FFT Monthly Summary: January 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
44	2	1	1	1	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: 120

Responses: 49

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	44	2	1	1	1	0	**49**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**44**	**2**	**1**	**1**	**1**	**0**	**49**
Total (%)	***90%***	***4%***	***2%***	***2%***	***2%***	***0%***	***100%***

Summary Scores

94% 4% 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:

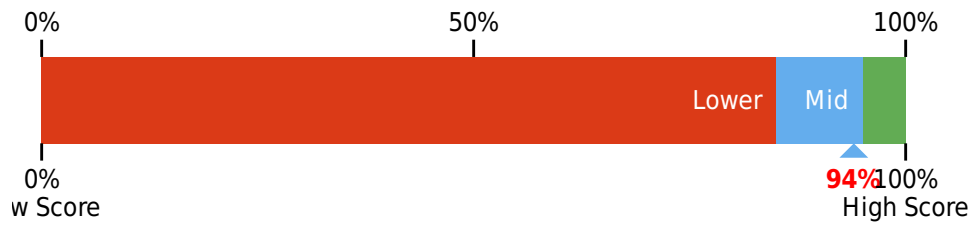
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

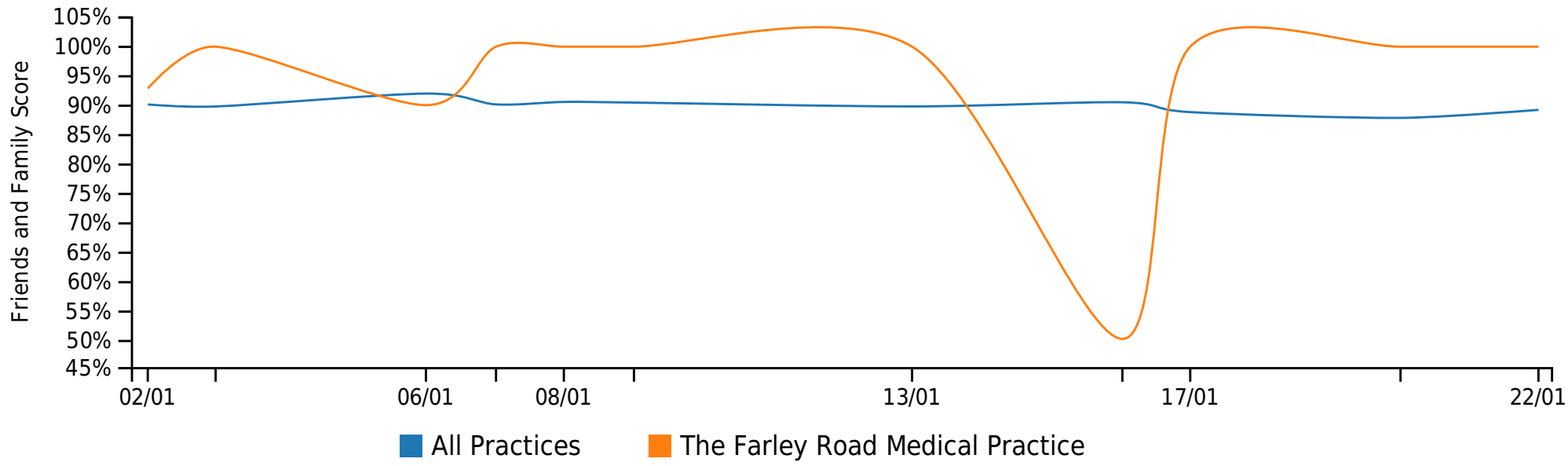
Your Score: **94%**

Percentile Rank: **70TH**



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 70th percentile means your practice scored above 70% of all practices.

Practice Score: 'Recommended' Comparison



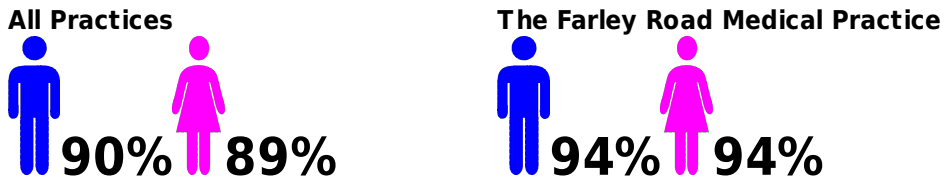
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

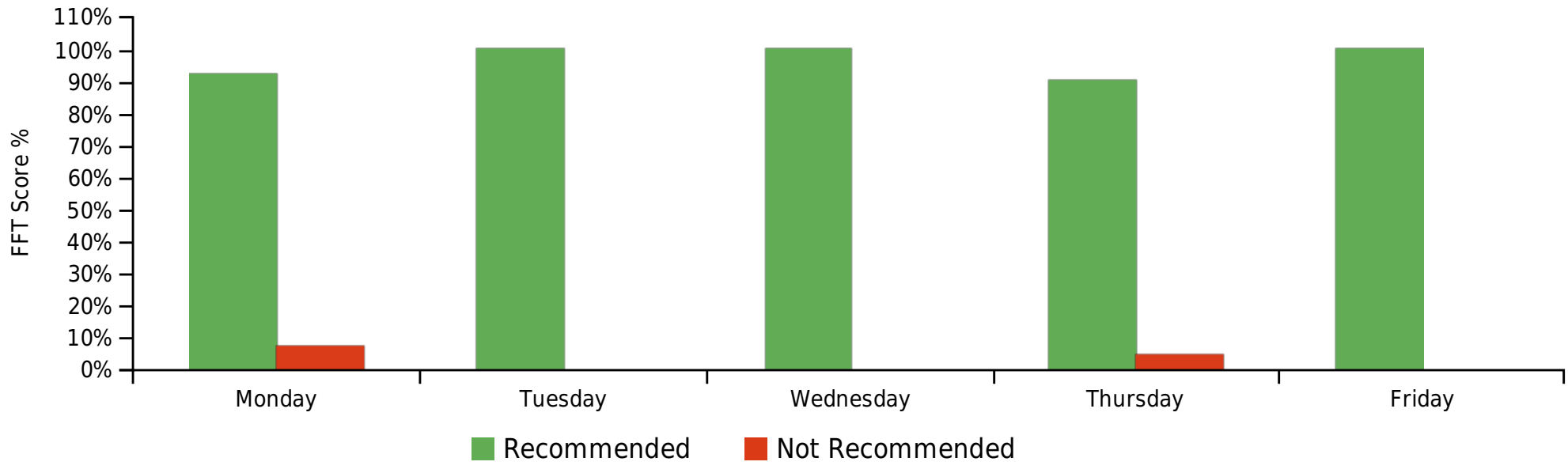
	< 25	25 - 65	65+
All Practices	83%	89%	93%
The Farley Road Medical Practice	71%	97%	100%

Gender



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

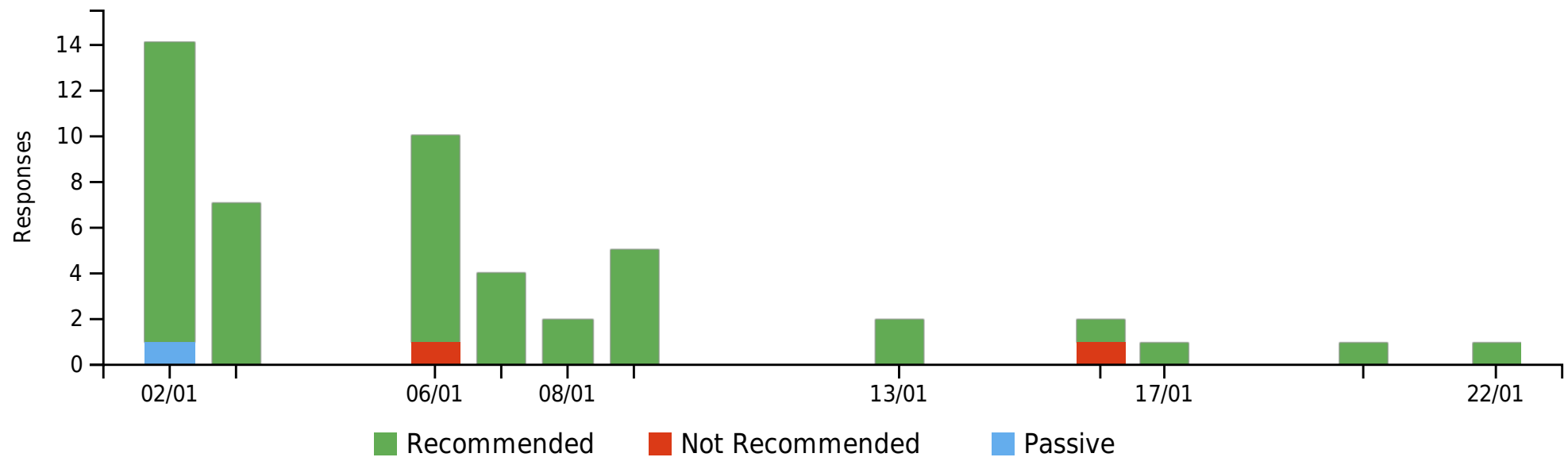
Practice Score: Day of the Week Analysis



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	8
Arrangement of Appointment	12
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

✓Good service. X
✓*Prompt and pleasant service*
✓I was listen to and given time to explain my problems and did not feel rushed .
✓*Excellent service and team*
✓I have always felt at ease with all the medical / non medical staff and had good treatment from all.
✓*With the exception of two, all the Drs I have seen whilst I have been a patient at the practice have been approachable, helpful caring and thorough. I ha@ I have always been able to get an appointment and the reception staff are always gracious. @ous.*
✓My decision has was based on the exceptional care and compation and productive professional service on both recent visits.
✓*Friendly, efficient service*
✓The staff is excellent. I almost always get appointments that suits me. So no complaints.
✓*Was seen on the day I called to book appointment even though I called late.*
✓Doctor listened, took action and I had confidence in him.
✓*Got an emergency appointment straight away*
✓Quality of care
✓*Accessible which is so important. Caring. Supportive and trustworthy. I got an appointment at short notice which was necessary. Receptionists have so imp@o improved their attitude which must come from the doctors. The surgery is the best it has ever been. Thank you. @you.*
✓Because I received a friendly and professional service and didn't have to wait too long.
✓*Excellent service.*
✓All very helpful.
✓*Excellent Doctors and pleasant helpful staff. Ease of arranging appointments online and order prescriptions.*
✓Very well run practice. When urgent a doctor is always available to see you. I also had a follow up question after my last appointment and I called and t@and the doctor called me back to answer my question within the hour. @ur.
✓*Easy to get an appointment and very helpful advice*
✓Ease of booking appointments, friendly polite staff, thorough treatment.
✓*Staff are always professional and friendly, I always feel at ease and can discuss my problems with them.*
✓Appointment was actually earlier than scheduled!
✓*Always feel heard and supported with my health.*
✓I felt confident the practitioner knew what was wrong and checked this with a doctor.
✓*Check in was easy and told me how long I would have to wait ... Doctor was very thorough and actually listened to me ... the office lady's were lovely an@ly and helped book a time for me to do my blood tests around my work. Thank you @ you*
✓Dr Hammill is a great doctor, enormously supportive and proactive.
✓*Appointment availability, quality of service, relationship with GP - however at times feel rushed in appointment*
✓Pleasant staff. Appointment on time. Saw nurse ...very knowledgeable and explained everything well.

Not Recommended

✓Whenever I see this specific doctor (Dr Patel). He never gives anything to help. I have some very serious medical issues and I came to the GP in an emerg@emergency. He simply sent me back with no information or help towards my condition. @ion.
✓*I would never recommend a service, unless it is 100% fault free, which is very difficult to find these days.It is not the case we need more doctors and @ and nurses but we need less people. Which is not any General practice's fault.@ault.*

Passive