

# FFT Monthly Summary: May 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
45	4	1	0	0	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:

133

Responses:

50

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	45	4	1	0	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	45	4	1	0	0	0	50
Total (%)	90%	8%	2%	0%	0%	0%	100%

Summary Scores

👍

98%

👎

0%

👉

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:

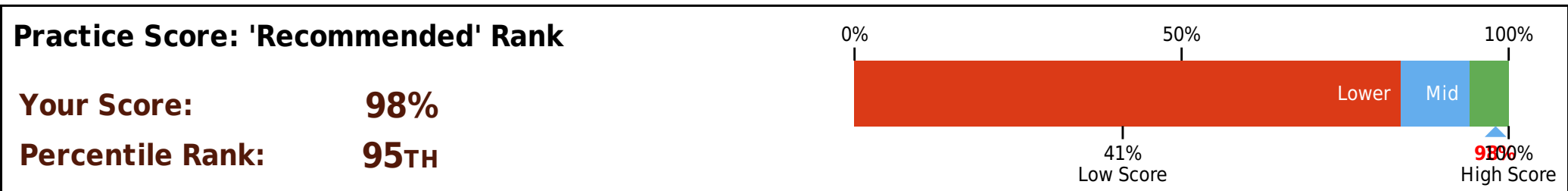
Recommended (%) =  $\frac{\text{extremely likely} + \text{likely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$

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

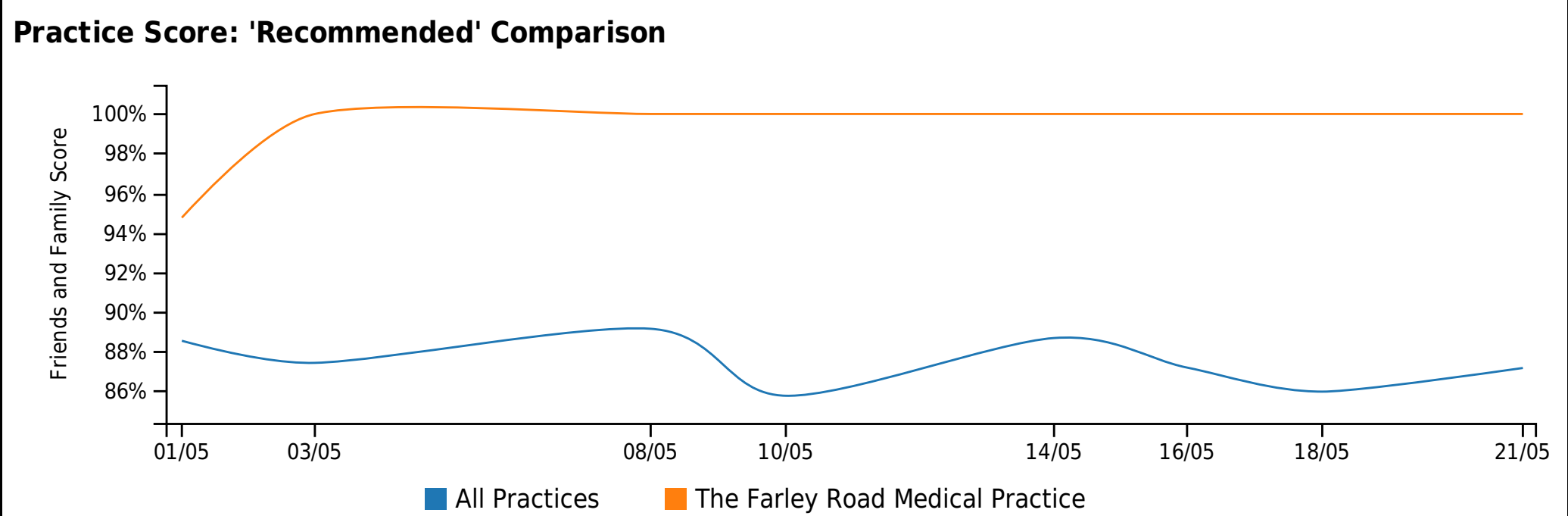
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3  
Practice Scoring

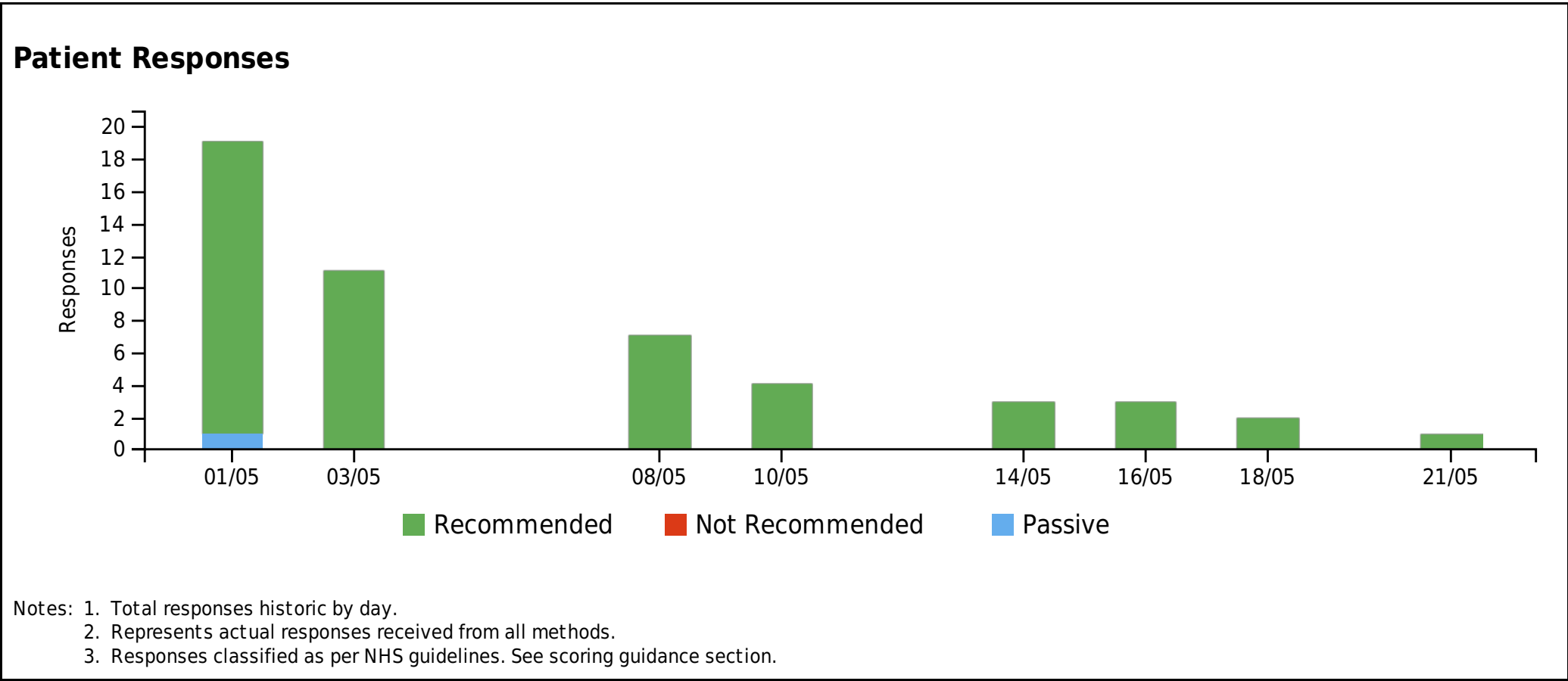


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.  
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 95th percentile means your practice scored above 95% of all practices.



SECTION 4

Patient Response Analysis



## SECTION 5

## Patient Free Text Comments: Summary

### Thematic

Reception Experience	4
Arrangement of Appointment	1
Reference to Clinician	12

### Tag Cloud

Notes:

1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragments 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.

## 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

- ✓ Have always had good service
- ✓ *I have always received excellent healthcare and service from the practice*
- ✓ Dr Neera Jaitly is such an excellent doctor and has helped me immensely.
- ✓ *Because everyone is helpful and caring*
- ✓ Kind & knowledgeable Drs every time I visit.
- ✓ *I find dr Jasper straightforward but caring and puts my mind at ease. I never feel I'm wasting his time, he gives you his full attention. I can't praise @aise the surgery enough @ough*
- ✓ Dr Jasper - no judgment and always listens and takes us seriously
- ✓ *Always helpful. All staff and doctor's.*
- ✓ Good visit. A lot of answers
- ✓ *Very good and helpful treatment*
- ✓ The practice have some lovely doctors and nurses who are so friendly and caring and always take time out to listen to your problem...
- ✓ *Polite and helpful answer to my query with ease satisfied patient*
- ✓ The fantastic staff who always give excellent care.
- ✓ *I am happy with the service*
- ✓ Get satisfactory treatment and results very well run practice, excellent doctors
- ✓ *Care and responsiveness excellent imo.*
- ✓ I have been with this surgery for over 40 years and they have only improved there service over this time and are very caring to there patients
- ✓ *Seen on time and dealt with efficiently.*
- ✓ I am happy with the treatment I receive
- ✓ *Dr Jaitly keen to help and offer ways to find solutions to my problem.*
- ✓ Appointment received on the day, excellent doctor
- ✓ *I've always found them helpful and useful.*
- ✓ Great care from start to finish from the receptionist who you call up and speak to when you walk in, to the doctors and nurses
- ✓ *Efficient service I've always been seen promptly*
- ✓ The doctors are always helpful and accommodating
- ✓ *Great communication and very professional conduct.*
- ✓ Excellent one to one treatment.
- ✓ *Efficient, seen on time and nice staff*

## Not Recommended

## Passive