

FFT Monthly Summary: March 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
46	3	0	1	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:

144

Responses:

50

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	46	3	0	1	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	46	3	0	1	0	0	50
Total (%)	92%	6%	0%	2%	0%	0%	100%

Summary Scores

👍

98%

👎

2%

👉

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:

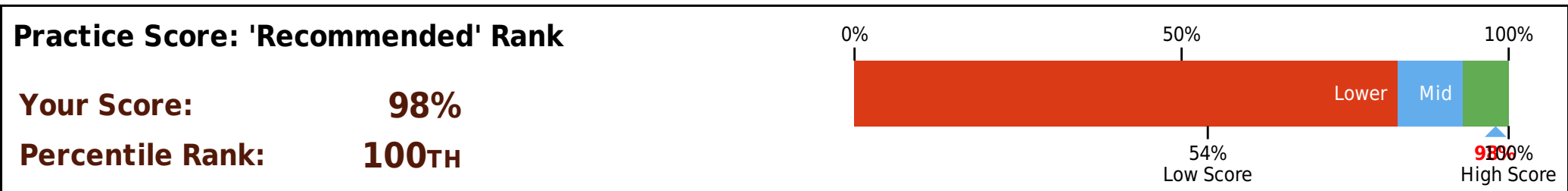
Recommended (%) =
$$\frac{\text{extremely likely} + \text{likely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

Not Recommended (%) =
$$\frac{\text{extremely unlikely} + \text{unlikely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

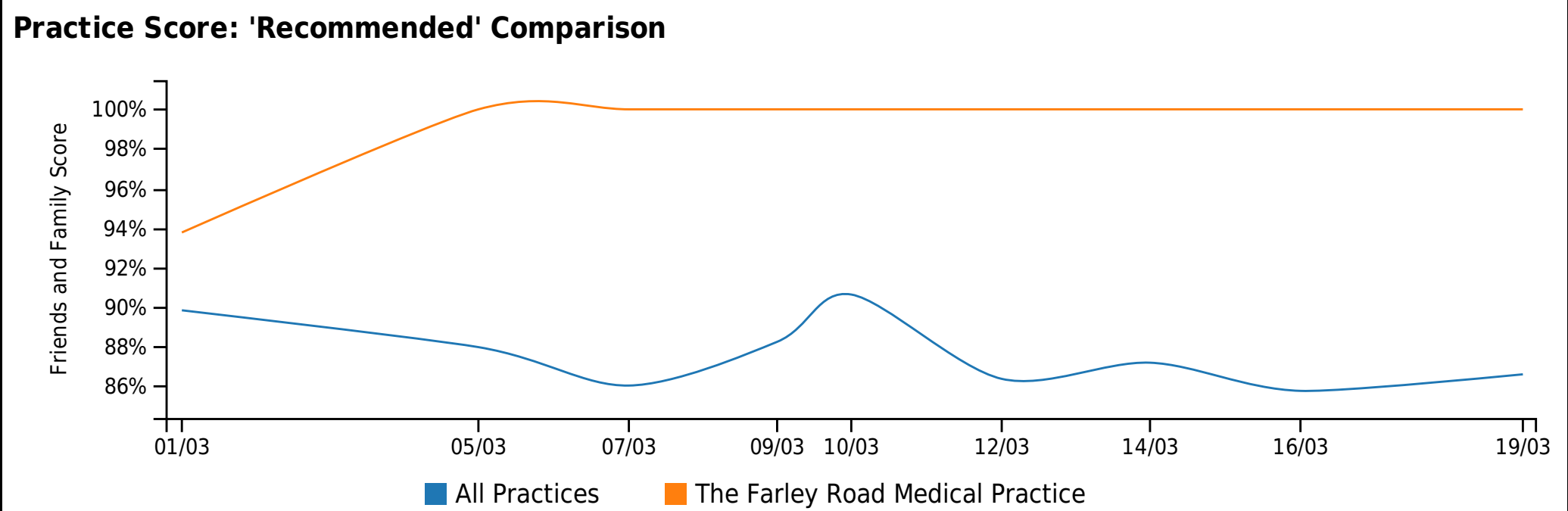
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3
Practice Scoring

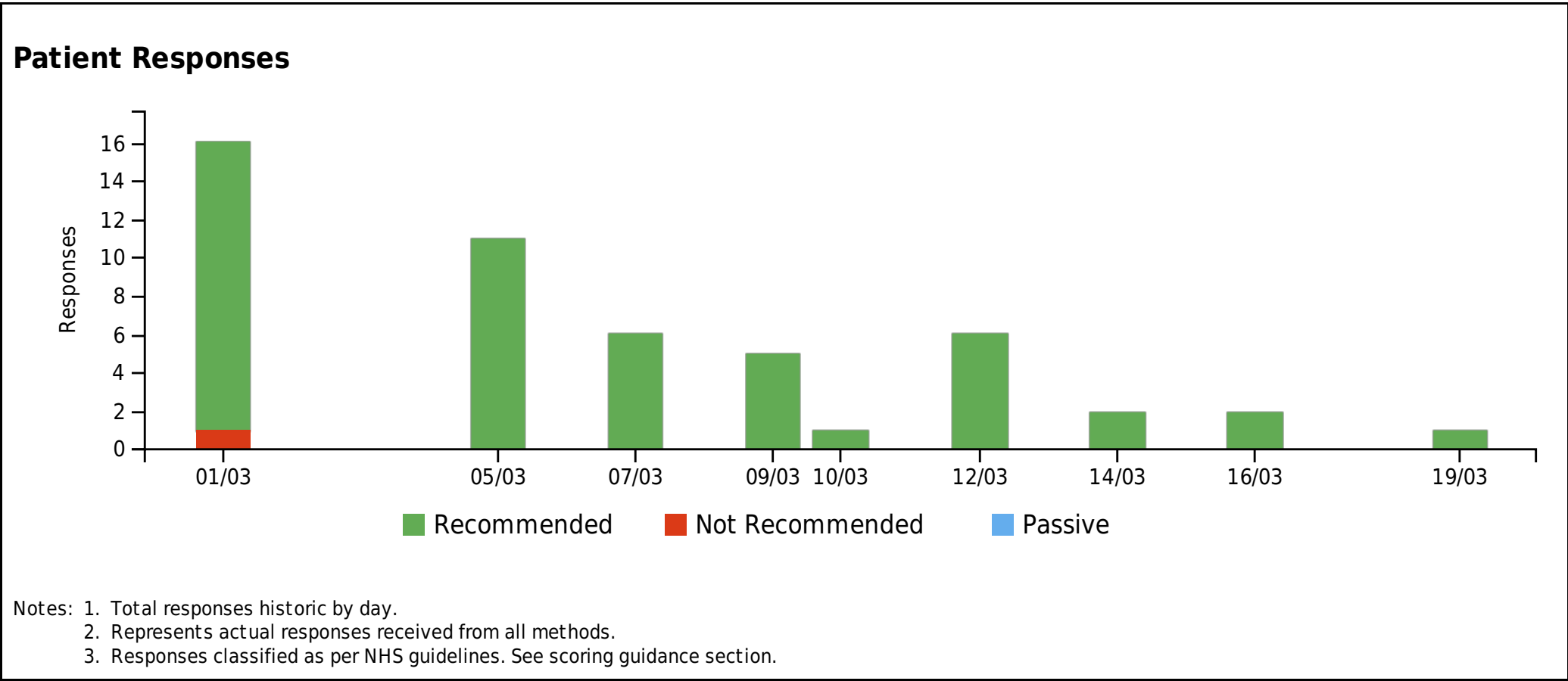


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 100th percentile means your practice scored above 100% of all practices.



SECTION 4

Patient Response Analysis



SECTION 5

Patient Free Text Comments: Summary

Thematic

Theme	Count
Reception Experience	5
Arrangement of Appointment	11
Reference to Clinician	13

Tag Cloud

The word cloud displays a variety of positive feedback terms. The largest words include 'always', 'good', 'helpful', 'efficient', 'friendly', and 'promptly'. Other significant words are 'easy', 'speedy', 'reliable', 'confident', 'recently', 'cheerful', 'brilliant', 'enough', 'assuming', 'thorough', 'lucky', 'waiting', 'online', 'accommodating', 'great', 'well', 'getting', 'suitable', 'away', 'medical', 'excellent', 'just', 'possible', 'nice', 'late', 'really', 'straight', 'welcoming', 'clearly', 'fantastic', 'else', 'seriously', and 'quick'.

Notes:

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

- ✓ Always seem accommodating and efficient
- ✓ No waiting time and very easy to get an appointment when needed
- ✓ Easy booking of appointment, efficient system of logging in, excellent phlebotomy nurse.
- ✓ I got an appointment promptly and the time for the appointment was suitable for me. The nurse very friendly as well as the doctor.
- ✓ Very efficient and was seen promptly
- ✓ Easy to book online appointments. Reception staff make you feel welcoming , they smile and doctor listened to my concerns and I feel confident in her app@r approach to my problem. @lem.
- ✓ Speedy availability of doctors
- ✓ The staff at the Farley Road practice are very helpful.
- ✓ Been with same surgery since I was a child and staff are really nice
- ✓ I always feel as though the doctor has listened to my concerns and taken me seriously. Any condition is explained clearly so that I can fully understand @tand it and the reasons for any prescribed treatment.@ment.
- ✓ Prompt, speedy appointment. Brilliant patient care.
- ✓ We can always get an appointment to see a doctor.The Doctors are fantastic so are the reception team and everyone else who works at the surgery my husban@usband and i cannot thank u all enough we are very lucky to belong to this practice thank u all from Sheila and Peter Legg @Legg
- ✓ The doctors are excellent
- ✓ I have always had a good experience as I receive appointments when I call and for my baby which is very helpful. Doctors are kind and understanding
- ✓ I have been at your doctors for the past 20 years
- ✓ Always manage to get an appointment when needed
- ✓ Just feel the doctors nurses staff at both surgerys are very helpful and really do try and do their best for you.NURSE I HAD THIS MORNING WAS GREAT.
- ✓ Quick and reliable service
- ✓ Friendly GPs
- ✓ The practice does everything possible to satisfy the patients.
- ✓ I was seen straight away, the Dr Jaitly is very friendly and listens to you without assuming that you don't know how you are feeling. Gives you an opport@ppportunity to explain yourself and the advice and followups are good too.@ too.
- ✓ Very fast service. Thank you.
- ✓ Very helpful and can always get an appointment on line
- ✓ Helpful cheerful and efficient
- ✓ I always get a good service when I need it
- ✓ Efficient process getting appointment. Good thorough consultation and information from GP
- ✓ I only just joined your medical practise recently so thats my reaseason. Good communication and service. e.
- ✓ Arrive and was seen on time. And provided information and the help that was required.

Not Recommended

- ✓ Your appointments always run late. On check in today it said 5 minutes late but I wasn't seen for 30 minutes.

Passive