

FFT Monthly Summary: March 2020



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
39	2	1	0	2	0	0	0	0	44	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: 129								Total
Responses: 44		Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	
SMS - Autopoll		39	2	1	0	2	0	44
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
Total		39	2	1	0	2	0	44
Total (%)		89%	5%	2%	0%	5%	0%	100%

Summary Scores

93% 5% 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:93%

Percentile Rank:50TH

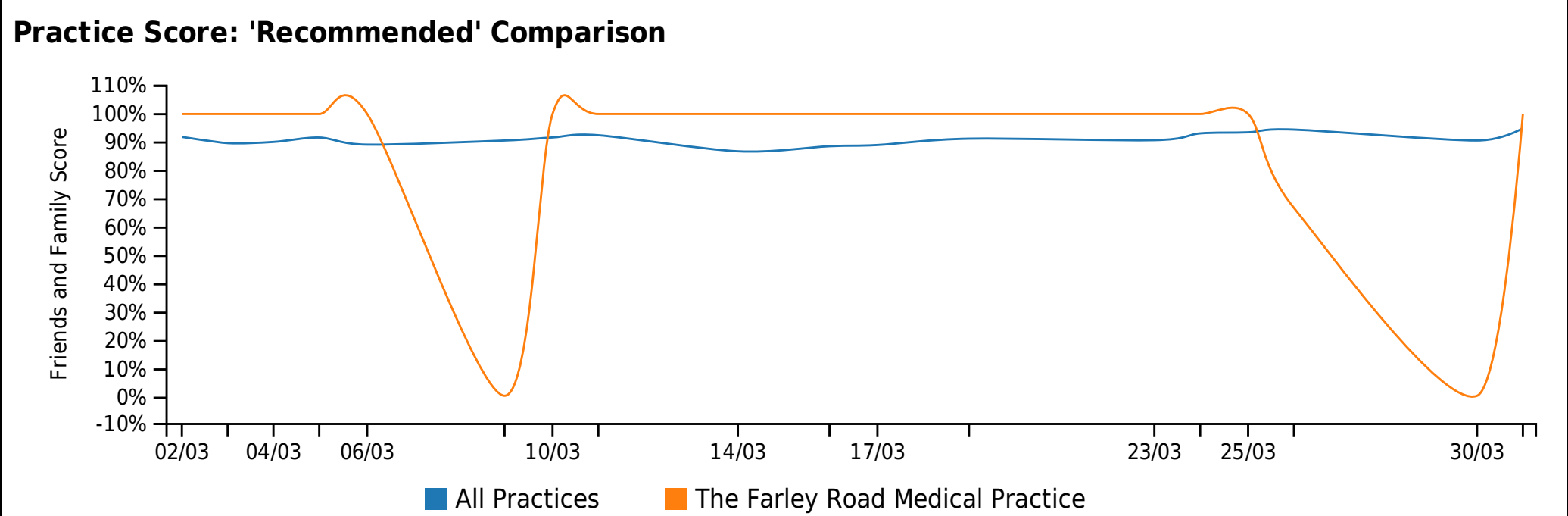
0%50%100%

0%w Score

LowerMid

93%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 50th percentile means your practice scored above 50% 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	87%	91%	94%
The Farley Road Medical Practice	86%	96%	92%

Gender

All Practices

92%

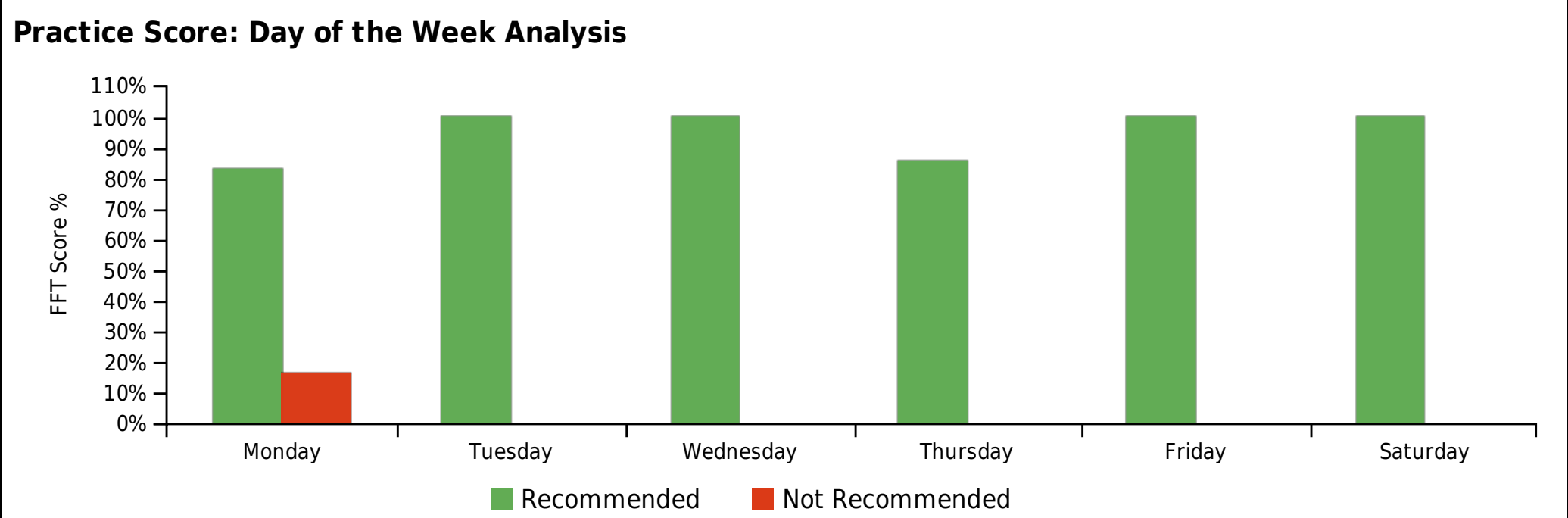
91%

The Farley Road Medical Practice

81%

100%

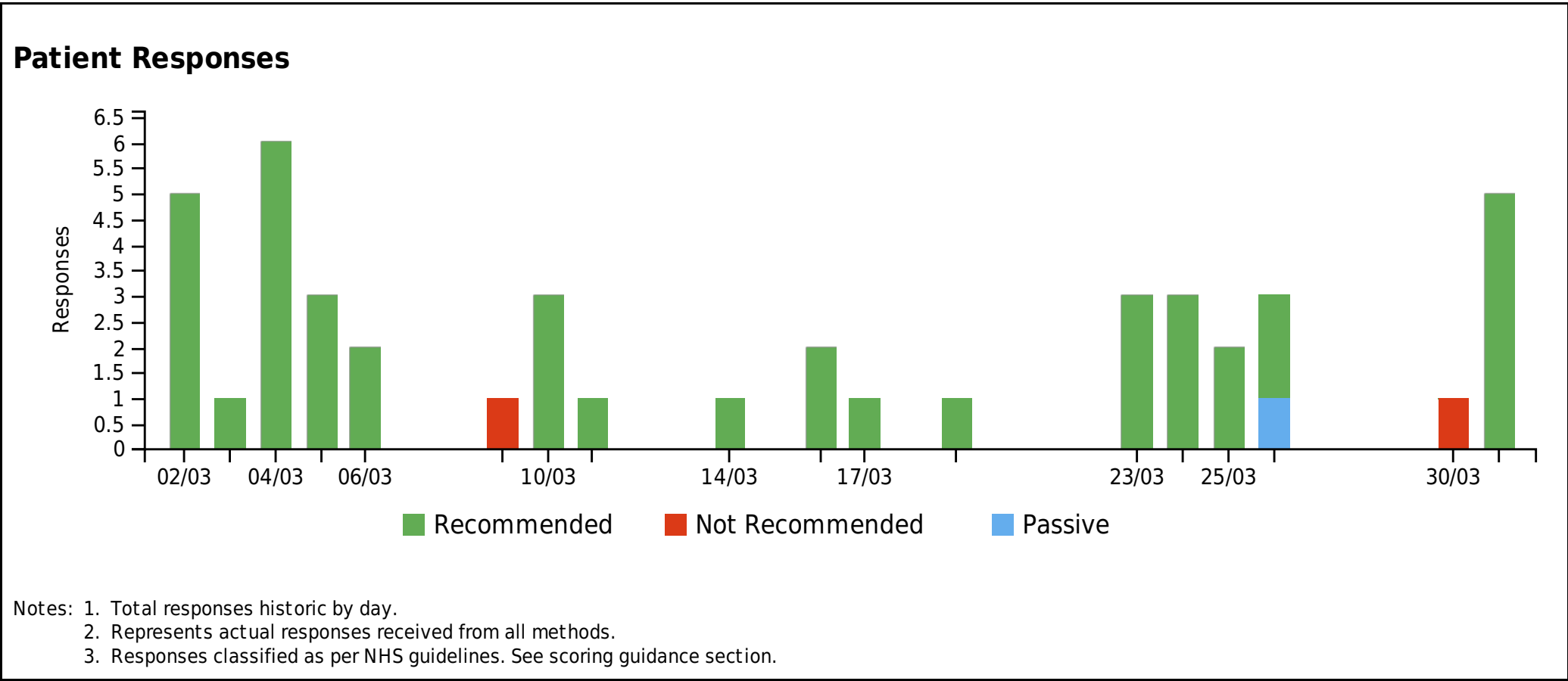
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.



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



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

- ✓Today managed to book appointment with the doctor I wanted to see quickly.

✓Appt prompt. Nurse v thorough!

✓The staff are friendly and helpful and the doctors are very professional in their counsel towards your recovery.

✓Everyone is always very polite, helpful and professional

✓Efficient service

✓The nurse was polite and professional

✓Well organised surgery and doctors who listen

✓Doctors are do friendly there.

✓Very helpful doctor who really want to help me and gave lots of advice.

✓Service provided by Dr Jaitley. She is amazing, professional and efficient.

✓Very understanding Doctor.

✓Excellent clear service

✓Friendly helpful staff, always so efficient. The ability to always get an appointment.

✓Reception helpful and Dr v v helpful, kind and extremely understanding

✓Good service and doctors are friendly

✓The friendly and efficient way my telephone appointment was conducted.

✓As always a 1 treatment

✓The GP was incredibly friendly and made me feel at ease

✓I and my family have been with the practice since 1977. We have received good service over the years. Thank you.

✓Nice doctors easy to get an appointment

✓So helpful doctor and reception team x

✓Prompt reply to my quiry, listened, advised.

Not Recommended

✗

Passive

- ✓Can always get an appt & Dr's and staff very pleasant