

FFT Monthly Summary: November 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
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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients:

133

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:85TH

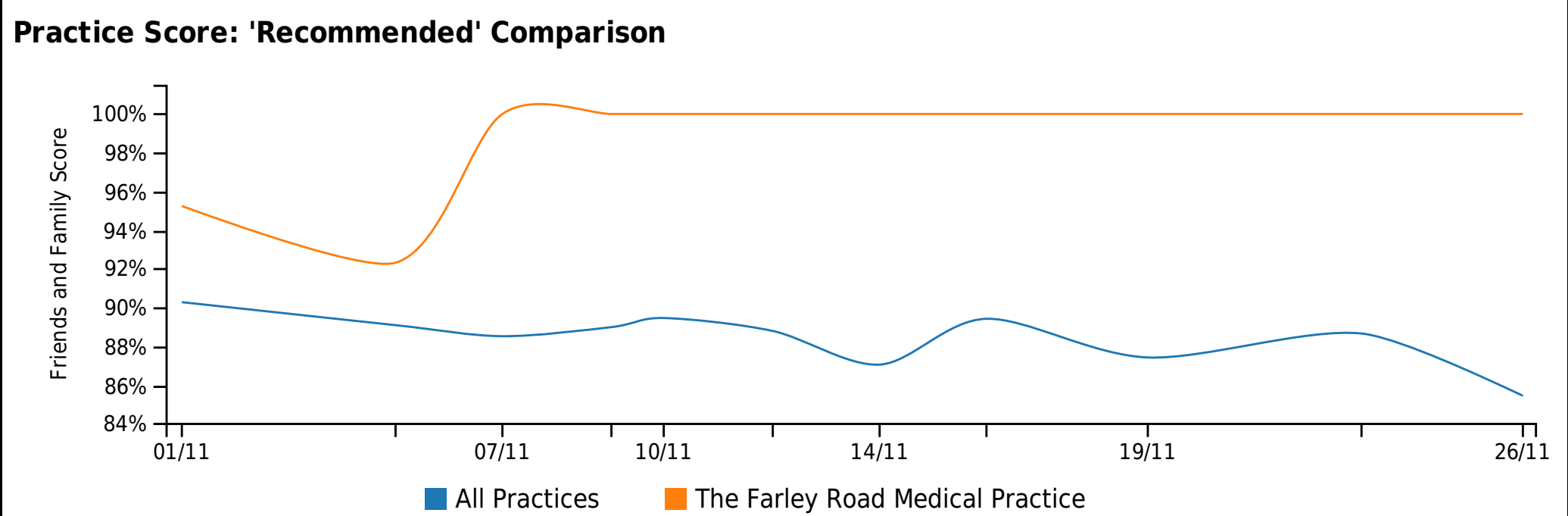
0%50%100%

0%w Score

LowerMid

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 85th percentile means your practice scored above 85% 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	83%	89%	92%
The Farley Road Medical Practice	100%	96%	95%

Gender

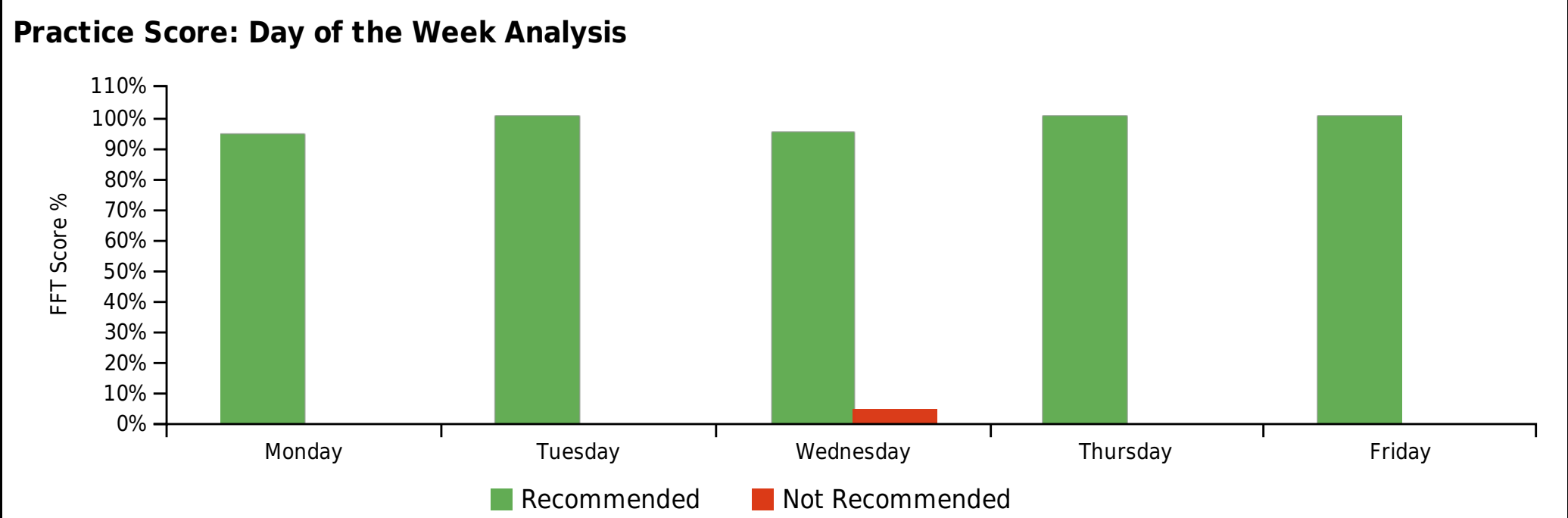
All Practices

89%88%

The Farley Road Medical Practice

96%96%

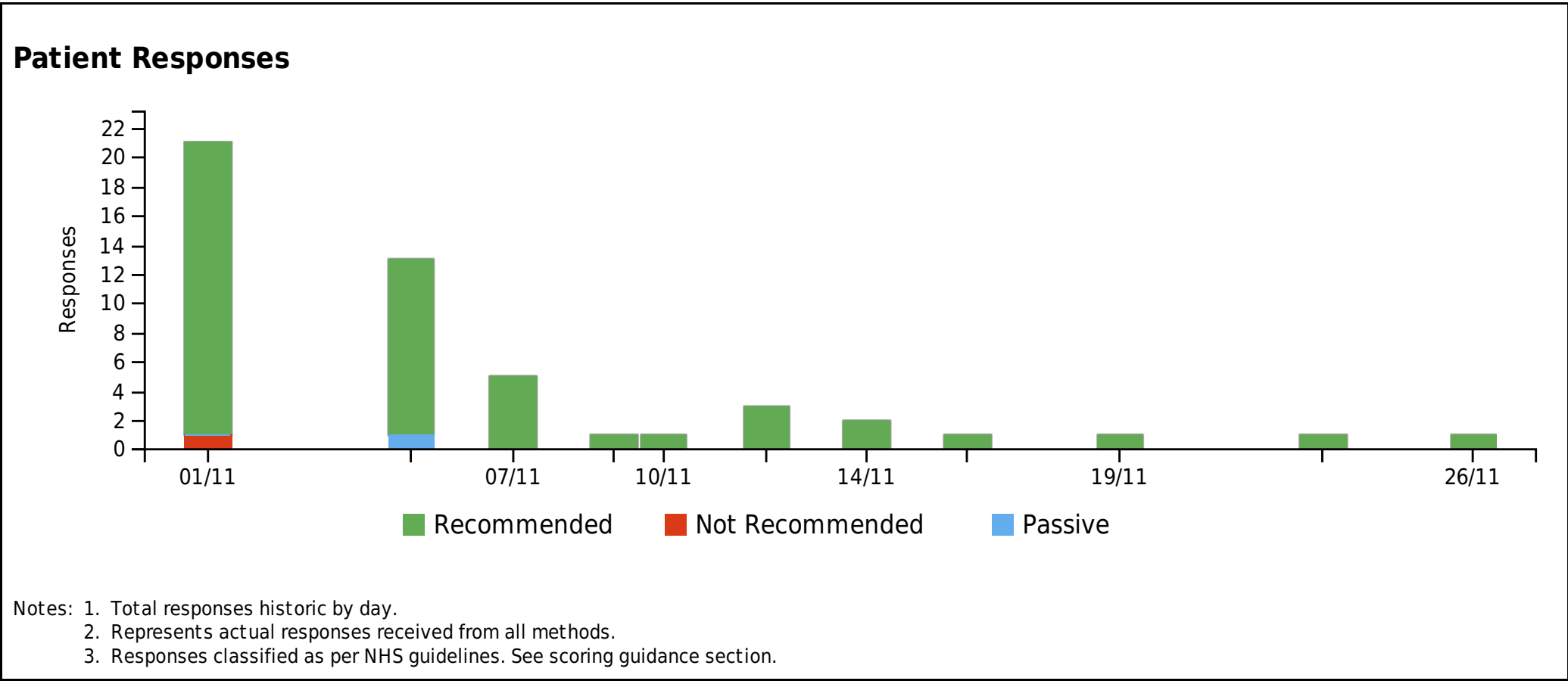
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.



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	6
Arrangement of Appointment	7
Reference to Clinician	11

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

- ✓ Always had good experiences
- ✓ Prompt efficient service.
- ✓ Good service and nice doctors
- ✓ Managed to get appointment same day, friendly and efficient staff
- ✓ The nurse was On time, polite and very professional.
- ✓ The ease of making appointments. The helpfulness and friendliness of staff
- ✓ Efficient & friendly
- ✓ Doctors very attentive, caring and look for appropriate solutions and support
- ✓ Prompt appointment professional treatment excellent ambience cheerful attitude all clean and efficient in every aspect-as always very reliable and reassuring.
- ✓ As far as I'm concerned you can't improve on perfection. This is my opinion of the service/treatment that I have received from the Practice
- ✓ Got emergency appointment easily and was seen early
- ✓ Excellent availability
- ✓ Dr listened patiently to my problems, assisted with helpful printouts of exercised. Did not dismiss me but advised me to return if no improvement after 3 weeks.
- ✓ Service v good but often difficult to see same doctor without a long wait.
- ✓ Excellent service and support
- ✓ They have always been so helpful and caring also very good doctors.
- ✓ Getting appointment is ok booking quick and simple staff r helpful and friendly and all the doctors especially dr jaitley who is amazing
- ✓ The Doctors are excellent and very caring. Always have time to listen properly to your problem and put you at ease. Receptionists are really helpful and @ and the whole surgery is friendly Doctors,nurses and reception . Thank you@k you
- ✓ On time very polite.
- ✓ The environment is always clean - the staff are always helpful- with a ready smile - the doctors & nurses are kind and understanding
- ✓ Efficient and professional service is provided by all staff.
- ✓ VeRyanair pleSed
- ✓ Everyone is always helpful, polite and courteous
- ✓ I've been with the practice for years, seen many different doctors and nurses but never had anything but a pleasant experience with them. Good listening skills.
- ✓ Nurse Sonia was extremely kind & attentive while carrying out her work diligently.
- ✓ It was quick and easy to make an appointment that was convenient for me online. When I arrived I was seen on time.
- ✓ Can call to get urgent appointment same day vital when you have 2yr old and 4mth old.
- ✓ The Practice has been very attentive and responsive to my needs.

Not Recommended

Passive