FFT Monthly Summary: April 2020

The Farley Road Medical Practice
Code: H83004

iplato
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transforming healthcare

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
39	5	1	1	0	0	0	0	0	46	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: **118**

Responses: **46**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	39	5	1	1	0	0	**46**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**39**	**5**	**1**	**1**	**0**	**0**	**46**
Total (%)	***85%***	***11%***	***2%***	***2%***	***0%***	***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:

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

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

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

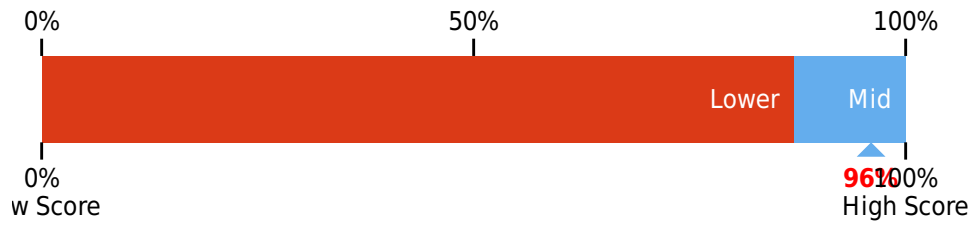
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

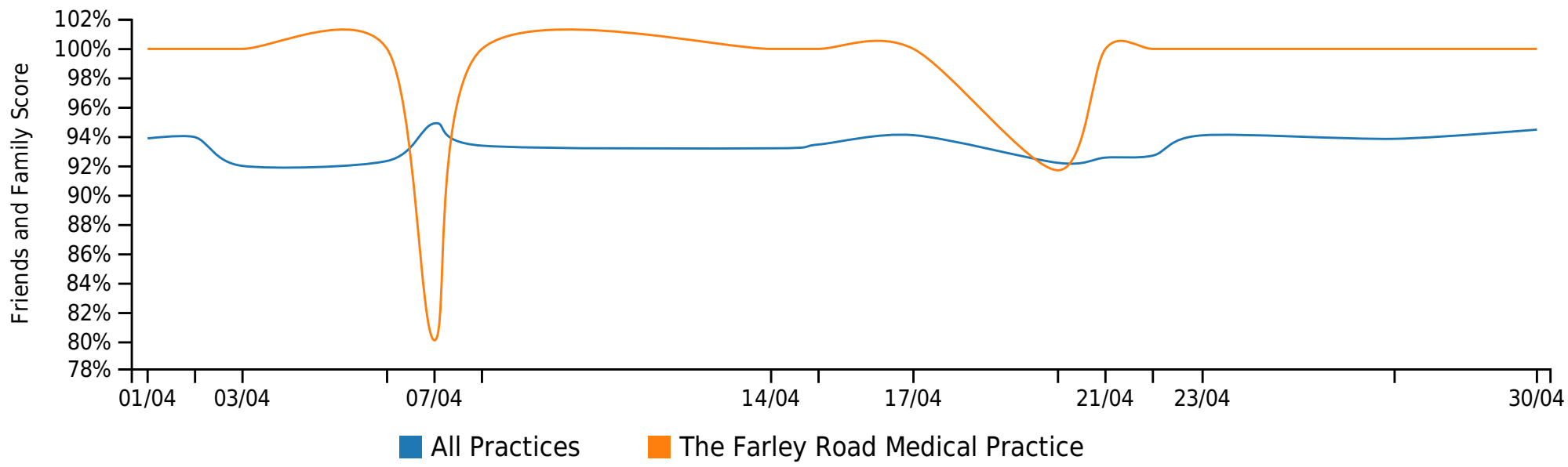
Your Score: 96%

Percentile Rank: 45TH



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 45th percentile means your practice scored above 45% of all practices.

Practice Score: 'Recommended' Comparison



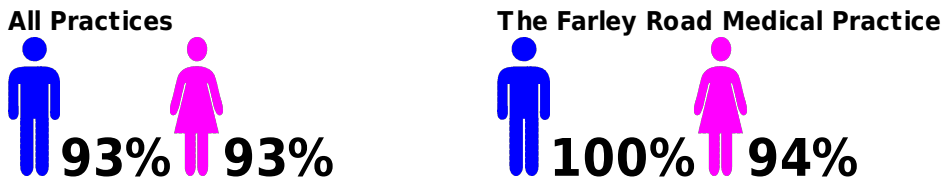
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

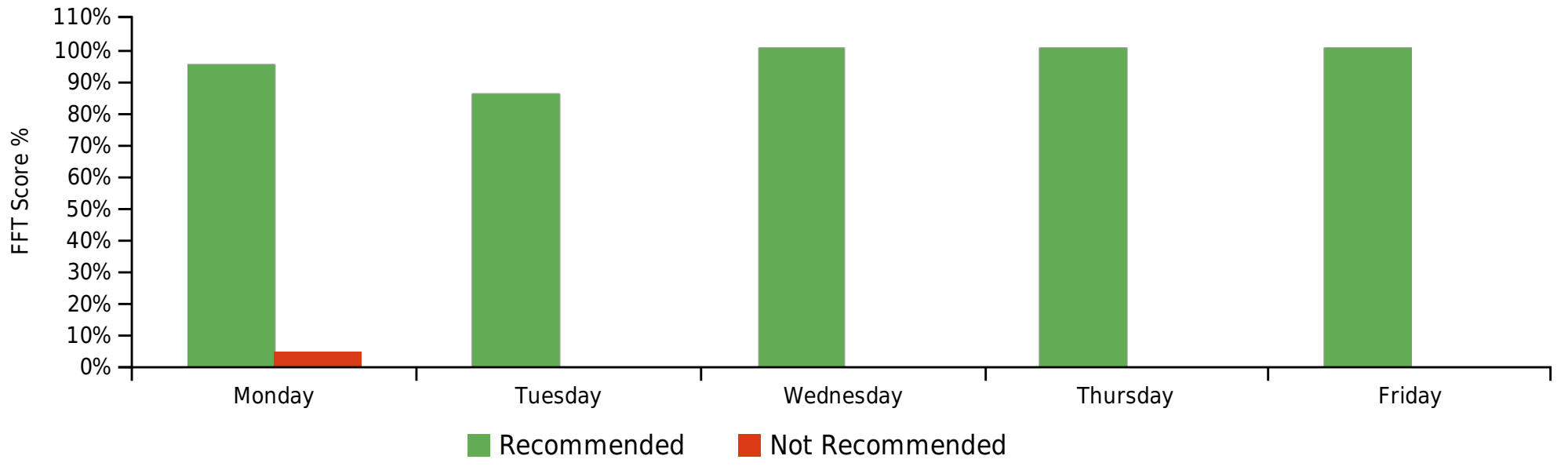
	< 25	25 - 65	65+
All Practices	91%	93%	94%
The Farley Road Medical Practice	100%	92%	100%

Gender



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

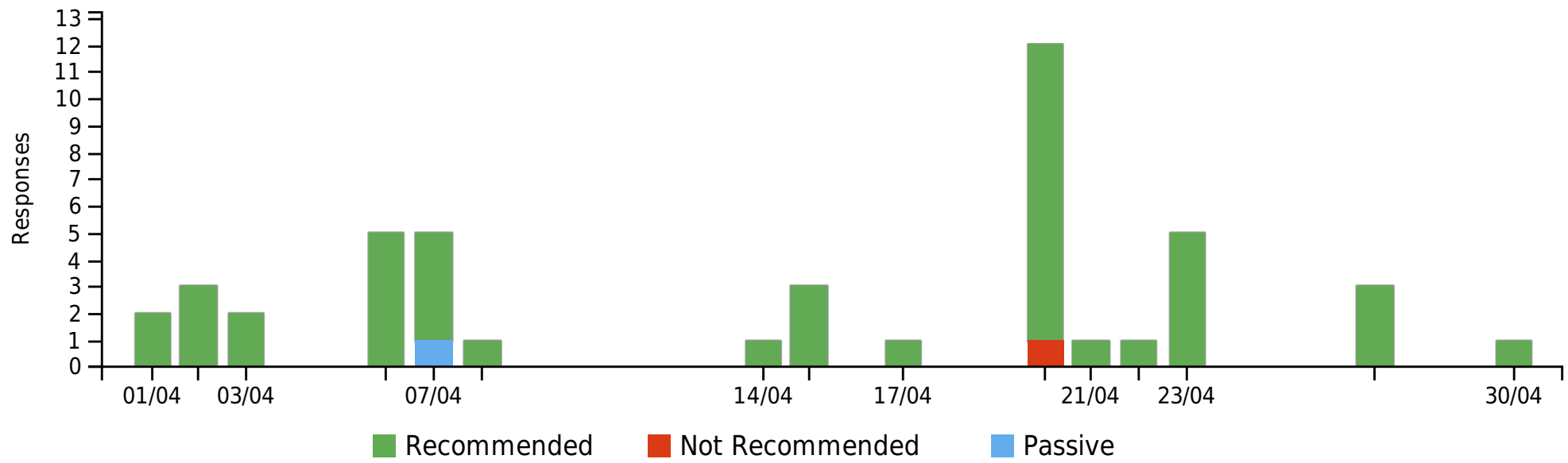
Practice Score: Day of the Week Analysis



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

Patient Responses



Notes: 1. Total responses historic by day.
2. Represents actual responses received from all methods.
3. Responses classified as per NHS guidelines. See scoring guidance section.

SECTION 5
Patient Free Text Comments: Summary

Thematic

Reception Experience	7
Arrangement of Appointment	1
Reference to Clinician	16

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.

Tag Cloud

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

✓They are always ready to help, and very friendly staff
✓*Very friendly & professional surgery. Appointments always on time.*
✓Dr Jasper is a great support and very valued. The surgery has always been helpful and professional
✓*Clear explanation, careful listening and consideration*
✓I called today to get advice on my mum's behalf and the doctor called me back and reassure me everything was alright.
✓*I have been with this GP practice for 35 years. ALL staff are amazing. Kind. Professional. Brilliant. Supported me having a home birth with my 4th ch@th child. She is 33 now! They are fantastic. @ic.*
✓Because I have just been rung by Dr Jasper and personalised care.
✓*Professional, polite and pleasant doctors.*
✓Spoke to a lovely nurse who was more supportive in our two calls today than my specialist cancer nurse.
✓*When I phoned about the blood test I needed the nurse I spoke to went out of her way to arrange it and the person and the person who did it was super eff@r efficient in the current circumstances.@nces.*
✓My enquiry for a mandatory blood test was dealt with efficiently and quickly. The staff at the surgery are always helpful and personable. Keep up the hard work!
✓*The service provided and the dedication of all the staff at Farley Road Surgery is amazing. Thank you everyone for all you are doing to help and keep @keep us safe. Pat Allester. @ter.*
✓I am not sure you can improve as this is a first-class practice! The Doctors ,nurses, receptionists and office staff are excellent and I feel very for@y fortunate to be a member of this practice. Thank you -and most especially during this most difficult time.@time.
✓*Farley rd medical practice is brilliant in everything they do*
✓Respond very quickly to us and provide the right guidance on what to do. Great customer service
✓*Practice provides Quality service and attention.*
✓User friendly doctors
✓*The Doctor was very helpful..*
✓Everything I wanted was sorted by very helpful staff who are under a lot pressure
✓*It's easy to book with the app and enables you to choose which doctor you want to see. Nice and easy having the doctor phone you no waiting around. Shame@Shame it won't continue after the lockdown. @own.*
✓Polite, friendly
✓*Because Dr Jaitly was so help full in getting my Meds I was in lpain gout again thanks*
✓Phone call received earlier than expected (originally meant to be next Thursday) plus nurse arranged for doctor to call me later on the same day. Doctor @ctor answered my questions and put my mind at rest. Many thanks & much appreciated! @ted!
✓*Excellent doctors and care provided*
✓The service that I received was, as alway, of a very high quality. I was promised a call back from the Doctor, and that was done within a couple of hour@ hours and my issue was dealt with with courtesy and efficiency.@ency.

Not Recommended

Passive

✗