

FFT Monthly Summary: October 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	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:

131

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:

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:100%

Percentile Rank:100TH

0%50%100%

0%w Score100%High Score

LowerMid

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

Friends and Family Score

100%98%96%94%92%90%88%

01/1003/1007/1010/1014/1021/10

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	83%	89%	93%
The Farley Road Medical Practice	100%	100%	100%

Gender

All Practices

90%89%

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

FFT Score %

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

MondayTuesdayWednesdayThursdayFridaySaturday

Recommended

Not Recommended

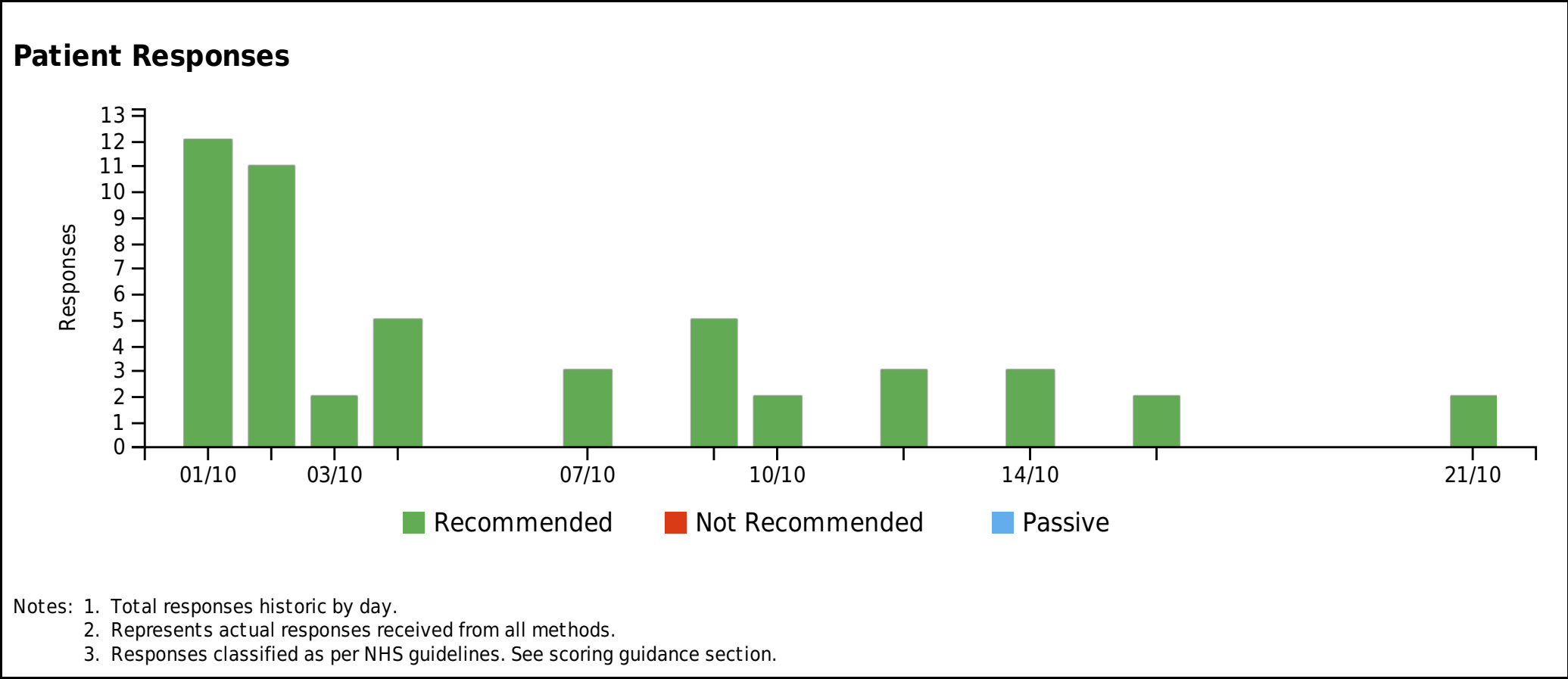
Notes:

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 Experience5

Arrangement of Appointment5

Reference to Clinician11

Tag Cloud

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.

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

- ✓ Highly efficient and pleasant service.
 - ✓ Efficient and easy to deal with
 - ✓ Excellent service and advice given.
 - ✓ Been a patient for 32 years.
 - ✓ The reception staff are always friendly and helpful. The doctors always listen and never make me feel as though I need to rush the appointment.
 - ✓ Pearce of mind over my problems and a very attentive and reassuring consultation
 - ✓ Nurse was lovely and prompt
 - ✓ Pleasant staff, always helpful and cheery
 - ✓ My GP was calm and very reassuring and acted professionally
 - ✓ Always friendly and efficient services
 - ✓ I am usually amble to get an immediate appointment when booking through patient access and have total confidence in Doctors Jasper Cockell and Diana
 - ✓ Surgery is near and convenient for flu jab
 - ✓ Friendly and informative
 - ✓ Very happy with the help from the nurse today
 - ✓ The flu jab nurse I had was amazing. Pleasant, welcoming and warm. She is a real asset to your surgery.
 - ✓ Couldn't ask for more with farley rd surgery.
 - ✓ I find that it is fairly easy to make appointments, especially on the day. All the doctors are really kind and supportive and I normally get seen on time@ time or at least things are not too behind time. The app is useful too. @too.
 - ✓ I myself, n all my immediate Family, have been withFarley Road Medical Practice for many, many years....And we have all been very satisfied, and happy, w@py, with all the Doctors at the Surgery, past and present, all the Doctors are compassionate, caring, giving good advice, understanding, always suggesting goo@g good advice, and giving the right, and good Treatment !!!...All of us in the Family, speak highly of Farley Practice....about all the Doctors....including a@ing all the Nurses, Receptionist, and every Member of Staff there ,at Our Surgery, we would gladly give the Surgery, an Award, for the Best Medical Practice,@tice, in S.Croydon for sure !!! So, well done Farley !!!Excellent and Awesome !!!@e !!!
 - ✓ Friendly and caring.
 - ✓ Friendly and efficient, always prepared to listen
 - ✓ Excellent GP practice across all staff doctors, nurses and office staff.
 - ✓ The ease of booking appointments online and in person and also the ability to get an appointment urgently if necessary.
 - ✓ Punctual efficient service
 - ✓ Appointment was at the time stipulated/booked.
 - ✓ I find your practice to be well organised, accommodating & all the Doctors & Staff do a good job all round.
 - ✓ Prompt friendly efficient service
- ✗

Not Recommended

Passive