FFT Monthly Summary: December 2019

The Farley Road Medical Practice
Code: H83004

iplato
connecting patients
transforming healthcare

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
42	8	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: **138**

Responses: **50**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	42	8	0	0	0	0	**50**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**42**	**8**	**0**	**0**	**0**	**0**	**50**
Total (%)	***84%***	***16%***	***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:

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

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

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

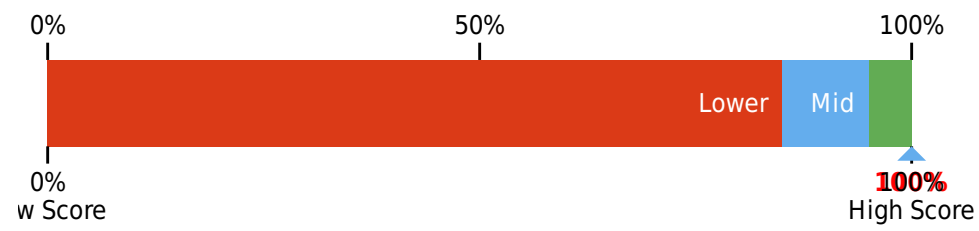
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

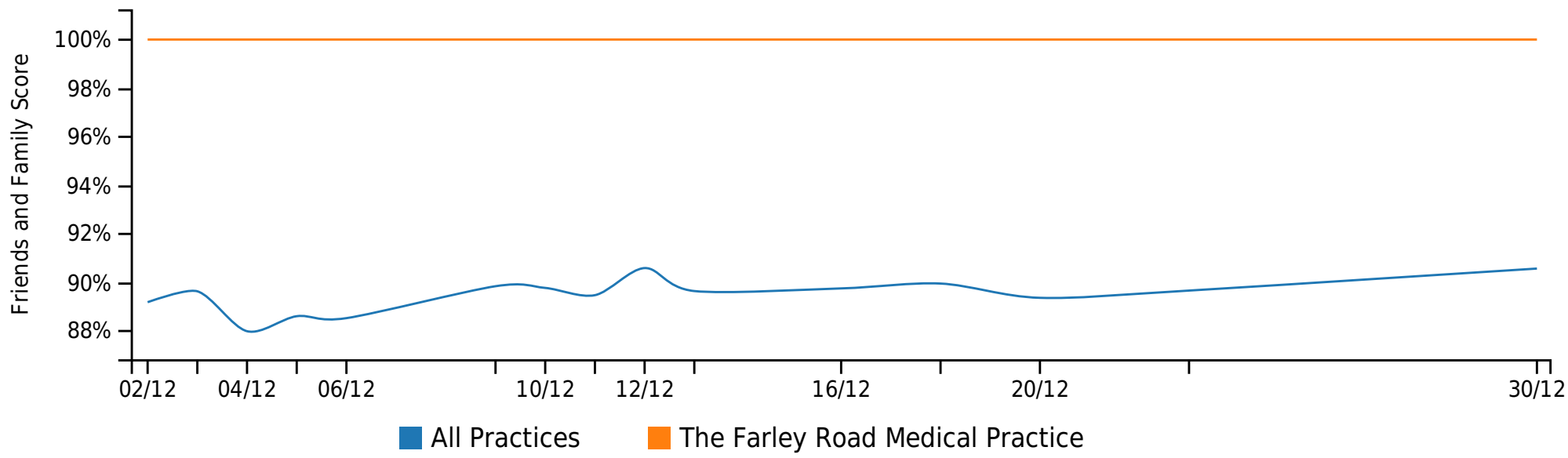
Your Score: **100%**

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



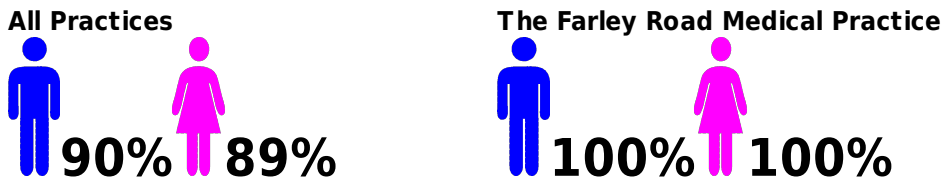
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

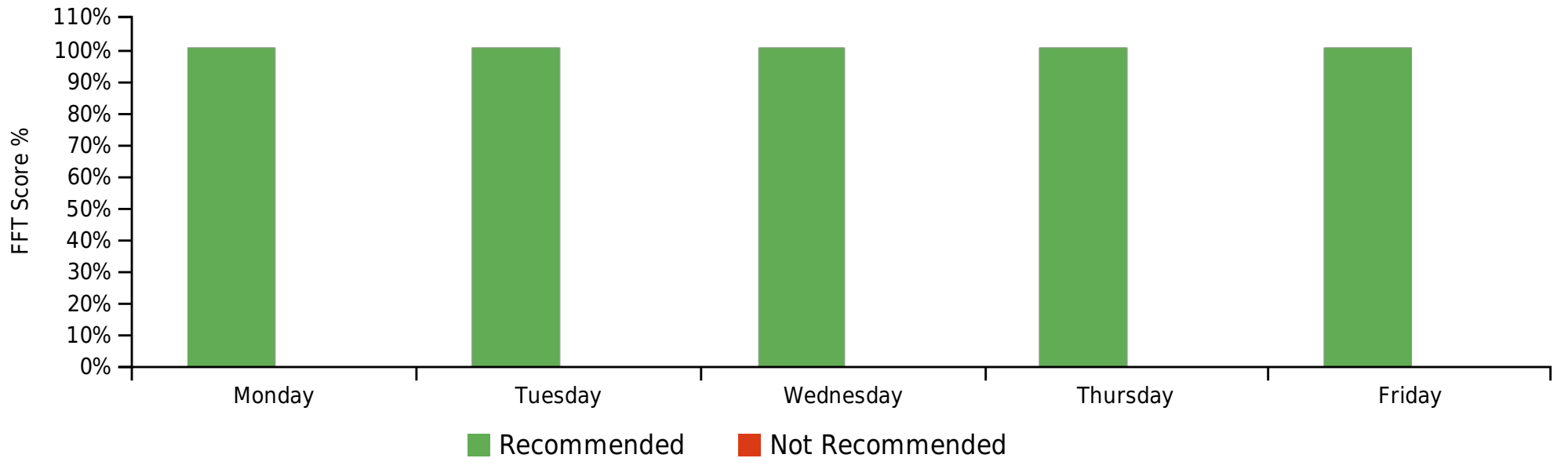
	< 25	25 - 65	65+
All Practices	83%	89%	93%
The Farley Road Medical Practice	100%	100%	100%

Gender



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

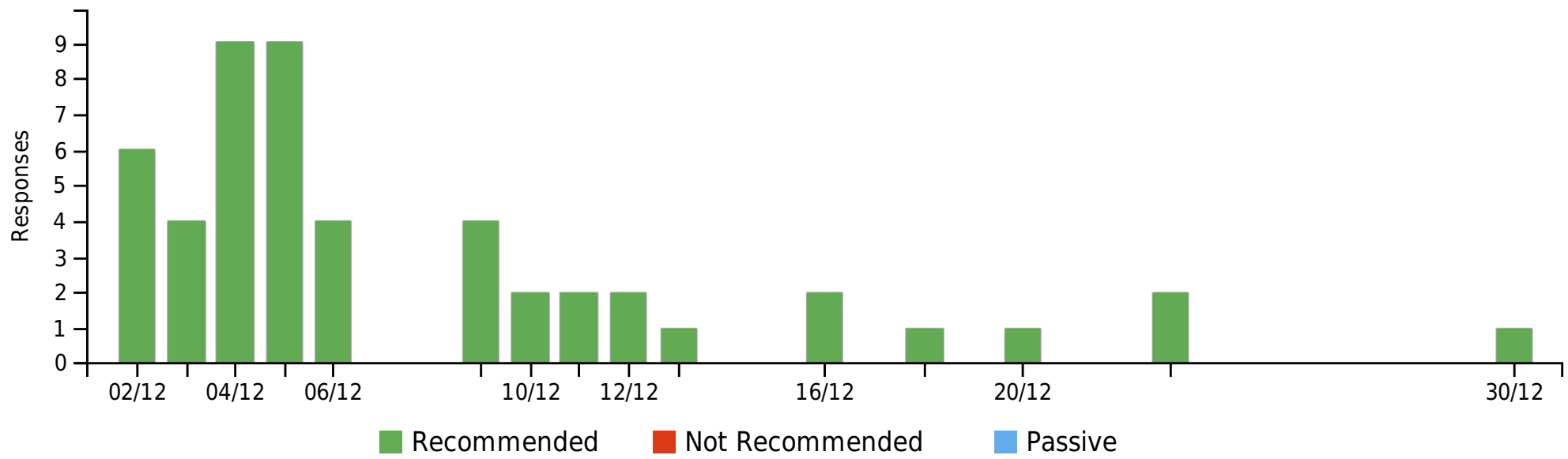
Practice Score: Day of the Week Analysis



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

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.

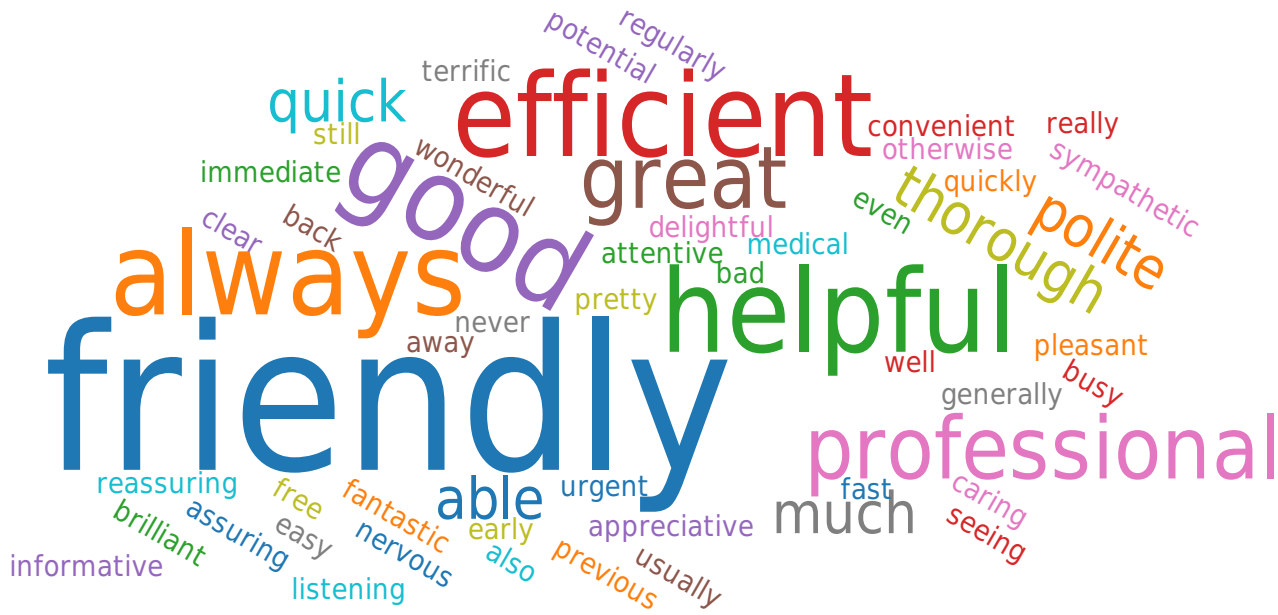
Section 5
Patient Free Text Comments: Summary

Thematic

Reception Experience	7
Arrangement of Appointment	8
Reference to Clinician	11

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

✓The appointment was on time. The doctor was attentive, listened well, asked questions for clarity and gave a clear a considered response with a discussio@ussion and agreementbif the patient. Came away feeling reassured and looked after. @ter.
✓*Reception are always delightful and so helpful . Appointments are generally pretty much on time. Medical time is efficient and thorough*
✓Can always get an appointment for urgent needs x
✓*Everyone is efficient and committed to their work*
✓The fantastic support given in a friendly, kind manner. Even though the Surgery is always busy all of the Staff give 100% for which I am very appreciative.
✓*I can usually get an appointment when I need one.Doctors and nurses are thorough caring and friendly.I have never had to complain about anything and I h@d I have used this service for about 40 years. The ethos of the practice continues and goes from strength to strength.@ngth.*
✓Saw the phlebotomist today who was very quick, pain free and reassuring as I was nervous having previous bad experiences with blood tests, thank you!
✓*Seen on time and great attentiveness from all members of staff.*
✓The dr was very understanding and the other staff members are very friendly
✓*Able to see my GP of choice without having to wait, at a convenient time for me.*
✓Friendly manner for health check. Discovered potential problems so referred back to GP when wouldnt have gone otherwise.
✓*Helpful*
✓Very easy to get a same day appointment if you ring early.
✓*The ease of access to the services of the Practice.*
✓It is great that we are able to book same day appointments which is not the case at other surgeries. We also have some very good doctors at this surgery
✓*Re assuring, professional*
✓You get appointments quickly and the staff is very friendly..
✓*Good practice*
✓Quality and professionalism of the GP's at the surgery
✓*Prompt professional polite service. Thank you.*
✓I have always had good treatment and courtesy from all who work at the surgery
✓*Very quick and efficient. Immediate results which saved me a lot of anxiety.*
✓It was great to know I was not forgotten, despite seeing the GP regularly. I think they are all wonderful, sympathetic and very helpful. I know they are @ are under terrific pressure, but I still feel I have a listening ear and they will do as much as they can. @can.
✓*Fast appointment and efficient service during consultation.*
✓The nurse I saw today was very professional and very pleasant
✓*Friendly staff, good service and brilliant doctors*
✓Really polite and helpful receptionist and a friendly informative lady doctor.

Not Recommended

Passive