FFT Monthly Summary: March 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
37	7	0	2	3	0	0	0	0	49	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: **141**

Responses: **49**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	37	7	0	2	3	0	**49**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**37**	**7**	**0**	**2**	**3**	**0**	**49**
Total (%)	***76%***	***14%***	***0%***	***4%***	***6%***	***0%***	***100%***

Summary Scores

90% 10% -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:

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

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

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

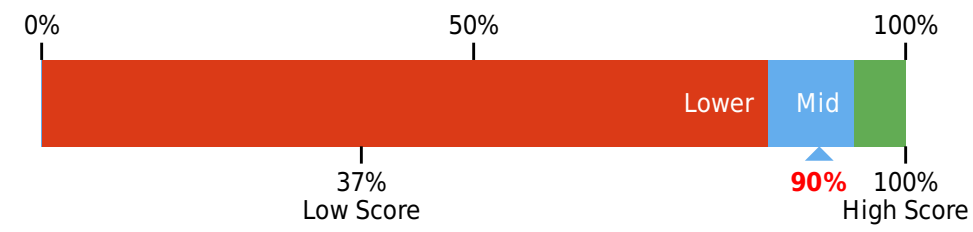
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

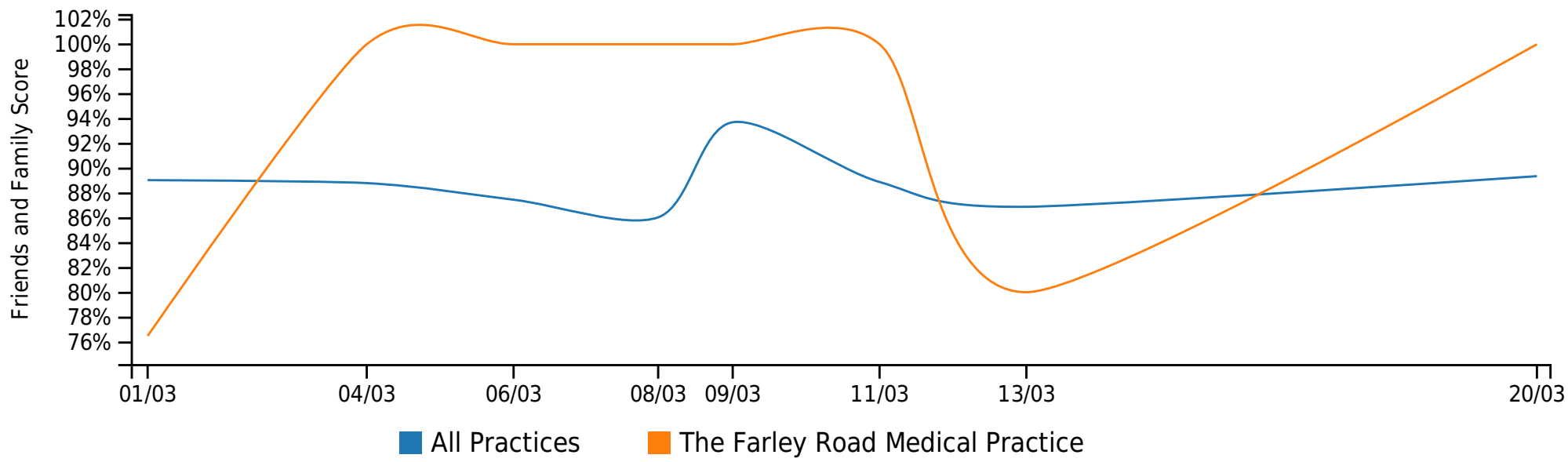
Your Score: 90%

Percentile Rank: 55TH



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 55th percentile means your practice scored above 55% of all practices.

Practice Score: 'Recommended' Comparison



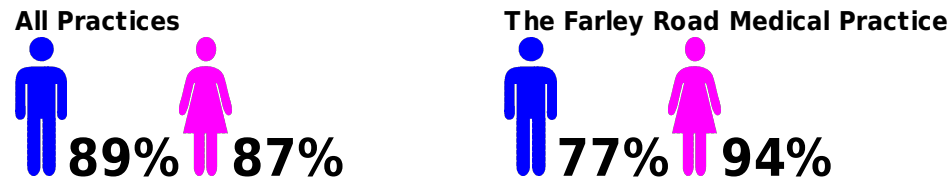
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

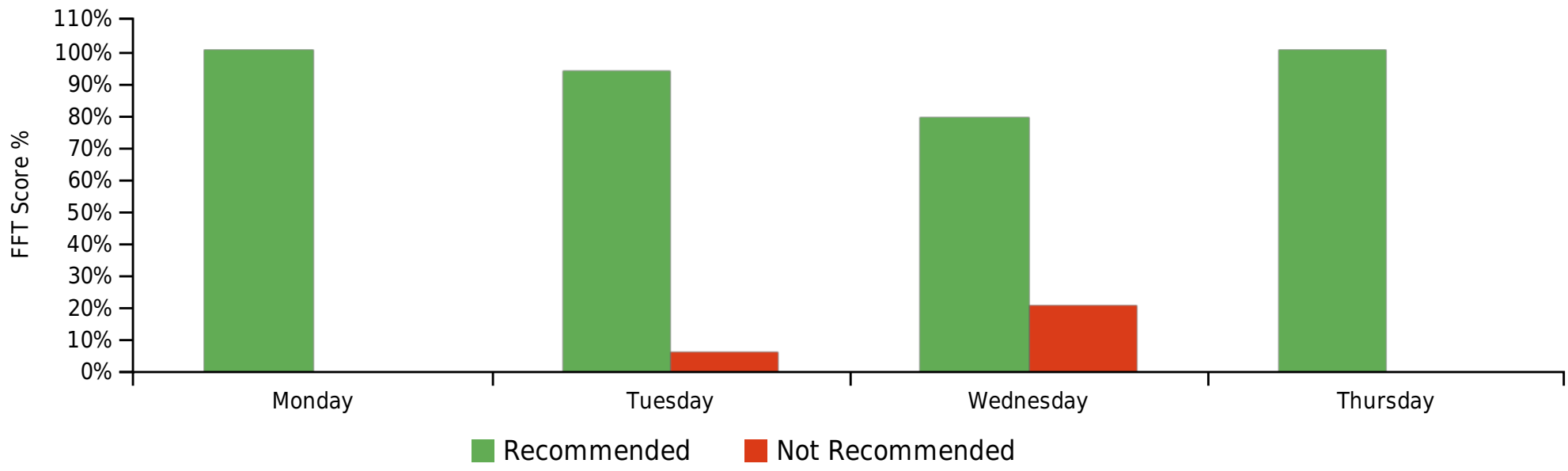
	< 25	25 - 65	65+
All Practices	82%	88%	92%
The Farley Road Medical Practice	100%	91%	92%

Gender



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

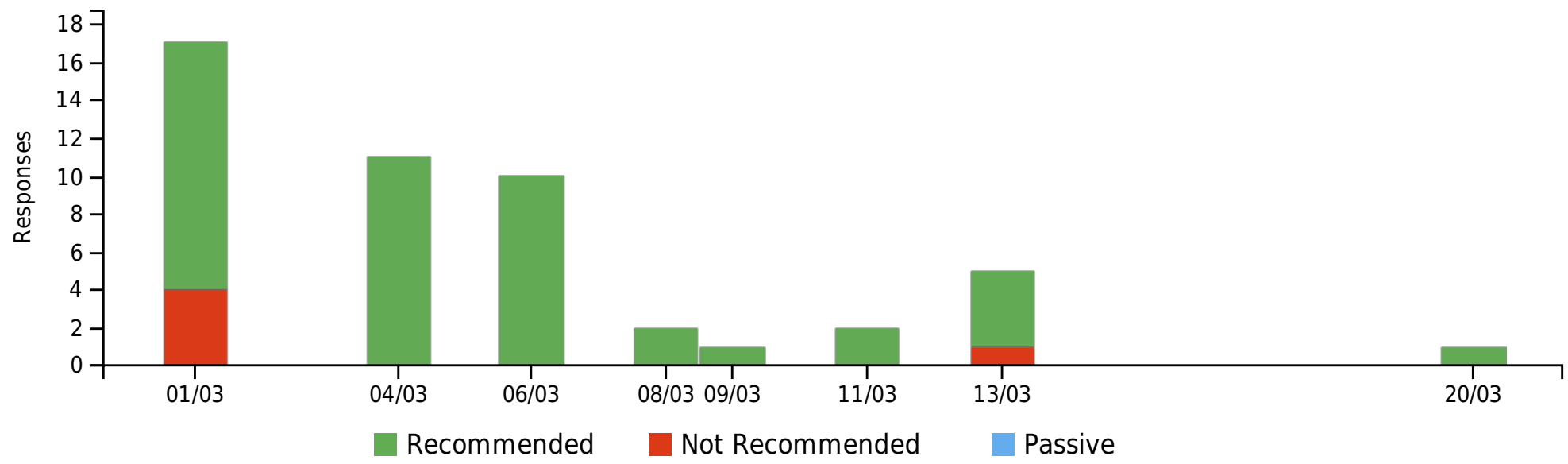
Practice Score: Day of the Week Analysis



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	5
Arrangement of Appointment	5
Reference to Clinician	20

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

✓Good service
✓*Friendly and professional*
✓Always very helpful.
✓*Pleasant, friendly staff and doctors. Always get a same day appointment, except when I rang on Monday at 8am, having been trying to get through for half @half an hour, I was told to go to a walk-in centre as there were no appointments left. First time in 40+ years with this practice that this has happened! @ned!*
✓Nurse Sonya was very helpful, kind and gave clear explanations !She is a credit to your surgery .
✓*Doctors listen and explain, with compassion*
✓From the receptionist to Dr Jasper... a warm and helpful reception deskI had a private appointment with Dr Jasper which was a pleasant experience. When @When I asked the doctor if I paid at reception he told me there would be no charge as I needed the examination to satisfy the MS charity I volunteered for!!@for!!! A very charitable act on the doctors part. Thankyou@nkyou
✓*Friendly and efficient staff*
✓Doctors are good at they jobs & very polite too x
✓*Because the staff at the Farley road medical practice are amazing they give you there time of day they don't discriminate you I feel very welcome and hap@d happy with the doctors I see at the Farley road medical practice @tice*
✓Excellent service in all areas of the practice. Extremely helpful and efficient. Doctors even go out of their way to reply to you by telephone when you a@you ask for their advice. @ice.
✓*Quality of care.*
✓Friendly staff No waiting time etc
✓*Knowledgable & helpful*
✓Helpful efficient service
✓*You are always professional, welcoming and give patients all the time they need*
✓Very pleasant and professional doctor.
✓*Happy with doctors surgery*
✓Because I like the service I received and the doctor I saw is very good
✓*Always great GP service however sometimes hard to get an appointment*
✓Professional and efficient service. The nurse made me feel at ease.
✓*Very good nurse*
✓Great doctor
✓*Because when ever I been there they good and helpful specially doctors*
✓Prompt and given plenty of information
✓*Excellent service from the practice as always*
✗

Not Recommended

✓Difficulty in booking convenient appointments and doctor's attitudes. Perhaps faking a bit of "caring" can improve the latter.
✓*Have been many times to see doctors who sent me away with out even examining me taking blood pressure or anything and said nothing wrong or just virus th@us then got worse went to the gp hubs and doctors there examined me an end up with serious infection that take 2 corses of antibiotics feel let down your doct@ doctors just seem un interested and prescribe nothing then jump in to action when have been to another gp. Or hospital but then been ill for weeks @eeks*
✓You don't ever seem to have convenient appointments, throughout my pregnancy appointments were restricted to one afternoon time slot despite fact most wo@st women work, the care from clinicians during appointments seems rushed and problems I raised were dismissed. I rarely visit the GP and although I do appreci@preciate time and resources are tight, I don't like to feel fobbed off especially when I've taken tint off work (to reiterate, not been ill, it's been routine@utine checks for pregnancy and baby) @by)

Passive