

# FFT Monthly Summary: August 2019

Glebe Road Surgery  
Code: Y01206

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
40	8	0	0	0	2	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

<b>Surveyed Patients:</b>	<b>113</b>							
<b>Responses:</b>	<b>50</b>							
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total	
SMS - Autopoll	40	8	0	0	0	2	<b>50</b>	
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
<b>Total</b>	<b>40</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>50</b>	
<b>Total (%)</b>	<b>80%</b>	<b>16%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>4%</b>	<b>100%</b>	

### Summary Scores

 96% 
  0% 
  4%

## 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:

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

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

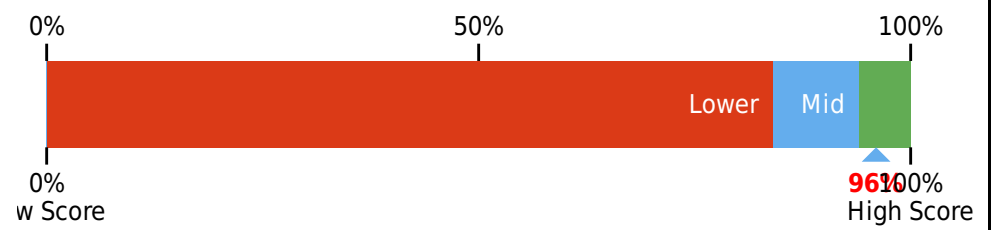
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

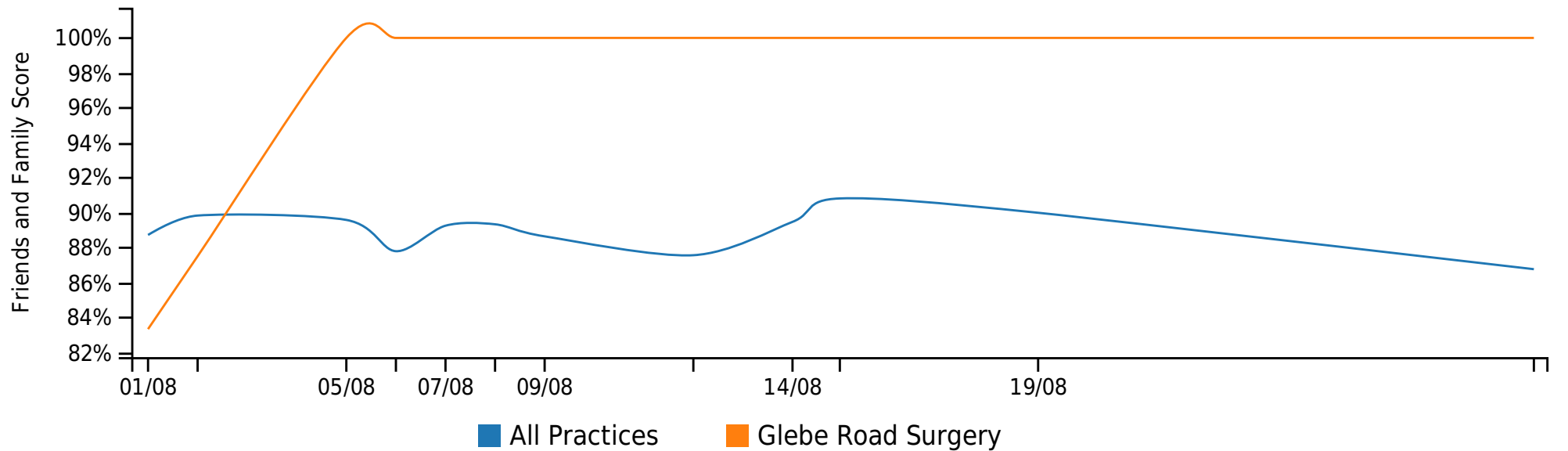
### Practice Score: 'Recommended' Rank

**Your Score:** **96%**  
**Percentile Rank:** **90<sup>TH</sup>**



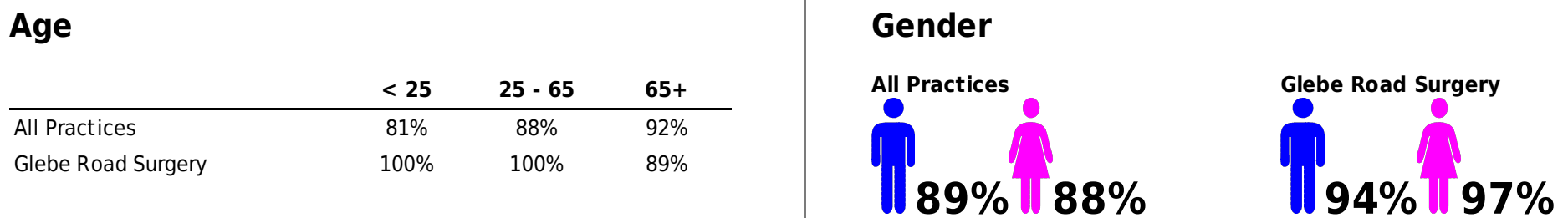
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.  
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 90th percentile means your practice scored above 90% of all practices.

### Practice Score: 'Recommended' Comparison



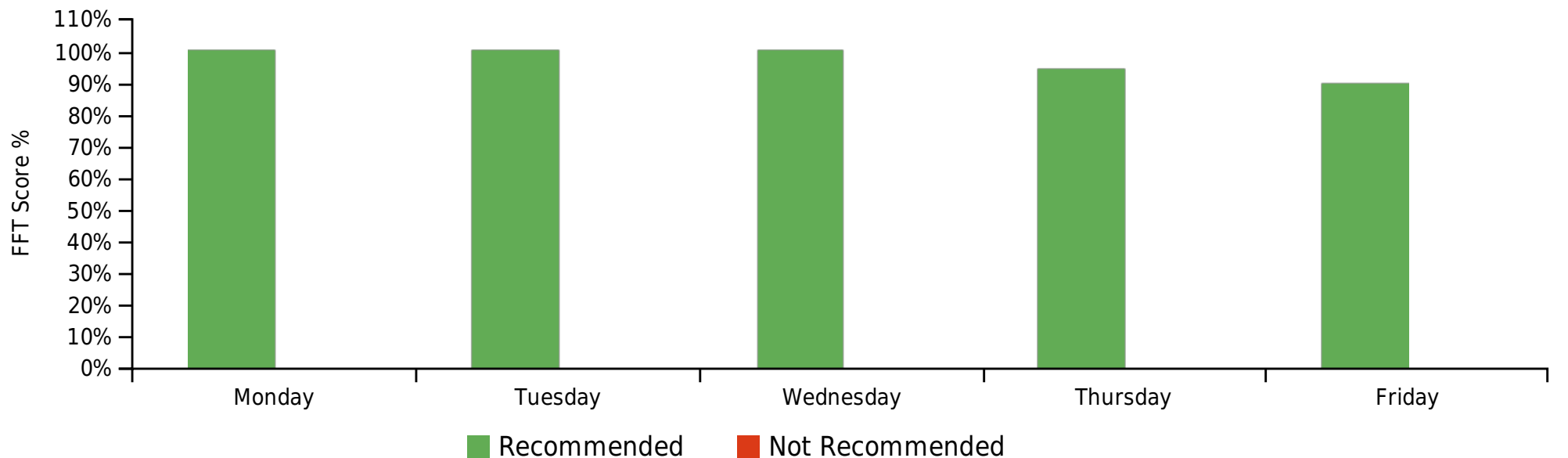
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



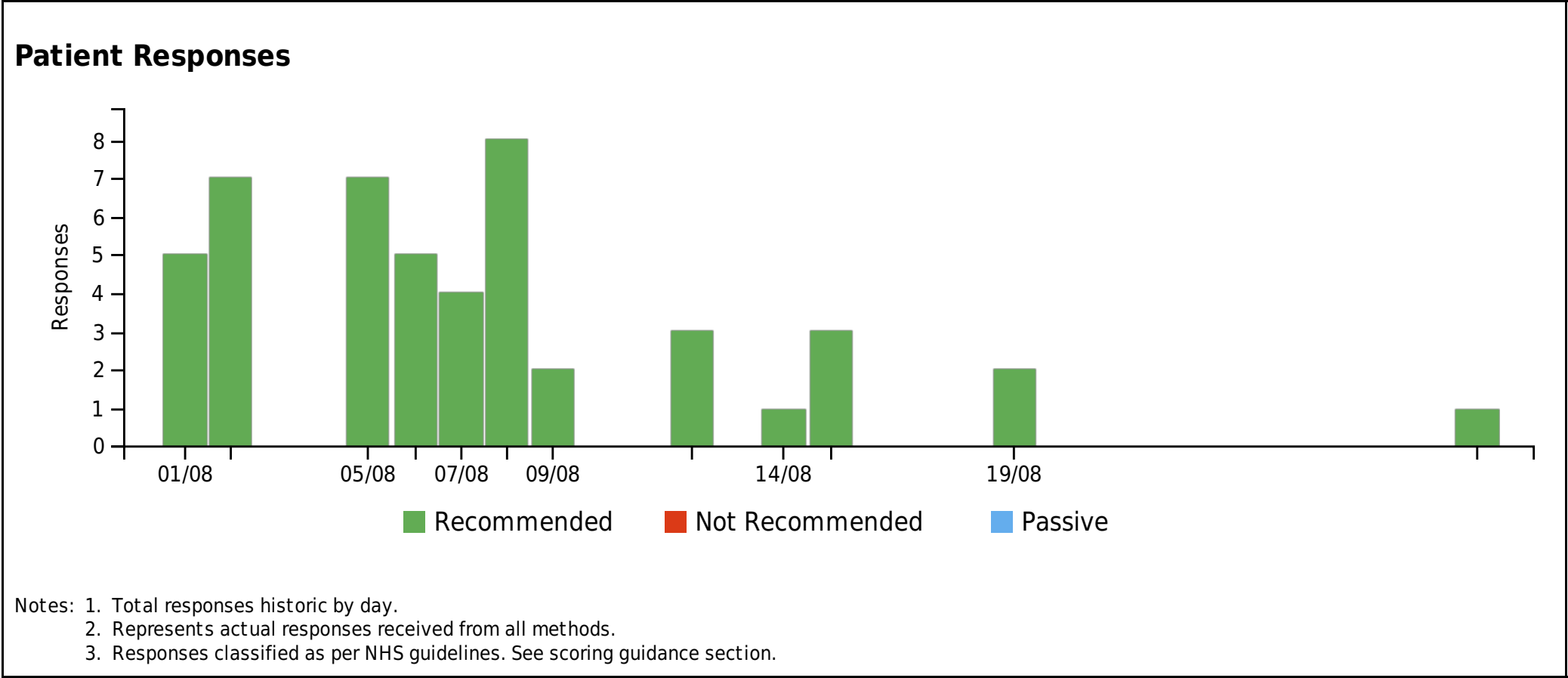
- Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### 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**



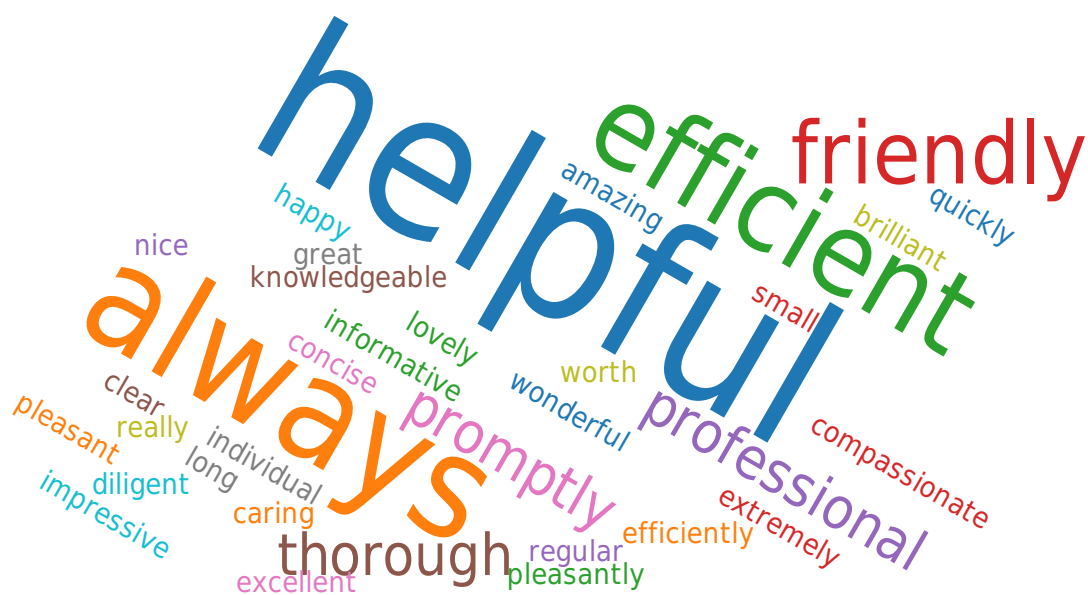
## SECTION 5

### Patient Free Text Comments: Summary

#### Thematic

Reception Experience	4
Arrangement of Appointment	2
Reference to Clinician	11

#### 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

- ✓ Very efficient surgery and really impressive doctor. Thank you.
- ✓ The nurses, doctors and surgery staff have been amazing support
- ✓ I always find everyone afficiant and helpful
- ✓ Caring, professional and friendly help at all levels
- ✓ Dr salizadeh is a lovely kind doctor
- ✓ The dr I saw was extremely kind and helpful
- ✓ A very patient and knowledgeable doctor
- ✓ Because Dr Honstvet was excellent. My wait was long but worth every minute as she was very diligent and thorough.
- ✓ Competence in all spheres John Franck
- ✓ Dr Plant was wonderful. I was listened to and reassured. The reception staff are always helpful and friendly. Thank you.
- ✓ Fitted me in as I was in pain - was helpful and discussed options then made a plan
- ✓ Ontime, pleasant environment & detailed review of my case
- ✓ helpful, informative and efficient
- ✓ GPs are always thorough no matter how small the issue is
- ✓ The (regular) doctor I ask to see is always clear & concise with his advice &... on time, Great service
- ✓ you are friendly helpful and efficient
- ✓ Dr salazada is brilliant and I am always happy to see him
- ✓ Very helpful and efficient
- ✓ We got seen quickly and the issue was addressed promptly.
- ✓ I made the appointment yesterday. i was seen very promptly today and the blood pressure test was carried out efficiently and pleasantly.
- ✓ Very professional staff
- ✓ The doctor was compassionate.
- ✗ Nice doctors and staff
- ✗ Ease of booking appointment.

#### Not Recommended

#### Passive