓*Refusal of mri scan referral. When I eventually saw a neurosurgeon, he could not believe that my gp had not organised an mri scan which has delayed my tr@my treatment by several months. @ths.*

Passive

✓Doctor was good but waited a long time to be seen