FFT Monthly Summary: February 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
46	4	0	0	0	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: **127**

Responses: **50**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	46	4	0	0	0	0	**50**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**46**	**4**	**0**	**0**	**0**	**0**	**50**
Total (%)	***92%***	***8%***	***0%***	***0%***	***0%***	***0%***	***100%***

Summary Scores

100% 0% 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:

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

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

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

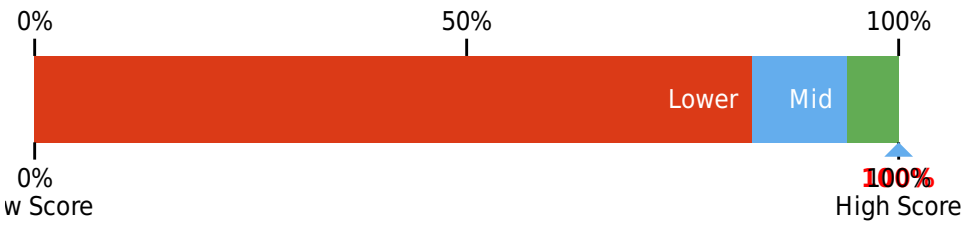
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

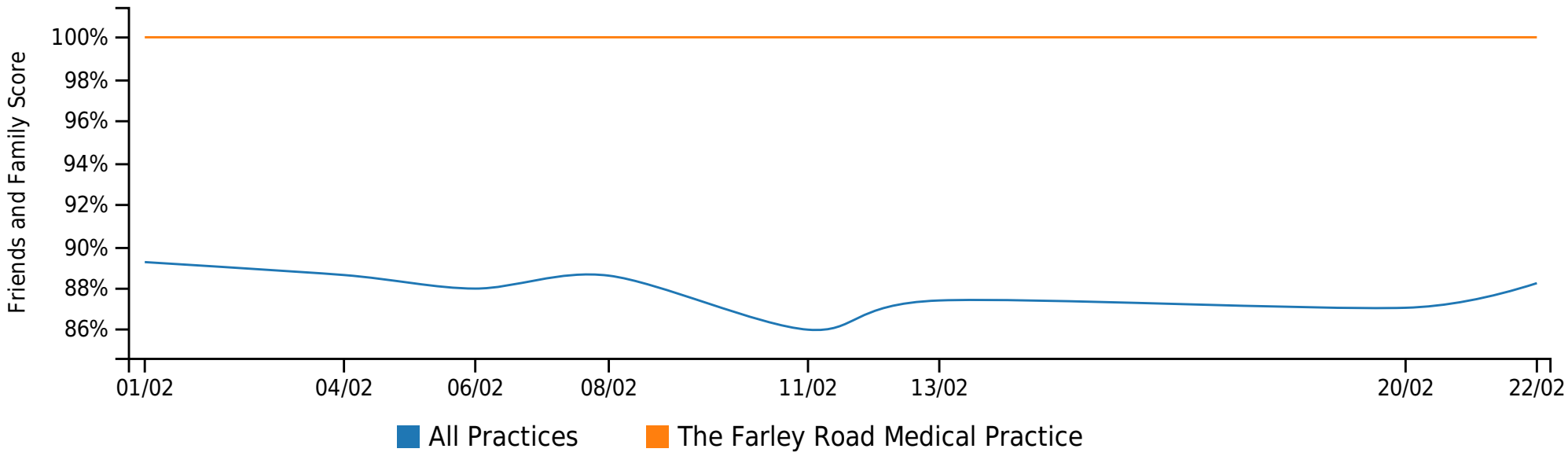
Your Score: **100%**

Percentile Rank: **100TH**



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 100th percentile means your practice scored above 100% 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%
The Farley Road Medical Practice	100%	100%	100%

Gender

All Practices

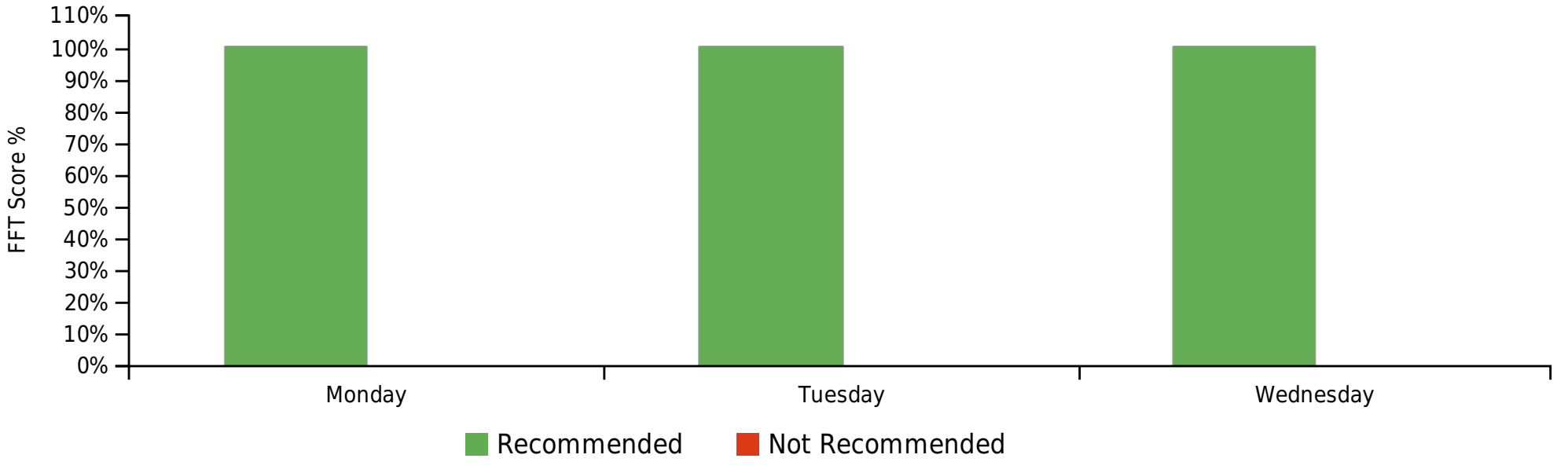
88% 88%

The Farley Road Medical Practice

100% 100%

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

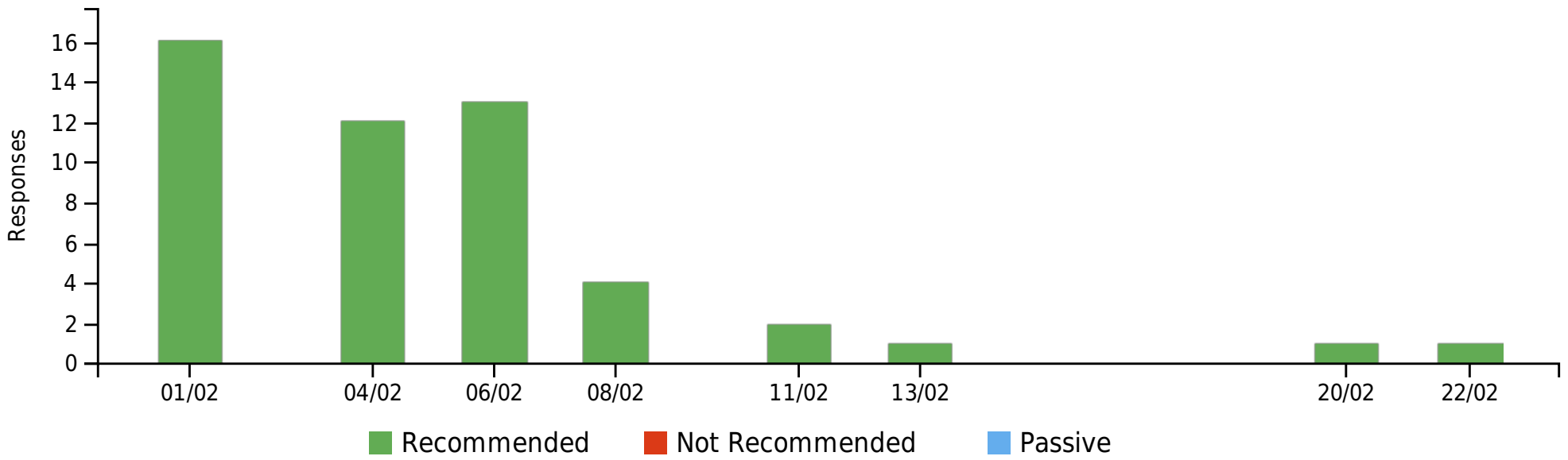
Practice Score: Day of the Week Analysis



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.

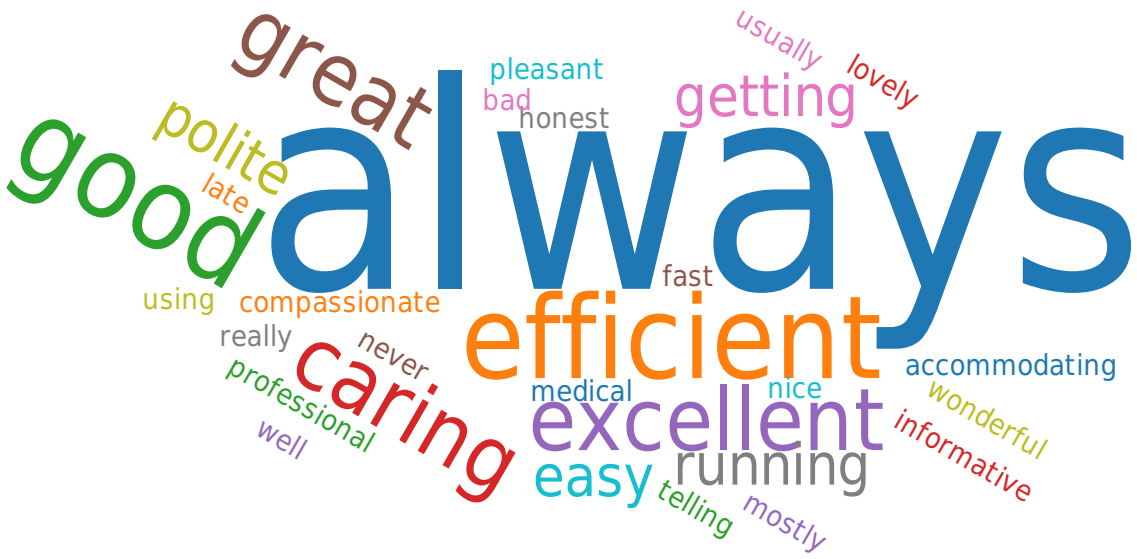
SECTION 5
Patient Free Text Comments: Summary

Thematic

Reception Experience	11
Arrangement of Appointment	8
Reference to Clinician	10

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

✓Ease of getting an appointment when you need one. Helpful and efficient staff. Experienced and caring GPs, nurses and phlebotomists.
✓*Always provided with excellent care and support*
✓I'm always impressed to get an appointment when I need one & drs are always very friendly
✓*Friendly and helpful staff*
✓Clarity of information, speed of enquiry/issue resolve
✓*Accommodating and friendly staff*
✓I like the gps themselves but they are always running late. I waited 12 minutes today despite the screen telling me the appointments were running on time@ time. At your Forestdale branch I waited over 30 minutes earlier in the week.@week.
✓*I have always been given 100% service from the GPS and nurse's from the practice,*
✓Receptionist helpful. Same day appointment with my chosen doctor.
✓*Efficient, personable service. Can't fault.*
✓Lovely staff and mostly seen on time
✓*Fast prompt service usually polite*
✓Surgery provides a good honest service
✓*Great surgery envy of my family and friends ie get an appointment on same day, so efficient to book and all GPs are excellent. A wonderful service.*
✓Understanding Doctor Easy access to appt via GP Access
✓*Very efficient and staff very helpful*
✓No problem getting an appointment friendly staff the only downside is parking but that can't be helped
✓*Great choice of staff*
✓Nice friendly team...receptionists always helpful doctors and nurses all very good.
✓*I go to Farley road medical practice for the doctors. Caring , compassionate and professional.*
✓Today's health check with Karen was great and very informative
✓*Availability of appointments and doctors as well as caring.*
✓People are very polite and friendly always seen on time good staff never had a bad word to say every time I been there
✓*The doctors are always really helpful and in time!!! The receptionists are friendly and very easy to book appointments either by phone or using the GP app*
✓Always helpful
✓*Dr Landymore and Dr Jaitley gave excellent care.*
✓I have always been satisfied with the service I have received.
✓*Because i didn't have any problem.*
✓Pleasant and good service.
✗*Efficiency and courtesy*

Not Recommended

Passive