FFT Monthly Summary: August 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	6	1	0	1	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: **153**

Responses: **50**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	42	6	1	0	1	0	**50**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**42**	**6**	**1**	**0**	**1**	**0**	**50**
Total (%)	***84%***	***12%***	***2%***	***0%***	***2%***	***0%***	***100%***

Summary Scores

96% 2% 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:

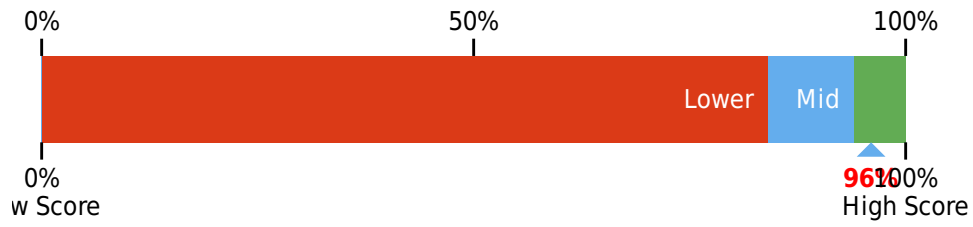
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

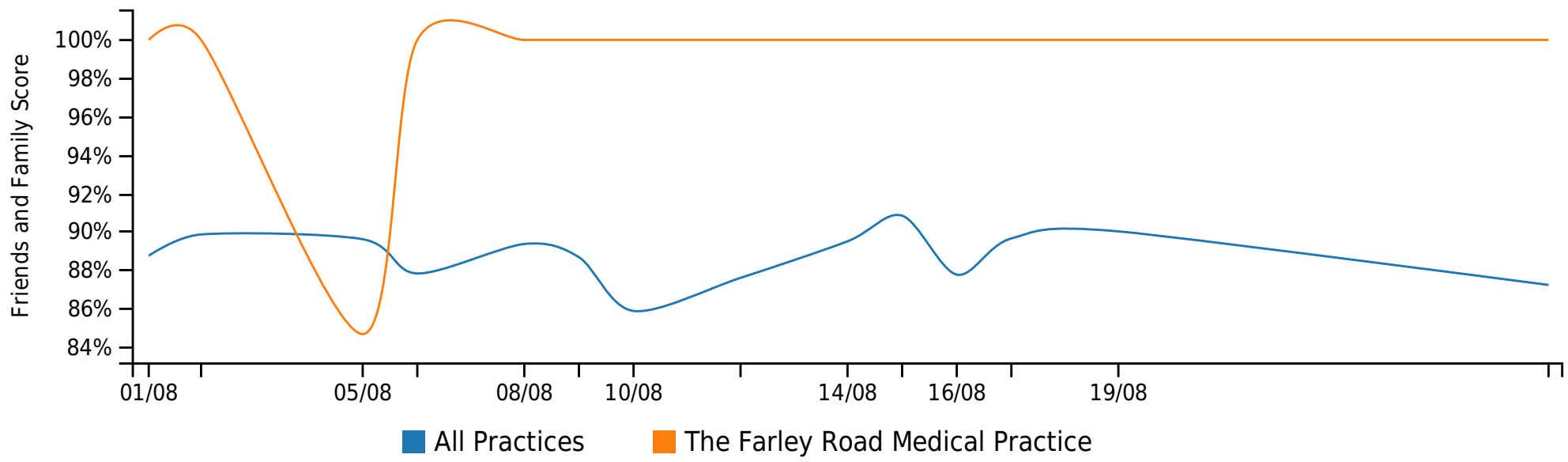
Your Score: 96%

Percentile Rank: 90TH



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 90th percentile means your practice scored above 90% 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

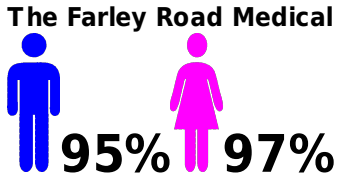
Age

	< 25	25 - 65	65+
All Practices	81%	88%	92%
The Farley Road Medical Practice	100%	97%	94%

Gender

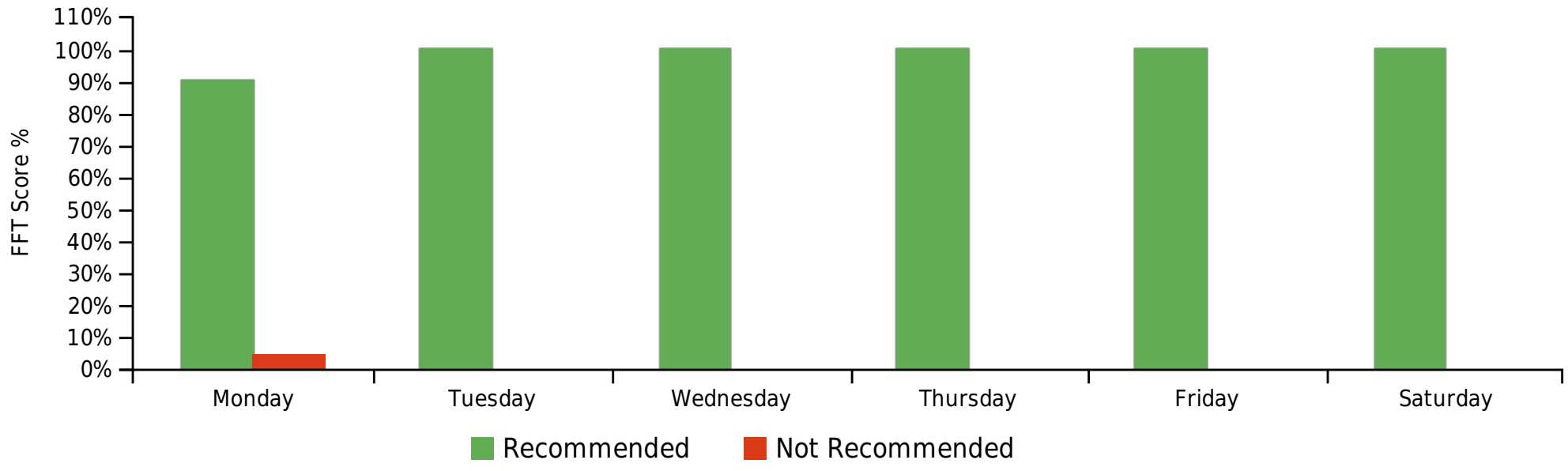
All Practices

The Farley Road Medical Practice



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

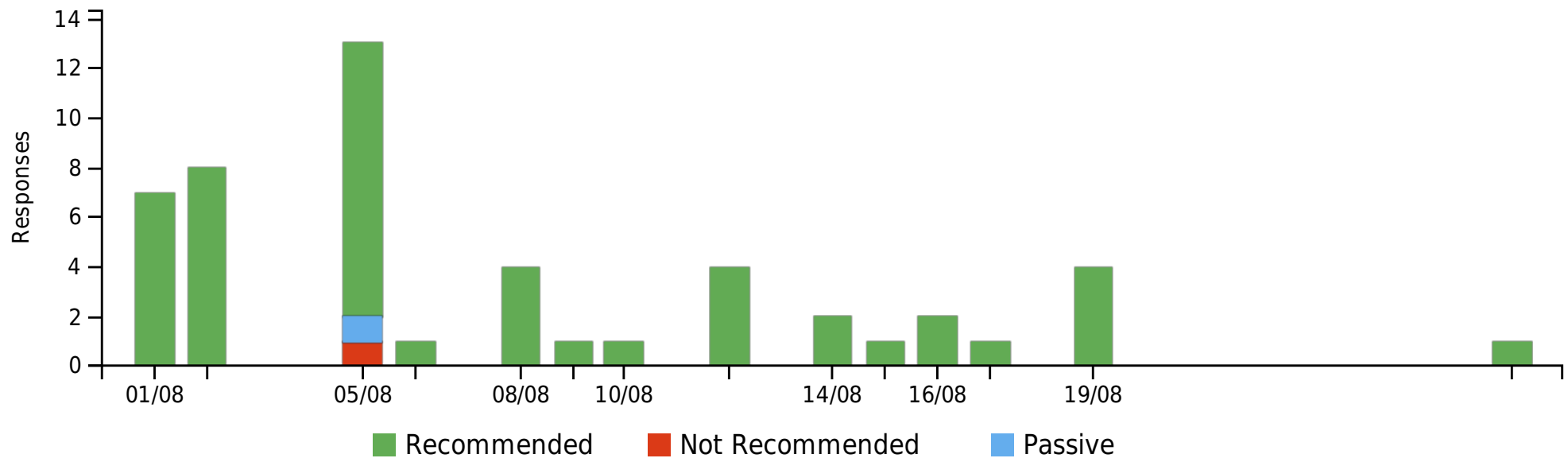
Practice Score: Day of the Week Analysis



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	3
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

✓My last visit the go was more caring The appointment before he didn't seem to care and didn't even get out his seat to look at my problem
✓*Very caring doctor*
✓Good service
✓*Friendly, efficient,*
✓Staff were really friendly & helpful
✓*They are and all ways have been a fantastic doctors surgery. Very friendly and helpful I should know I have been going there since I was born 60years @ears this August @gust*
✓Managed to get appointment.. saw dr on time.. and Dr was efficient and also had excellent bedside manner..
✓*Because I was dealt with in a timely, friendly and efficient manner.*
✓Quick and efficient.
✓*Doctors, Nurses and Reception staff always helpful and professional. This has been the case over many, many years.*
✓Consistently excellent care. Always first class service
✓*Excellent first class service. We are new patients and have been welcomed very well into the surgery. service is excellent.*
✓Almost always able to get an appointment and generally the quality of service by the doctors is very good.
✓*You can get 2 see a doctor when you need one.*
✓A very friendly, helpful and easy-to-talk to doctor who put me at my ease.
✓*Great dr*
✓All round good service
✓*Timing, attitude, professionalism*
✓Great friendly service
✓*Excellent, professional nurse who put me at ease as she knew I didn't like smear tests.*
✓Good and caring.
✓*Staff are very professional & take time to explain procedures & what tests are for*
✓Kindness and caring attitude
✓*I have always received good service from Farley Rd Medical*
✓Already have family members going to the practice and a good kind service
✗

Not Recommended

✓I chose option 1 as I have always been treated professionally and have found the services offered to be relatively easy to access.Dr. Jasper, who is my @s my physician of choice, is a true credit to his profession and to your surgery!@gery!

Passive

✓Answer is 2 and not 3