

# FFT Monthly Summary: October 2019

Glebe Road Surgery  
Code: Y01206

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
42	6	0	1	0	1	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	42	6	0	1	0	1	<b>50</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>42</b>	<b>6</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>50</b>
<b>Total (%)</b>	<b>84%</b>	<b>12%</b>	<b>0%</b>	<b>2%</b>	<b>0%</b>	<b>2%</b>	<b>100%</b>

### Summary Scores

 96% 
  2% 
  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:

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

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

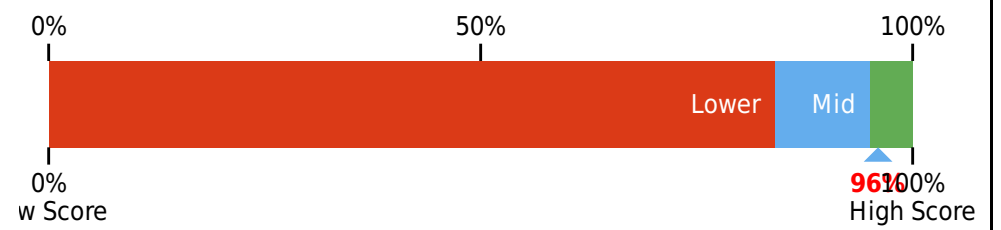
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

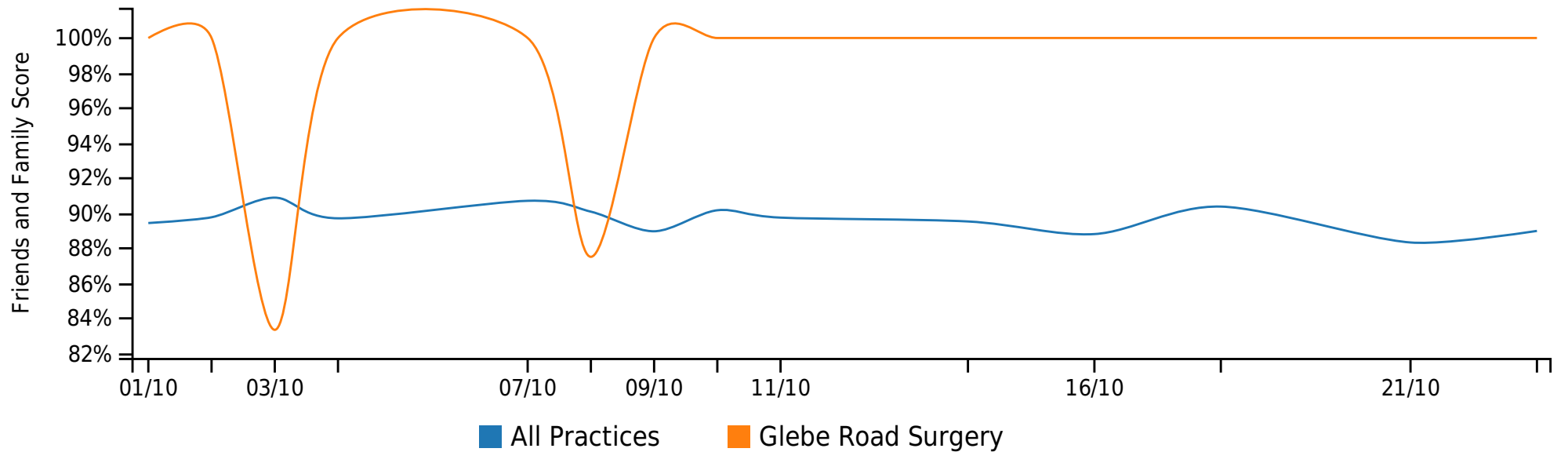
### Practice Score: 'Recommended' Rank

**Your Score:** 96%  
**Percentile Rank:** 80<sup>TH</sup>



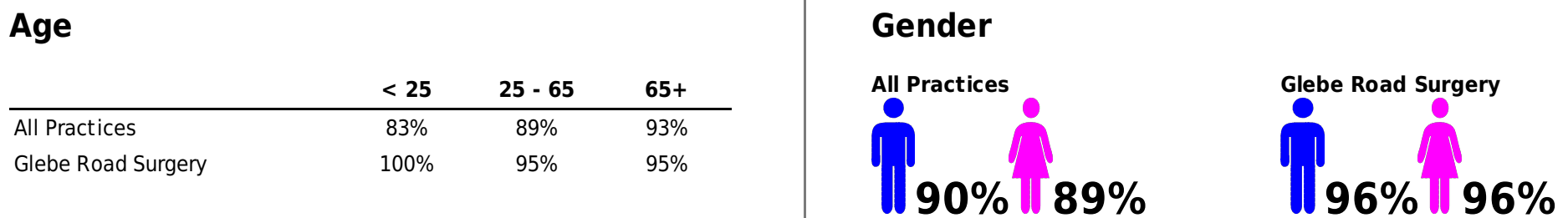
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.  
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 80th percentile means your practice scored above 80% of all practices.

### Practice Score: 'Recommended' Comparison



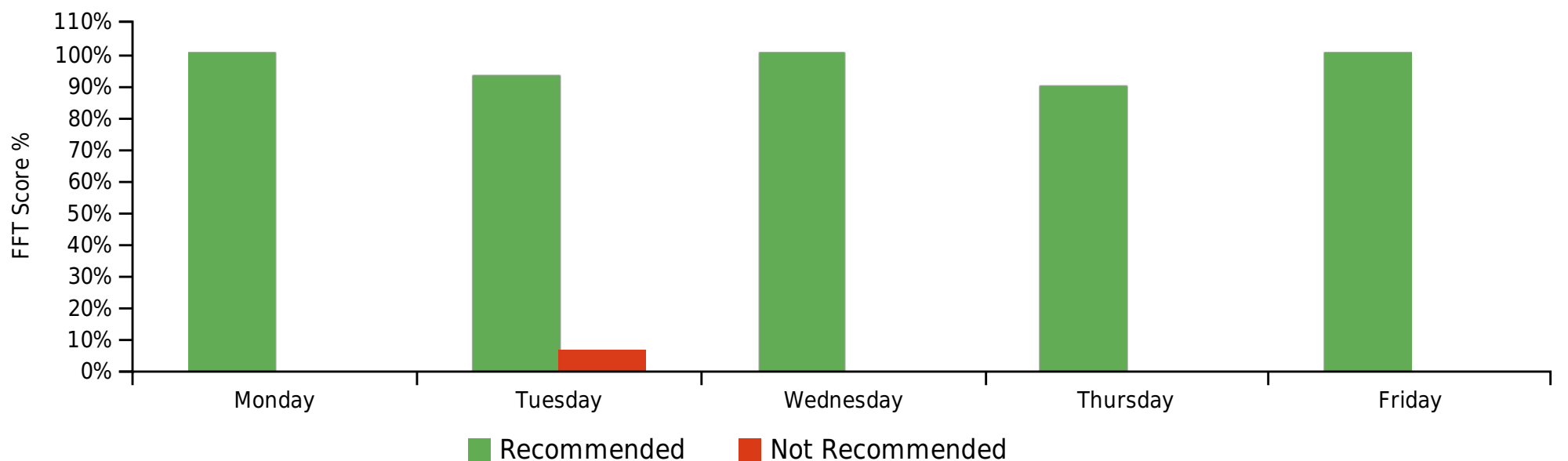
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



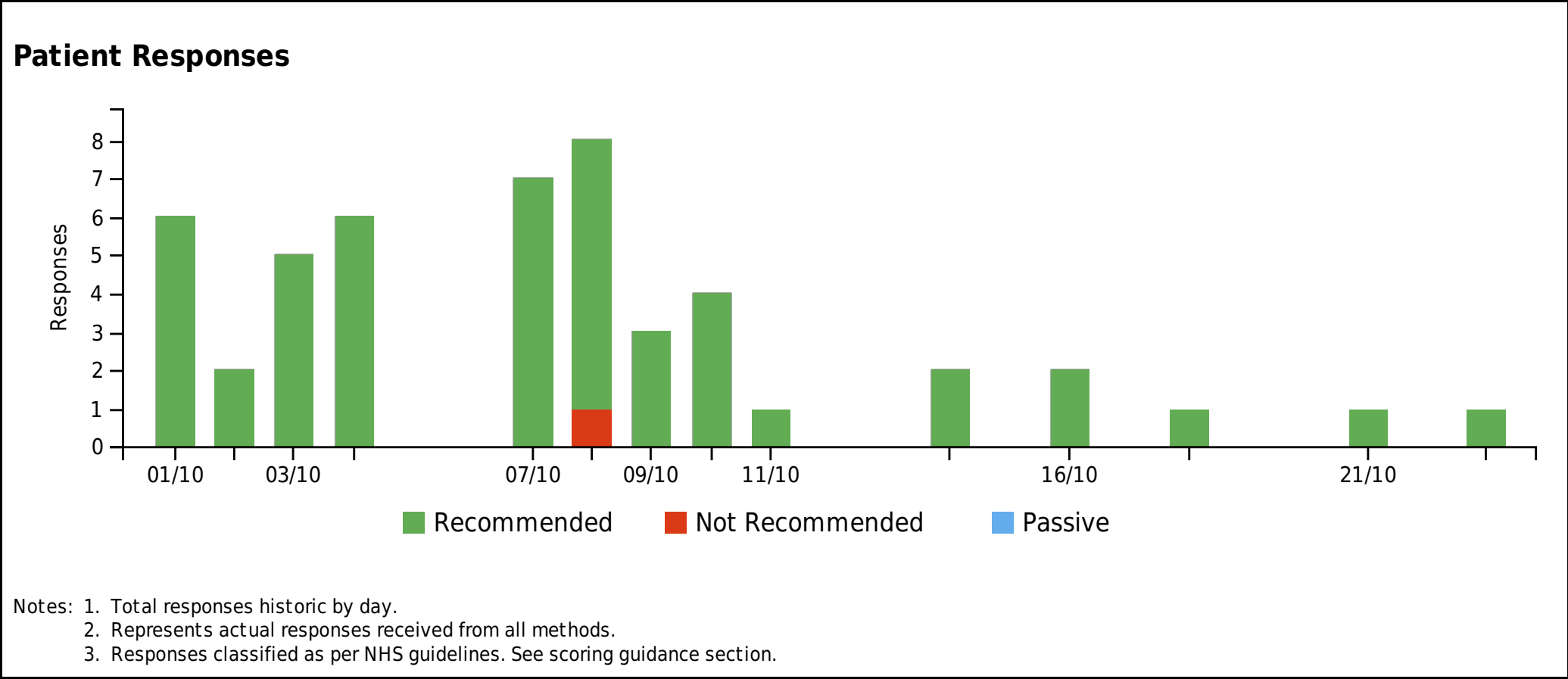
- Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: Day of the Week Analysis



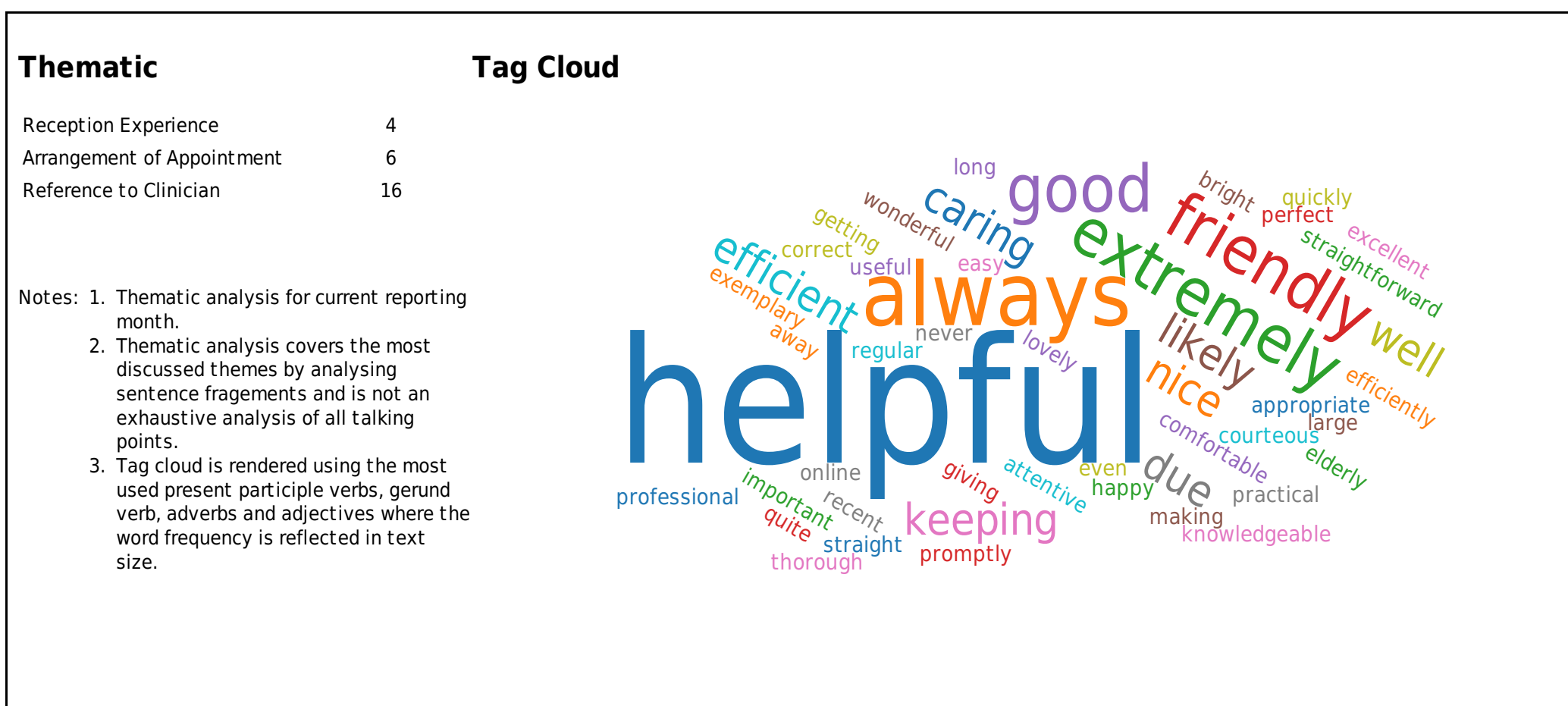
- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.  
2. Score calculated as per NHS requirements. See scoring guidance section.

**SECTION 4**  
**Patient Response Analysis**



## SECTION 5

### Patient Free Text Comments: Summary



### 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

- ✓ Dr Botting
- ✓ 1-Extremely likely
- ✓ Always straightforward to get an appointment and helpful doctors.
- ✓ Dr Rice - Jones was very helpful and the receptionist was helpful too giving me codes and a firm to activate My GP app. The app is extremely useful for m@for making appointments and keeping a health record@ecord
- ✓ Easy to book online and the doctor saw me at the correct time
- ✓ Friendly. Helpful. Out me at my ease
- ✓ I have confidence in the doctors there.
- ✓ Organisation and efficiency and helpful staff
- ✓ Perfect + prompt.
- ✓ A very well run practice. Appointments without delay, doctors and nurses keeping to schedules friendly and efficient staff, both on the telephone and @ and at the desk, and of course very good doctors. A comfortable and bright surgery. @ery.
- ✓ Good service only down side is getting through to reception on phone
- ✓ Caring attentive and very helpful. Thank you
- ✓ Acknowledged and listened to my issues and, recommended and provided appropriate solution(s).
- ✓ I missed my appointment but they managed to squeeze me in within the hour
- ✓ Blood test arranged and carried out efficiently and flu jab offered on same visit
- ✓ Best doctor. Best Surgery.
- ✓ The doctor was patient with me and took time to listen to me and check me, The doctor was very kind
- ✓ Efficient
- ✓ I have always been happy with the service received from the doctors at Glebe Road Surgery.
- ✓ Very helpful and kind nurse
- ✓ Seen promptly and nurse was lovely, my son did not enjoy his injections but she was wonderful with him
- ✓ Nice friendly service and very nice knowledgeable nurse
- ✓ Very kind and understanding. Very helpful. And caring.
- ✓ Good/ practical advice from GP
- ✓ The efficiency and professionalism of the practice.
- ✓ Very quickly seen, all very courteous and professional
- ✓ Exemplary care from GP's & Practice Nurses for both myself & my elderly parents, quite a long wait for appointments, which I imagine is a problem through@roughout the system, due to large Patient lists etc, but always excellent when you do get to see them, they never make you feel rushed at Glebe Rd, even if th@if they are. @are.
- ✗ Doctor was very thorough
- ✗ I have been very well looked after in recent months!

#### Not Recommended

#### Passive