

# FFT Monthly Summary: August 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
40	8	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

Surveyed Patients:

Responses:

132

50

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	40	8	1	0	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	40	8	1	0	1	0	50
Total (%)	80%	16%	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:

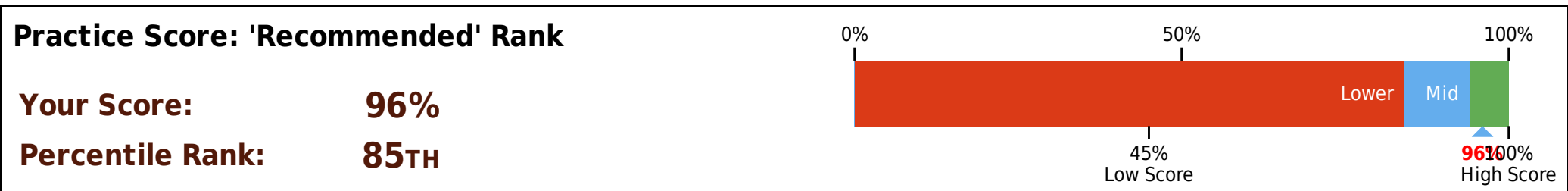
Recommended (%) =  $\frac{\text{extremely likely} + \text{likely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$

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

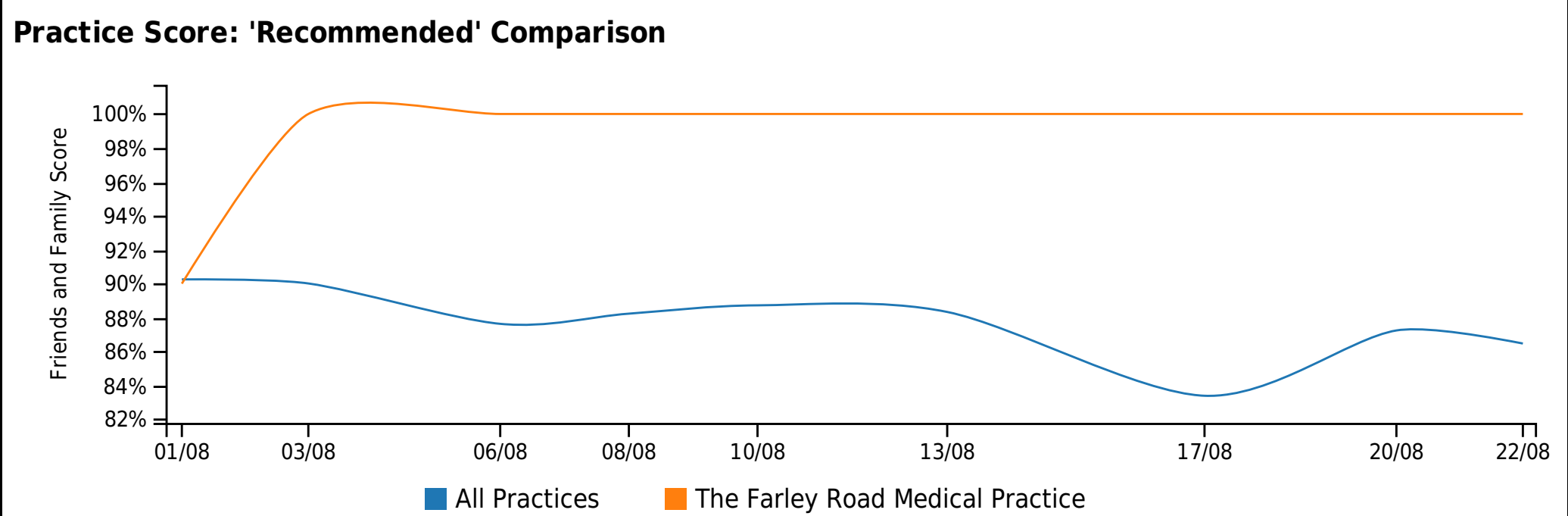
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3  
Practice Scoring

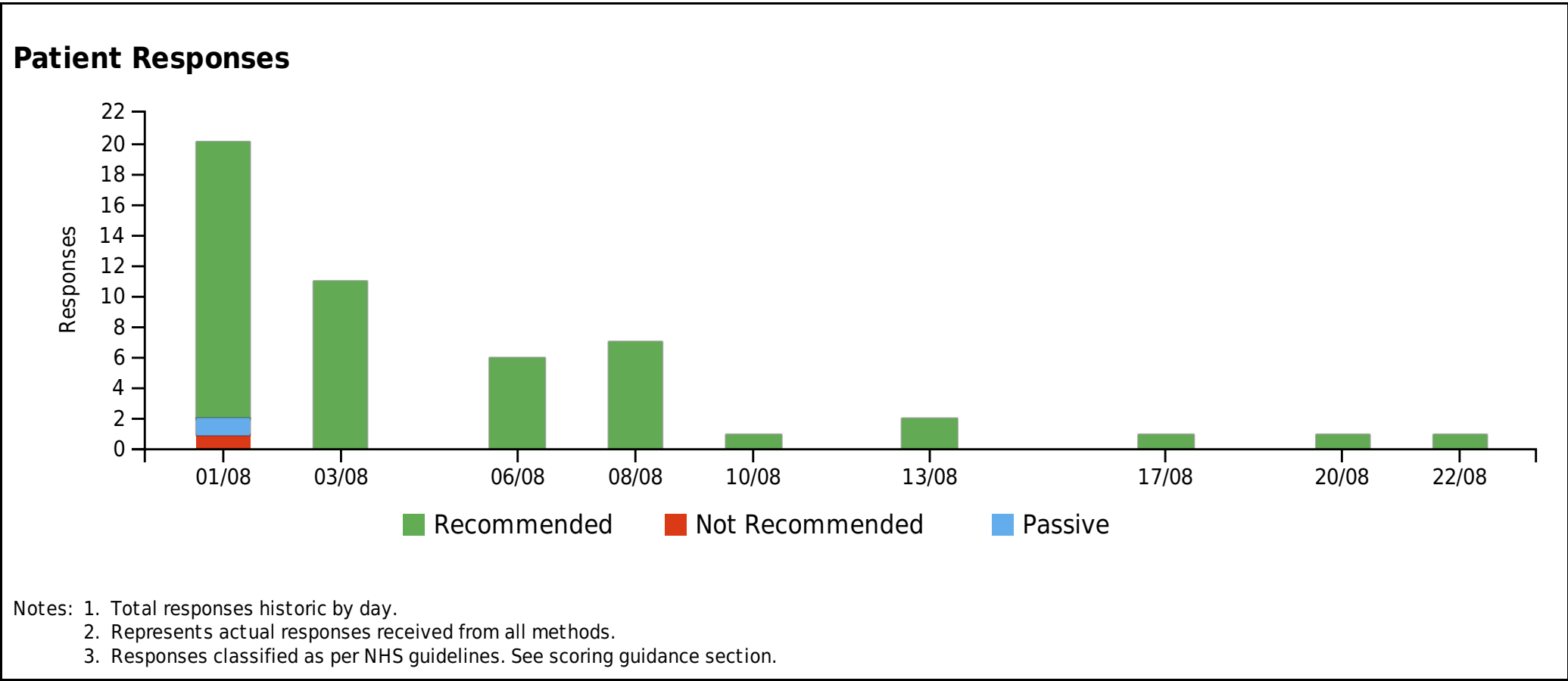


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.  
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 85th percentile means your practice scored above 85% of all practices.



SECTION 4

Patient Response Analysis



## SECTION 5


## Patient Free Text Comments: Summary

### Thematic

Reception Experience	9
Arrangement of Appointment	9
Reference to Clinician	13

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

- ✓ Always efficient friendly and professional
- ✓ fantastic surgery can always get an appointment great staff
- ✓ Politeness, professionalism, no extended waiting time
- ✓ The reason is because of ability of a patient to book appointment and be seen on short notice. Also I like attention to details by staff of the surgery.
- ✓ Saw doctor quickly
- ✓ Friendly and efficient approach as well as answering my query thus saving me a trip to Mayday.
- ✓ I couldn't get an appt when I needed one. The appt itself was fine . Dr was very sympathetic.
- ✓ Over the past few months I have had to attend the surgery quite a few times and have always been able to get an appointment even if the doctor I wanted to see was unavailable all the other doctors have been excellent in their care etc etc
- ✓ Polite & knowledgeable members of staff - never been made to feel i am wasting GP valuable time.
- ✓ I only recently registered at Farley rd practice & the blood test this morning is my first experience of treatment there so my reply reflects this morn@morning only! Longer term experience of service at farley rd might result in a different rating. Thank you@k you
- ✓ It was a pleasant experience at the practice. My nurse Chloe Chambers was informative, polite and professional with a good sense of humour.
- ✓ Received appointment the same day and good service
- ✓ I have always been happy about the service as long as I've been a patient of the practice for the last forty years
- ✓ I was concerned regarding the pain I had I was completely reassured by the doctor Really nice man
- ✓ As i did not expect to be seen today due to not ringing early enough I was extremely pleased to learn that there were emergency appointments available. I@le. I was seen on time. Very happy. ???@ ???
- ✓ From my experience today I would have said highly likely but my treatment in the past has not always been as good as it could have been.
- ✓ Seen urgently and sympathetically treated. Both the reception service and the doctor were great
- ✓ Excellent drs, excellent nurses. You can always get an appointment if it's an emergency.
- ✓ I have always been happy with the surgery practice, the way things are dealt with and services provided.
- ✓ Not given 1 because my daughter who works can never get late afternoon appointment People who do not work like myself retired can go anytime .
- ✓ Polite receptionists and very good Doctors.
- ✓ Customer Service and professionalism
- ✓ Great staff. Sometimes let down by admin
- ✓ The doctors always takes the time to fully explain things and will ll make follow up appointments to make sure all is well. An extremely ly good doctors practice. X. X
- ✓ All staff are kind, make you feel that you are important and staff are helpful with good advice.
- ✓ Dr Jaitly is amazing
- ✓ I needed to pop in and out of the surgery 3 times today each time the helpful and friendly reception sorted me out and the nurse and doctor I saw subsequ@bsequently were lovely. I was also allowed to shelter from the rain !!!!many thanks to all@o all
- ✓ Always try to fit me or my family in for an appointment same day if needed. Professional and courteous front line staff.
- ✓ Fast efficient friendly have been going there for over 40 years

## Not Recommended

- ✓ Purely selfish, you're too good and wouldn't want things spoilt with more people on your books

## Passive

- X I explained to the doctor my problem and told her what I thought the problem might be made worse because of heart disease. I have heart disease and I'm o@l'm on medication and under a cardiologist. Her words were well you don't have that do you!! I had to explain I did and she then read my notes. If she had lo@ad looked at my medical records before calling me in she would have known that I was a patient with a heart problem. Was very disappointed. Just because I'm @ I'm not old and look healthy doesn't mean I shouldn't have heart disease. It is an inherited condition. Shame she just assumed! @med!