

FFT Monthly Summary: November 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
43	5	1	0	0	0	0	0	0	49	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: 49

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	43	5	1	0	0	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	43	5	1	0	0	0	49
Total (%)	88%	10%	2%	0%	0%	0%	100%

Summary Scores

98%

0%

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:98%

Percentile Rank:90TH

0%50%100%

LowerMid

0%w Score98%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%

01/1105/1107/1111/1113/1115/1122/11

All PracticesThe 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	82%	89%	92%
The Farley Road Medical Practice	67%	100%	100%

Gender

All Practices

89%89%

The Farley Road Medical Practice

96%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%

MondayTuesdayWednesdayThursdayFriday

RecommendedNot Recommended

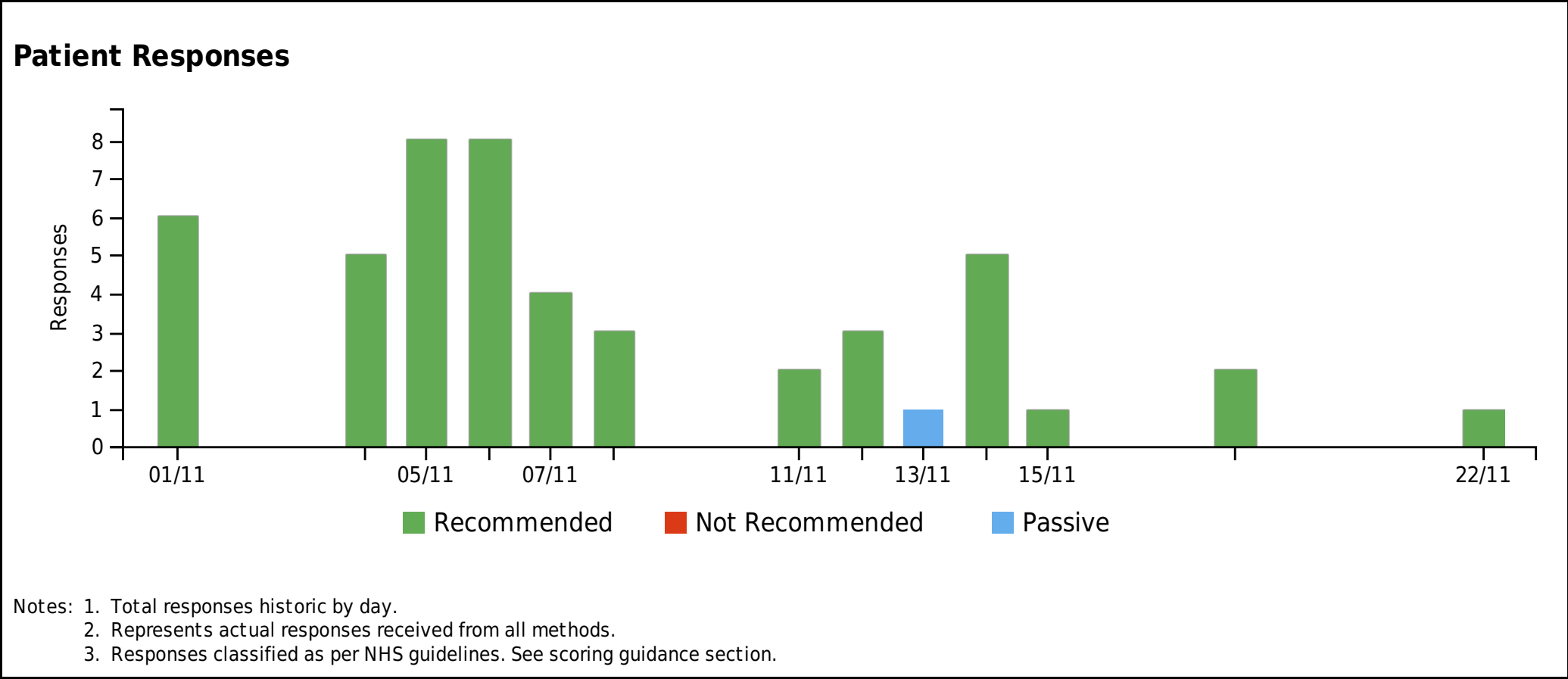
Notes:

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

[illegible]

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

- ✓ Always prompt with appointments, easy to get appointments, pleasant staff.
- ✓ *Friendliness*
- ✓ Lovely staff
- ✓ *Great service*
- ✓ I am pleased with the reception organisation and response to telephone calls and doctor care. No complaints whatsoever. Just keep me alive for the next 24.5 years so I can get her majesty's nice letter.
- ✓ *I can always get an appointment and all the staff are very helpful and very pleasant*
- ✓ I have had a difficult year with my health, but from booking on line, to booking in at the practice on the machine to asking questions to the reception staff, or the Nurses, and having a good Doctor and Patient rapport with Doctor Jaitly my experiences at Farley Road medical practice are very Positive, with a friendly and professional staff.
- ✓ *Friendly, professional service. I am very happy with my surgery*
- ✓ And the appointment was on time and the nurse was very helpful and very polite and very happy with the service that you gave to me love
- ✓ *1 extremely likely*
- ✓ It is easy to book appointments and the doctors are very nice
- ✓ *I was seen in time. I felt I was treated with kindness. Good communication and very informative as to the treatment and future management.*
- ✓ Good service and on time
- ✓ **CARING AND HELPFUL STAFF**
- ✓ My main reason for voting 1 is that i have virtually always received polite and helpful dealings with both staff and doctors. In 56 years with this Practice i hav had only one unhappy experience . That was in 2005 when advised by a very experienced doctor friend to take my son, who had developed a sudden and inexplicable condition, to my GP and get him seen urgently as ' every hour counts' . Despite explaining this, the receptionist, who thankfully left the practice a long time ago, was very obstructive and told me that he could only be seen the following evening by a locum or in 2 days by his own GP! @ GP! (the only time in my life that i hav ever made a demand for an urgent appt.) thankfully at my insistence, and because i wouldnt go away, she phoned through to the doctor who saw him straight away and got an immediate referral to a specialist in the hospital. @al.
- ✓ *Prompt efficient help and service. I have always been able to book an appointment and the surgery has always fitted in emergency appointments.*
- ✓ Care was excellent.
- ✓ *I always feel well cared for*
- ✓ Very nice staff & excellent treatment
- ✓ *Helpful receptionist, always friendly. I needed an appointment with a female doctor and they were able to organise this.*
- ✓ Nurses are very knowledgeable and helpful with everything. Very professional staff at practice and nice environment too.
- ✗ *Great service. All staff really nice and very helpful.*

Not Recommended

Passive

- ✓The time slot was frustrating at 5pm for a 3 year old flu vaccine. Tried to call many weeks ago but wasn't ready.