

# FFT Monthly Summary: June 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
41	7	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](mailto: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	41	7	1	0	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	41	7	1	0	1	0	50
Total (%)	82%	14%	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:

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:96%

Percentile Rank:90TH

0%50%100%

0%w Score

Lower

Mid

96%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 90th percentile means your practice scored above 90% of all practices.

Practice Score: 'Recommended' Comparison

Friends and Family Score

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

01/0604/0606/0610/0614/0619/06

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	84%	88%	92%
The Farley Road Medical Practice	100%	100%	88%

Gender

All Practices

90%

88%

The Farley Road Medical Practice

96%

96%

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

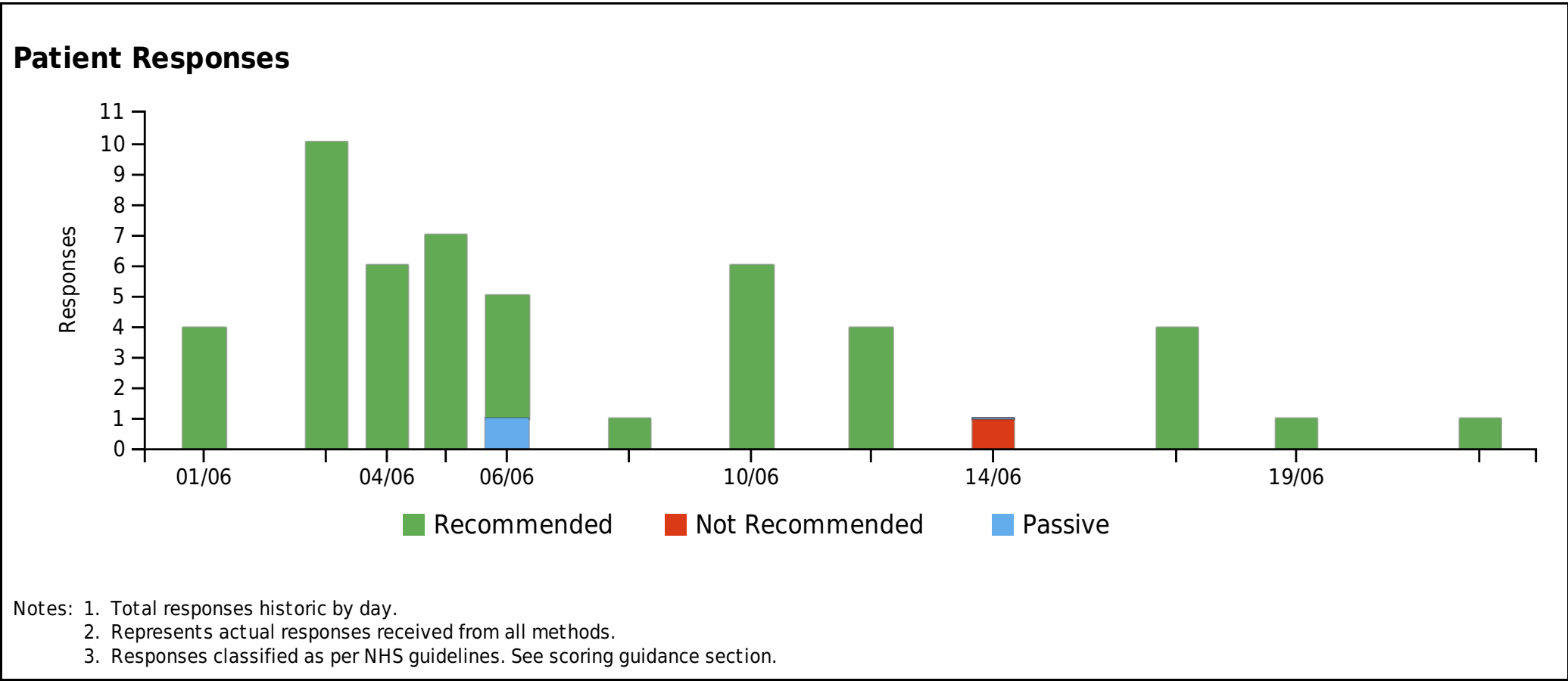
Notes:

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 Experience7

Arrangement of Appointment7

Reference to Clinician19

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

- ✓ Have had excellent service from nurses following an operation.
- ✓ It was easy & convenient to book an appointment online, I especially like that I was able to see a doctor on Saturday. The doctors, nurses and receptionists are always warm, friendly and extremely helpful...keep up the great work!! @rk!!
- ✓ Have been with the practice for more than 30 years. Overall consistent and knowledgable care.
- ✓ Good service
- ✓ Efficient service. Blood tests and an x Ray all completed within 90 mins of seeing the GP. Thank you
- ✓ The Doctor was very kind and helpful.
- ✓ Friendly & very helpful service. Always listened to & treated respectfully
- ✓ Easy to get an appointment and great staff
- ✓ The Doctor
- ✓ Always excellent care
- ✓ Quick service
- ✓ Time of response for appointment is quite good. Also staff customer focus is second to none. The Nurses and Doctors I have met during my visits have been@ been extremely professional. @nal.
- ✓ I got the appointment very quickly.
- ✓ Nurse was excellent, clear & caring
- ✓ There was a dialogue with the doctor who listened to me and acted upon what I said. He sought my approbation for future action.
- ✓ I had a wait if half an hour to see a Nurse and another member of staff was sarcastic to me in the presence of another patient. The nurse I saw was very @very thorough, the rating could have been 1 @en 1
- ✓ Dr Hammill is excellent
- ✓ Lovely Dr's & very nice helpfull resephonist. please forgive speling.
- ✓ I got an appointment within an hour and half of phoning and the doctor was extremely helpful, thoughtful and gave me a lot of time in searching support. @ort. Ps I usually use the app and was really pleased by the prompt reply to an urgent appointment. @ent.
- ✓ I think it's a great medical practice
- ✓ Always kind and helpful and patient
- ✓ Very efficient and friendly staff
- ✓ Found same day appointment on line and follow up nurse appointment two days later. Offering a same day alternative appointment due to staff sickness was@s was also helpful. Being poorly can be quite stressful and seeing a GP quickly helps reduce or eliminate that. @hat.
- ✓ I have only just registered with you and I wasn't well last week . I rang on a Monday and was offered an appointment straight away . The doctor was very good
- ✓ Doctor understanding
- ✓ Great doctors and helpful and caring staff
- ✓ I saw Dr jaitly who is always so supportive and pleasant and she always has time to listen to your problems

Not Recommended

Passive

- ✓ Well I have got use to the surgery and I know some of the very friendly staff but I don't think you have some facilities that other surgeries have so I'm@o I'm told, so that is why I answered three@three