FFT Monthly Summary: September 2019

The Farley Road Medical Practice
Code: H83004

iplato
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transforming healthcare

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
44	3	1	0	2	0	0	0	0	50	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: **128**

Responses: **50**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	44	3	1	0	2	0	**50**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**44**	**3**	**1**	**0**	**2**	**0**	**50**
Total (%)	***88%***	***6%***	***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:

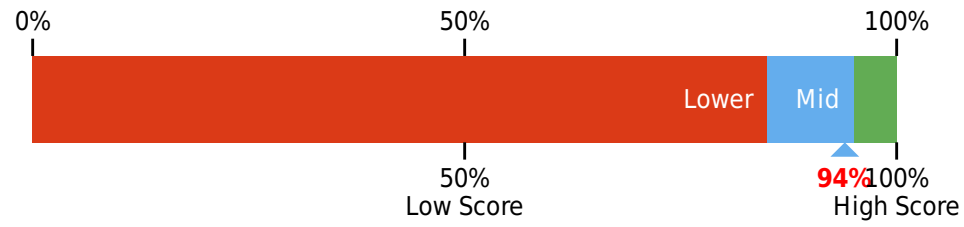
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

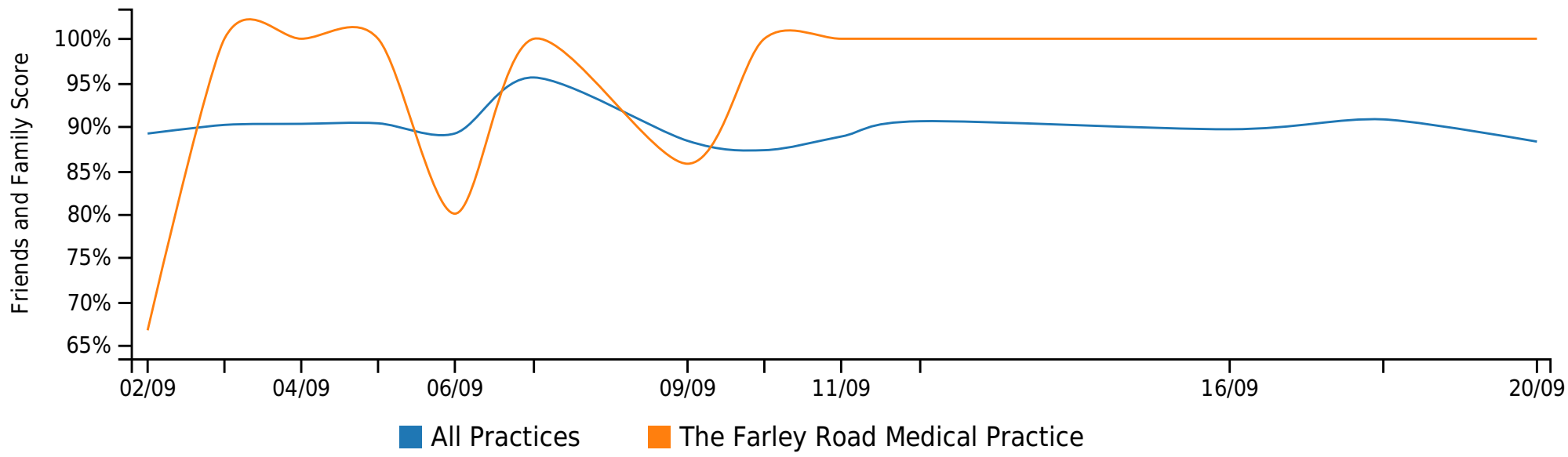
Your Score: **94%**

Percentile Rank: **75TH**



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



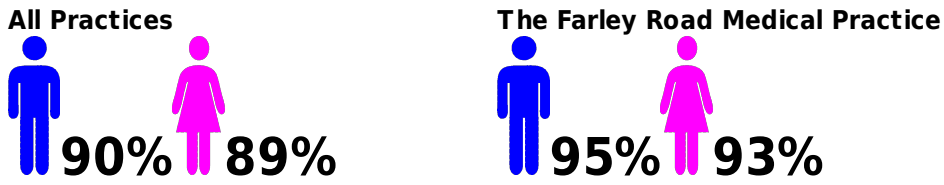
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

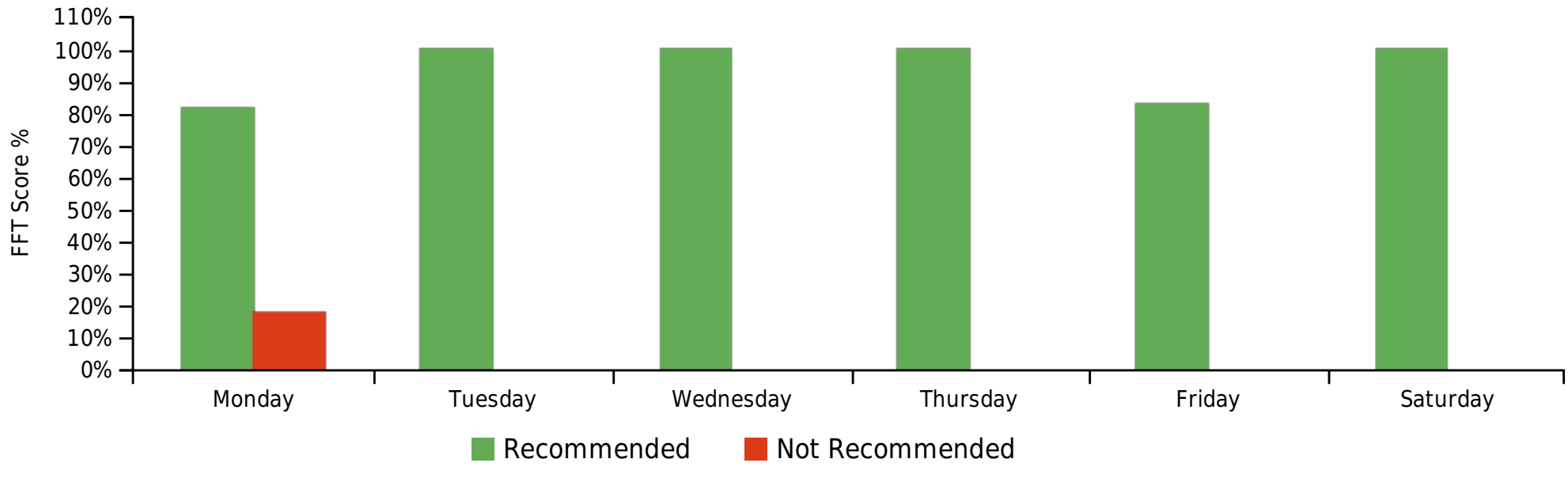
	< 25	25 - 65	65+
All Practices	82%	89%	93%
The Farley Road Medical Practice	100%	93%	95%

Gender



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

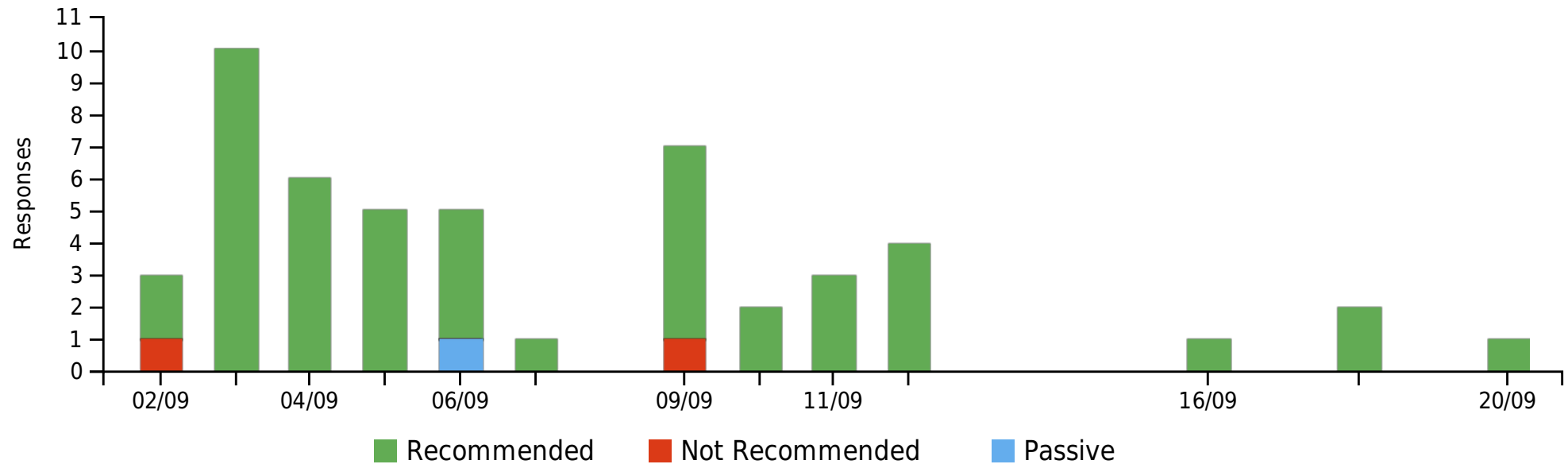
Practice Score: Day of the Week Analysis



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

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	8
Arrangement of Appointment	5
Reference to Clinician	13

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

✓Very happy
✓*Doctors are always attentive and appointments not too difficult to get*
✓I am pleased with my doctor
✓*Always possible to get an urgent appointment when necessary*
✓I visit quite often for various reasons and never have a problem
✓*I saw nurse Karen who was kind, patient and empathetic. I also didnt feel hurried.*
✓I received a detailed answer to my medical questions yesterday from who I think was a locum doctor. Very thorough and she took the time to talk through a@ugh a possible diagnosis, with some helpful hints & tips. Hopefully, her advice will correct. Didn't leave the surgery feeling rushed or not being able to ful@o fully explain my symptoms. @oms.
✓*Dr G Landymore was excellent. Truly patient-focused care.*
✓Excellent DR (Dr Landyman) really listened and took time to explain things
✓*Because I like Dr. Cockell a lot - she is a really good GP. Also, the office staff are nice & helpful.*
✓Efficient service at the surgery and pleasant, very helpful and reassuring doctor.
✓*The outcome met my needs and the consultation was conducted in a friendly and efficient way.*
✓Very professional and efficient receptionists, text reminders are useful, nice and compassionate doctors
✓*friendly, professional*
✓Can always get an appointment on the day required.
✓*The surgery is always able to offer me or my baby an emergency appointment when needed and the reception staff are always polite and helpful. The GPs are@s are also welcoming, professional and offer plenty of advice. I feel that the surgery's priority is personable patient care xx@re xx*
✓The service and care provided by the doctors, nursing and admin staff at the practice is exceptional.
✓*Brilliant service, seen on time,*
✓Helpful service At reception /healthcare
✓*Dr Jaitly - need I say more?*
✓I think you give a very good service with nice staff
✓*Good medical staff.*
✓Brilliant service
✓*Ease of booking appointments*
✓Good service
✓*I've always had promt and efficient service.*
✓Because I had prompt courteous informed service I was given a great deal of information and explanation of what was happening every step of the way and I@and I felt I had absolutely tiptop quality NHS service@rvice
✓*Fast, efficient and professional*
✓Great service and on time
✓*My GP Dr Jasper gives me an excellent level.of.care Listening, understanding, caring and showing great respect for me as a his patient*

Not Recommended

✓Friendly staff

Passive