

FFT Monthly Summary: May 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
42	7	0	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:
Responses:

140
50

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	42	7	0	0	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	42	7	0	0	1	0	50
Total (%)	84%	14%	0%	0%	2%	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

Practice Score: 'Recommended' Rank

Your Score:98%

Percentile Rank:95TH

0%50%100%

0%w Score

LowerMid

98%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 95th percentile means your practice scored above 95% of all practices.

Practice Score: 'Recommended' Comparison

Friends and Family Score

100%98%96%94%92%90%88%86%

01/0503/0507/0509/0513/0516/0517/0528/05

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%	88%	92%
The Farley Road Medical Practice	100%	96%	100%

Gender

All Practices

89%88%

The Farley Road Medical Practice

100%97%

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

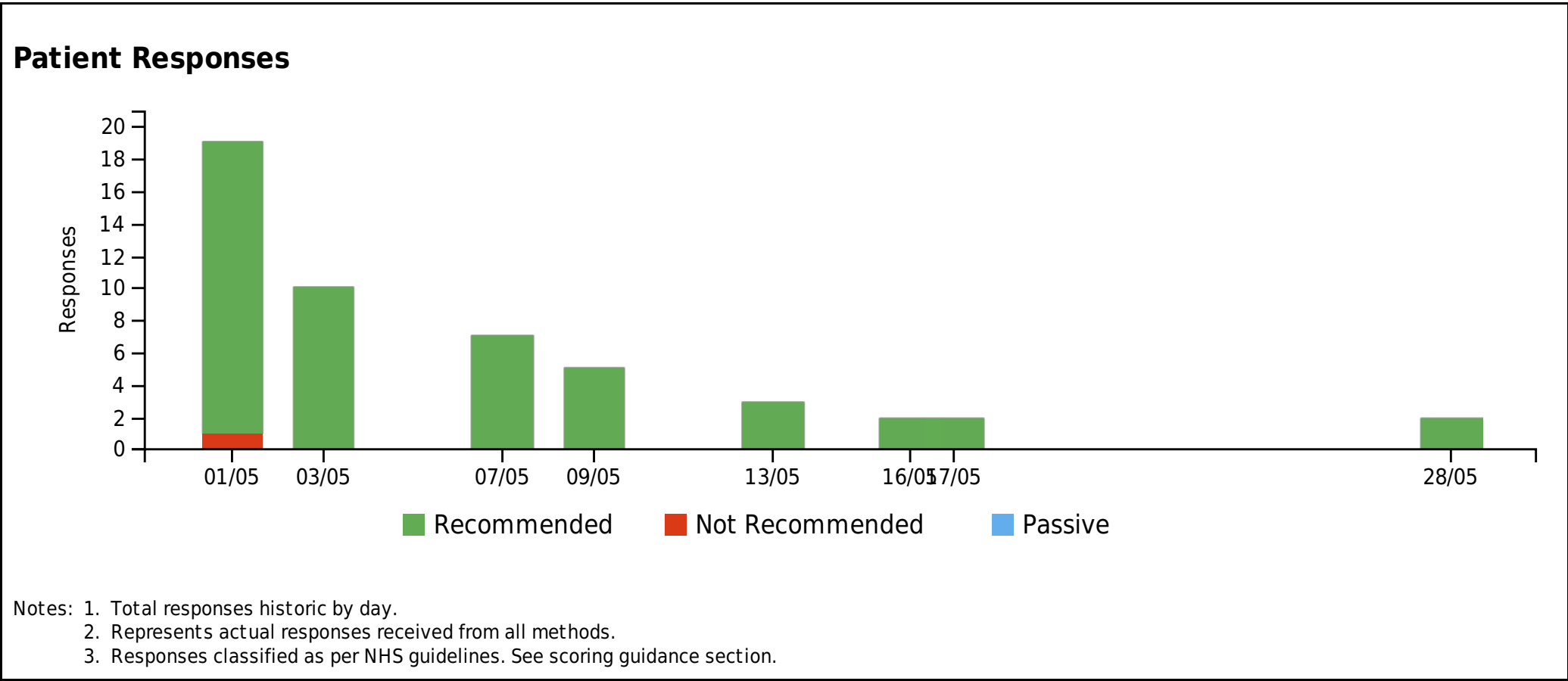
Notes:

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

Thematic

Reception Experience7

Arrangement of Appointment6

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

- ✓Efficiency and timing
- ✓Doctors very good in general but it's often difficult to get an appointment with the doctor of your choice unless you book a long time in advance. Recep@Reception staff always friendly and helpful. @ful.
- ✓On time and nice good nurses
- ✓I was seen on time. Maybe slightly earlier. The nurse was thorough, friendly and informative.
- ✓Appointments availability on the same day.
- ✓The doctors I have seen over the years have always been kind, attentive & thorough
- ✓I have always get very good service there.
- ✓Friendly, caring doctors and nursing staff
- ✓Availability of appointments excellent Reception approach, efficient but understanding, consistent GP approach. Overall excellent experience.
- ✓Reply 1.
- ✓Lovely doctors - never have to wait too long for the appointment
- ✓The nurse was not too academic but knowledgable
- ✓Seen on time. Dr Baillie is very knowledgable, polite and kind. No complaints at all, quite the opposite.
- ✓Easy going.
- ✓Appointments always running on time. Always listened to by GP and good advice given. Very friendly staff
- ✓Friendly reception clean surgery excellent doctors
- ✓Superb quality of service.
- ✓Doctor Neera Jaitly was very nice and a good listener
- ✓Great service
- ✓Doctors, nurses and receptionists are all really good and caring.
- ✓The doctor was very thorough and explained everything to me very clearly.
- ✓Able to get an appointment, Dr happy to check all concerns and provided reassurance. Like online booking and repeat prescription ordering.
- ✓Good service from this surgery.
- ✓The surgery is managed very efficiently, and the doctors and their support team are friendly, helpful and reassuring
- ✓Doctor was thorough
- ✓The standard of care I received was excellent . I was dealt with in a professional and friendly manner. I was given helpful advice to avoid the problem r@lem recurring. @ing.
- ✓I have being with the Surgery for many,many years...and the Dr.s/Nurses And ALL the Staff...are very polite,helpful,understanding,which makes you feel at@el at ease whenever you need them as a Patient,over the Telephone or in Person...Excellent all round....Well done Farley...!!! @.!!!
- ✓Arrived early,seen straight away,very nice phlebotomist .

Not Recommended

Passive