

FFT Monthly Summary: December 2018



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	5	1	1	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: 152								Total
Responses: 50		Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	
SMS - Autopoll		42	5	1	1	1	0	50
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
Total		42	5	1	1	1	0	50
Total (%)		84%	10%	2%	2%	2%	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:

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:94%

Percentile Rank:80TH

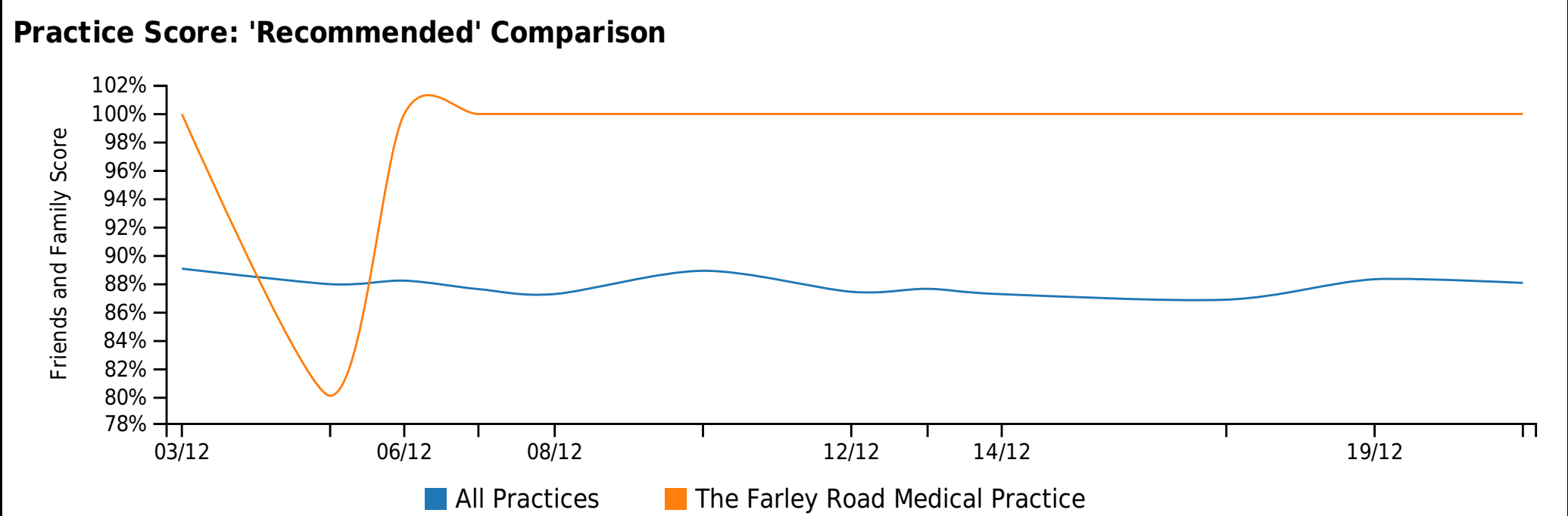
0%50%100%

0%w Score

LowerMid

94%100%High Score

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 80th percentile means your practice scored above 80% of all practices.



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%	93%	100%

Gender

All Practices

89%

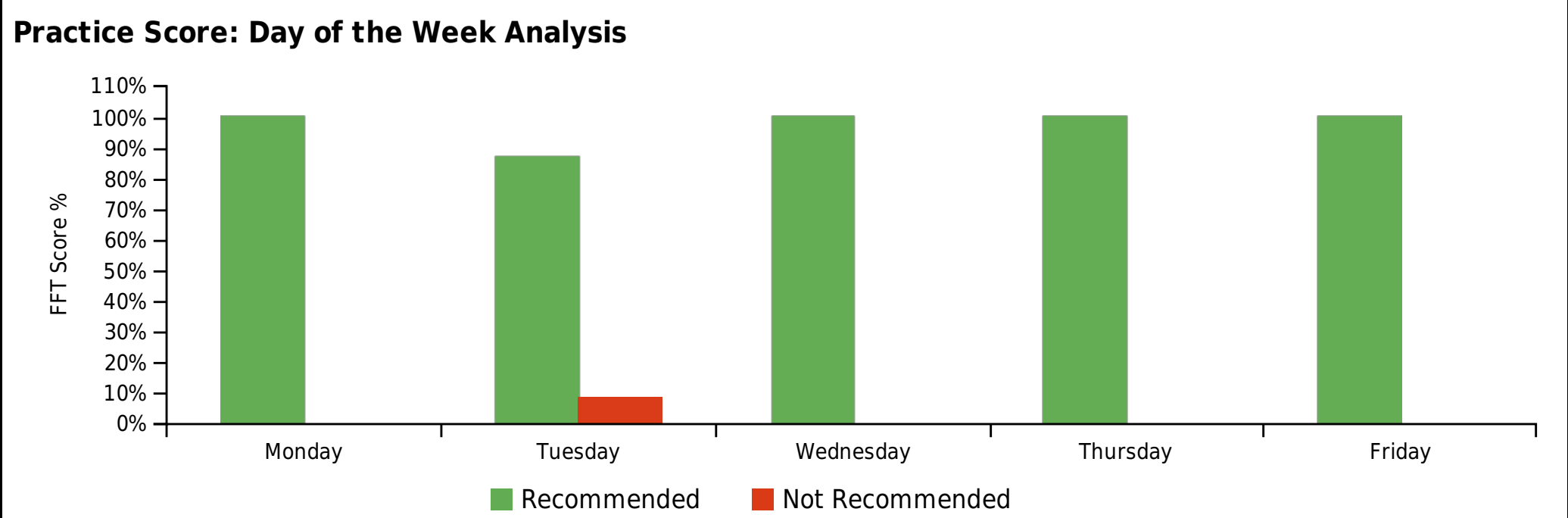
87%

The Farley Road Medical Practice

100%

91%

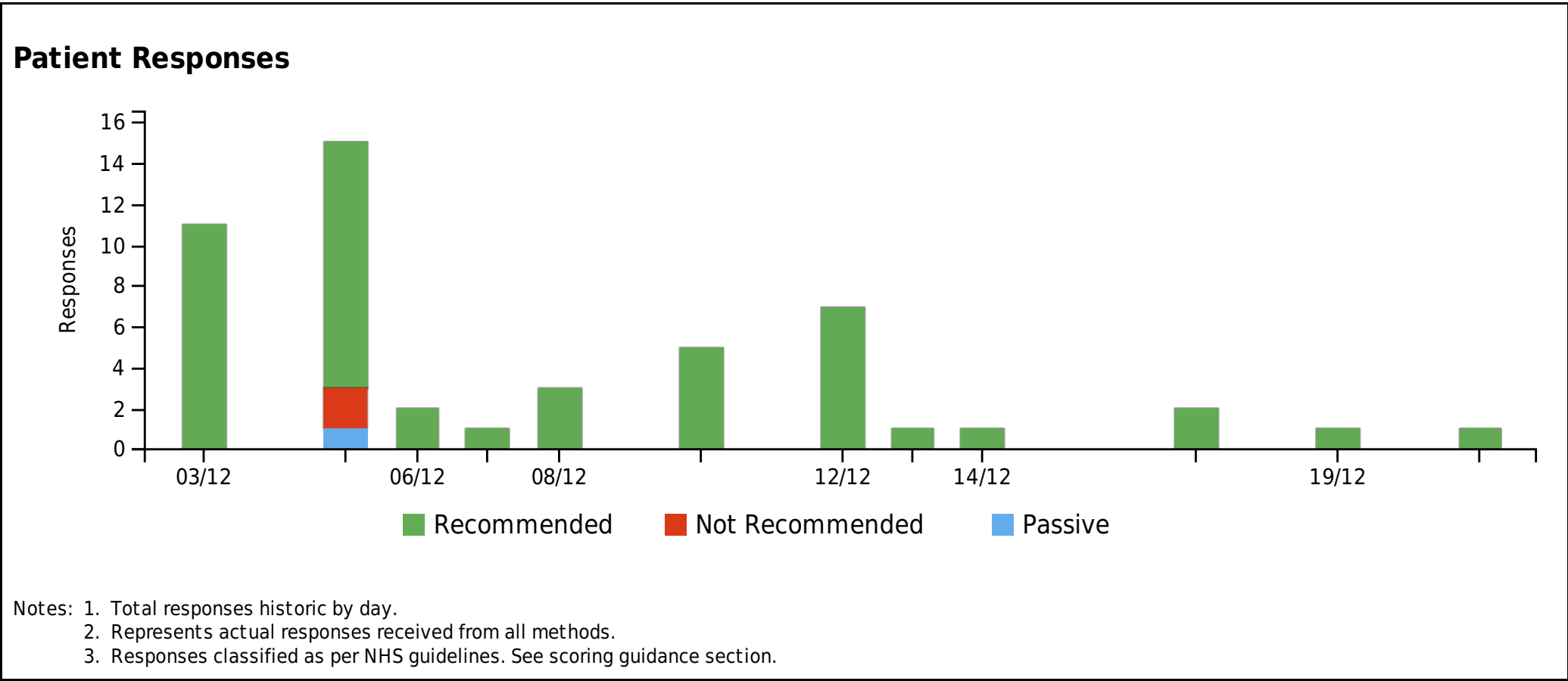
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.



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 Experience	5
Arrangement of Appointment	4
Reference to Clinician	13

Notes: 1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence frgements 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

- ✓ Sometimes appointments do not run to time and there is a long wait, with no explanation, which is frustrating.
- ✓ *No waiting and very kind and pleasant nurse*
- ✓ Dr Jaitly and Dr Galaiya are fantastic. Other doctors can be hit and miss.
- ✓ *Lovely caring doctors etc.*
- ✓ Myself And my family have always received very good care from Farley Medical Practice. I have been with this practice for 57 years.
- ✓ *A caring and understanding GP who went above and beyond*
- ✓ Have always been very happy with the service and care at the practice.
- ✓ *Everything is well organised and appointments are generally on time*
- ✓ Promptness, welcome, satisfactory treatment.
- ✓ *Based on my experience today, the GP was running on time and was very pleasant. The support staff were also very helpful.*
- ✓ We are just so thankful for how quickly the surgery always tries to accommodate us with the earliest available appointment and all the doctors and nurses@urses are wonderful. This is so reassuring with such a young family. @ily.
- ✓ *Very good doctors. Always have appointments*
- ✓ I have received good care over the years
- ✓ *Have been with the Surgery for 37 years - I trust them.*
- ✓ It's easy to log in, the reception staff are helpful & friendly & Dr Jasper is wonderful. I have so much faith in him.
- ✓ *Very good service*
- ✓ Excellent service
- ✓ *When for blood test checked in and waited to be called in. as always was put at my ease and in and out in a few minutes*
- ✓ My husband came to see the doctor this morning and is being referred back to kings college
- ✓ *Helpful staff*
- ✓ Good, efficient & friendly service from all staff.
- ✓ *They're brilliant*
- ✓ I have always found the surgery Offers good services and are helpful. I am finding my recent health check offered very helpful.
- ✓ *A simple system. Amiable staff.*
- ✓ Excellent service

Not Recommended

Passive

- ✓ Dr hamil is useless