FFT Monthly Summary: May 2019

Glebe Road Surgery
Code: Y01206

SECTION 1
CQRS Reporting

CQRS Reporting

<table>
<thead>
<tr>
<th>FTT001</th>
<th>FTT002</th>
<th>FTT003</th>
<th>FTT004</th>
<th>FTT005</th>
<th>FTT006</th>
<th>FTT007</th>
<th>FTT008</th>
<th>FTT009</th>
<th>FTT010</th>
<th>FTT011</th>
<th>FTT012</th>
</tr>
</thead>
<tbody>
<tr>
<td>32</td>
<td>14</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>50</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

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: 108
Responses: 50

<table>
<thead>
<tr>
<th></th>
<th>Extremely Likely</th>
<th>Likely</th>
<th>Neither Likely nor Unlikely</th>
<th>Unlikely</th>
<th>Extremely Unlikely</th>
<th>Don’t Know</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>SMS - Autopoll</td>
<td>32</td>
<td>14</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>50</td>
</tr>
<tr>
<td>SMS - User Initiated</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Tablet/App</td>
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<td></td>
</tr>
<tr>
<td>Web/E-mail</td>
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<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Manual Upload</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>32</strong></td>
<td><strong>14</strong></td>
<td><strong>1</strong></td>
<td><strong>1</strong></td>
<td><strong>2</strong></td>
<td><strong>0</strong></td>
<td><strong>50</strong></td>
</tr>
<tr>
<td><strong>Total (%)</strong></td>
<td><strong>64%</strong></td>
<td><strong>28%</strong></td>
<td><strong>2%</strong></td>
<td><strong>2%</strong></td>
<td><strong>4%</strong></td>
<td><strong>0%</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

Summary Scores

👍 92% ☹️ 6% 🤷‍♂️ 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/
### Practice Score: 'Recommended' Rank

**Your Score:** 92%

**Percentile Rank:** 65th

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 65th percentile means your practice scored above 65% of all practices.

### Practice Score: 'Recommended' Comparison

![Graph comparing 'Recommended' score over time]

**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

<table>
<thead>
<tr>
<th></th>
<th>&lt; 25</th>
<th>25 - 65</th>
<th>65+</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Practices</td>
<td>82%</td>
<td>88%</td>
<td>92%</td>
</tr>
<tr>
<td>Glebe Road Surgery</td>
<td>100%</td>
<td>86%</td>
<td>100%</td>
</tr>
</tbody>
</table>

**Gender**

- **All Practices**:
  - 89%
  - 88%

- **Glebe Road Surgery**:
  - 89%
  - 94%

**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

![Graph showing 'Recommended' score by day of the week]

**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.
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.
Patient Free Text Comments: Summary

<table>
<thead>
<tr>
<th>Thematic</th>
<th>Tag Cloud</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reception Experience</td>
<td>3</td>
</tr>
<tr>
<td>Arrangement of Appointment</td>
<td>8</td>
</tr>
<tr>
<td>Reference to Clinician</td>
<td>14</td>
</tr>
</tbody>
</table>

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

✓ Good service
✓ Always cordial service and true interest in the patient!
✓ Lovely nurse and on time
✓ Listened to endless moaning about month long waits for appts at my Pilates class this morning and got very defensive! I've found all GPs excellent and ha@nd have always been seen on the day when I needed urgent help but gather there is no a worry with Castlenau patients joining us?! @us?!
✓ A sympathetic, sensitive and empathetic attitude
✓ The doctor called Rachel was very nice & helpful.
✓ Attentive doctor
✓ General competence
✓ Quick same day appointment nearly always available, medical issue diagnosed and treated efficiently
✓ Always have been Extremely helpful and efficient
✓ Efficiency
✓ I had a good appointment with a very nice doctor and a positive result
✓ I saw happy, articulate Dr's today. Very good
✓ The surgery does not use restrictive access systems such as triage & phone back by a GP. Staff are efficient and kind.
✓ Excellent nursing
✓ Receptionist was helpful & friendly, doctor sympathetic & hopefully set me off on the right direction although she was unaware of all aspects. Main irritat@ion is that I cannot get through on the phone to get same day appointment. @ent.
✓ Incredibly difficult to get an appointment with the touch of your choice. Both Patient access and my GP show different appointment times which is most c@st confusing. @g.
✓ I can't think how you're going to improve you are all very good
✓ Speed of appointment and service once there
✓ I was seen on time and the doctor was so helpful.
✓ My appointment was with the doctor who was designated to me 30 or so years ago when dr Scobie retired. The only way to see that doctor is to ring as soon as the surgery opens 4 weeks before the date of the appointment. The doctors are obviously all very busy and I have absolutely no doubt they work incred@ibly hard but they have clearly taken on too many patients. @nts.
✓ Good range of services and expertise/Appointments available
✓ Quick appt
✓ Friendly staff and seen pretty much on time.
✓ Always excellent time with doctor but appointment always starts late.
✓ Efficient and reliable surgery, but I find quality of care varies wildly between practitioners so it's a bit of a lottery depending on who your appointme@ntment is with @with
✓ Friendly and professional
✓ Feel happy with the way i have been treated over the years i have been there

Not Recommended

✓ Unbelievable rudeness from some at the desk and this on several occasions. Fabbing off by 2 doctors I "to be expected at your age" - I am in near perfect health and in my early 60s. Hardly nearly dead. | In the end I self referred to a consultant. Refusal to refer me for standard eye op when Boots rec@gt.recommended it. When I finally went privately the surgeon was amazed I'd let the cataract go for so long. Long waits for appointments. All of this is deplorable depressing when one is already under the weather. I pray I don't have to attend the surgery at all and I do anything to avoid it and thus I haven't been for in for years. Perhaps this is your plant! @ian!
✓ I had a lack of confidence in the doctor I met with. And the service was poor. She prioritised time and process over the care she was able to give me.
✓ Sorry-should have been 1/NOT 5. misread

Passive