

FFT Monthly Summary: January 2020

Grovelands Medical Centre
Code: K81078

SECTION 1 CQRS Reporting

CQRS Reporting




FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
32	13	1	0	1	1	0	0	0	48	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:	149							
Responses:	48							
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total	
SMS - Autopoll	32	13	1	0	1	1	48	
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
Total	32	13	1	0	1	1	48	
Total (%)	67%	27%	2%	0%	2%	2%	100%	

Summary Scores

 **94%**
 **2%**
 **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:

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

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

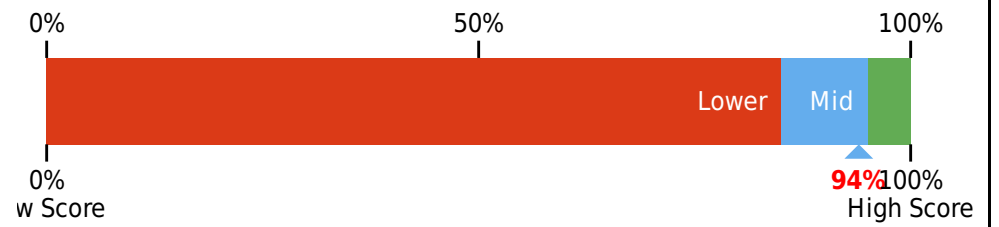
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

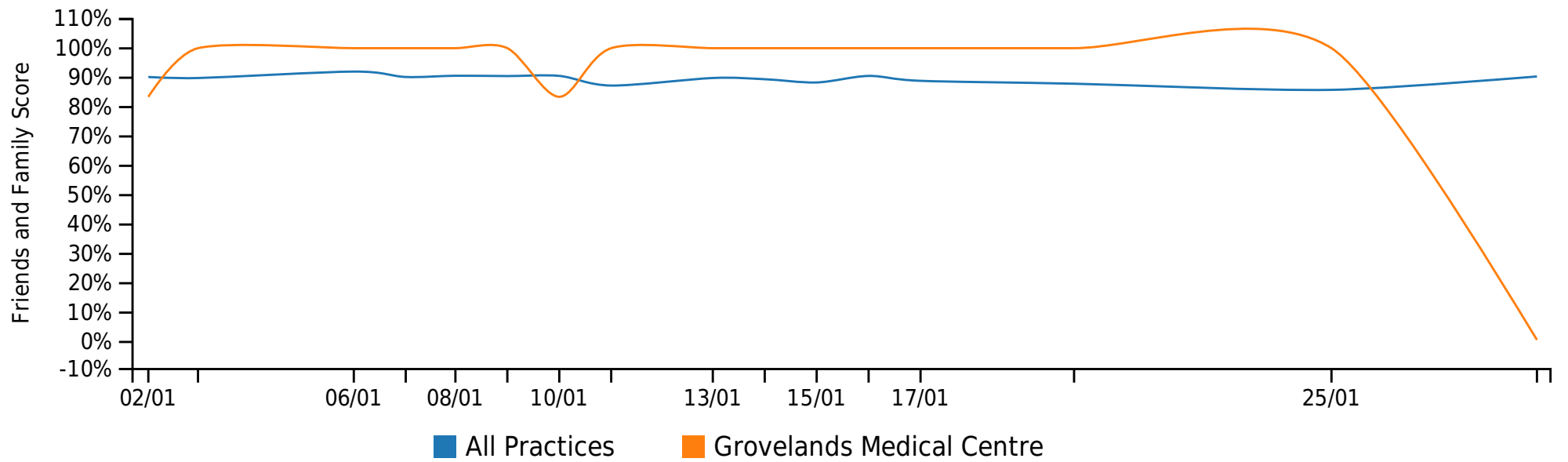
Practice Score: 'Recommended' Rank

Your Score: **94%**
Percentile Rank: **70TH**



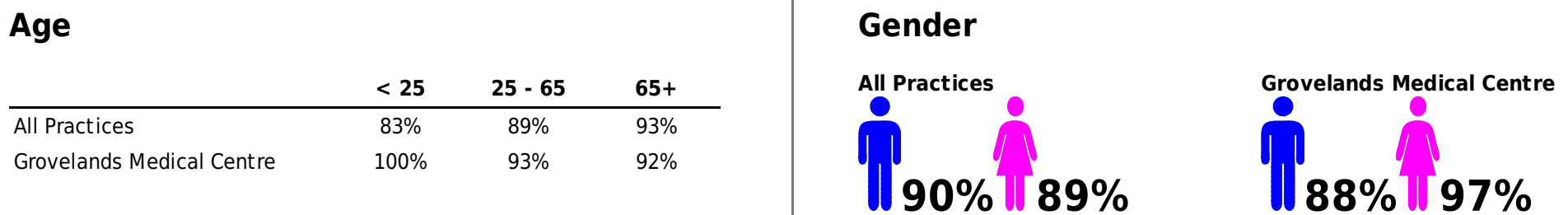
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 70th percentile means your practice scored above 70% of all practices.

Practice Score: 'Recommended' Comparison



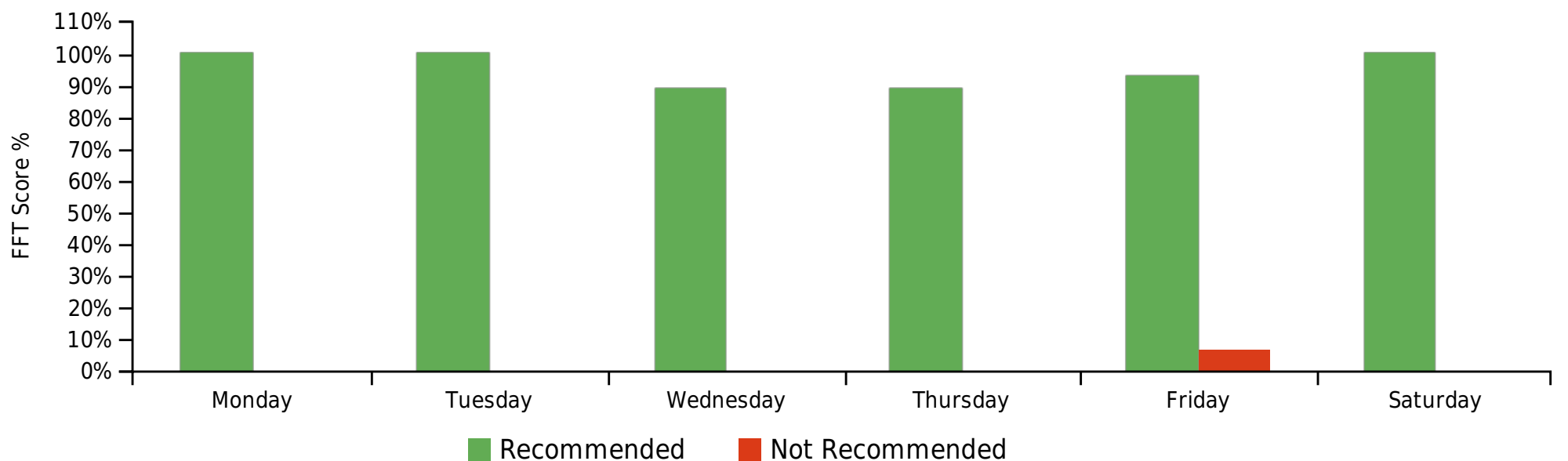
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



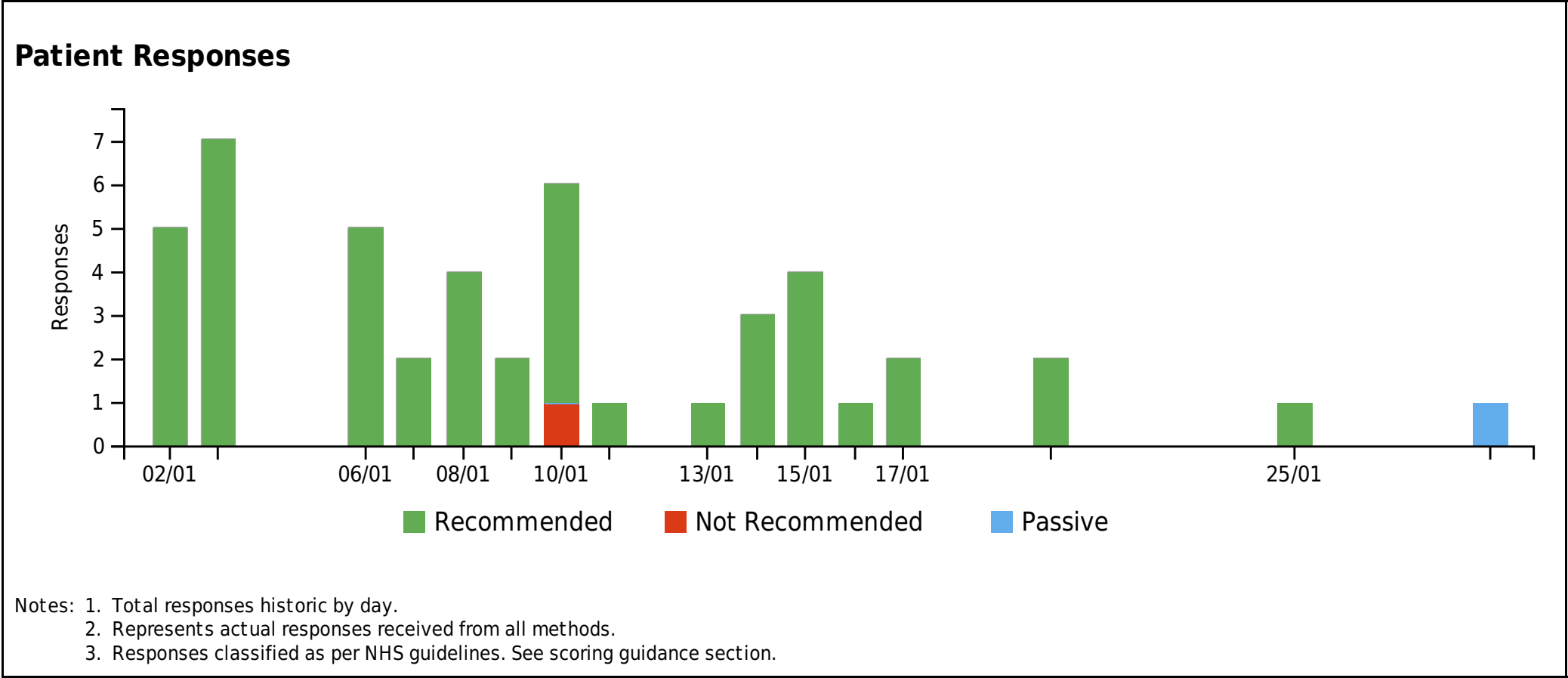
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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	Tag Cloud
Reception Experience 7	
Arrangement of Appointment 6	
Reference to Clinician 8	
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 all round service, apologies for having to wait because a nurse I was going to see had called in sick - but I was still seen quite quickly. Once see@e seen, very caring service and the nurse explained what I needed to know. Many thanks !@nks !
- ✓ Festive season but was given necessary appts for open wound dressings and spare dressings to take to the walk in clinic when the surgery closed. Felt sup@t supported at a vulnerable time. Thank you. @you.
- ✓ The check up was good. The staff are lovely but the parking is bad.
- ✓ Always polite and helpful if they have time
- ✓ The staff are very helpful and efficient.
- ✓ My main contact recently has been with nurses, particularly Lu, Maria & Stewart. I have found them caring, friendly and efficient. They keep me informed @rmed and involved in my treatment!@ment!
- ✓ Good doctors generally polite staffClean waiting room and facilities
- ✓ I have had a good experience and everyone was very helpful
- ✓ Extremely likely
- ✓ I have been with your practice since 1975 and have always had excellent service, especially when my dear late husband needed regular attention. Today, Dr@y, Dr Mount was both caring and efficient @ient
- ✓ Always great service and never trouble getting an appointment
- ✓ The service was second to none . Excellent in fact both opponents today were very informative to day . And customer service fabulous . I would like if po@if possible you could pass on my comments to the 2 staff members looked after us today our visit was a pleasure thank you so much for excellents@lents
- ✓ I'm very happy with my surgery however I do find it difficult to get appointments outside of office hours. Maybe there could be an hour before 9 and the @ the time from 5.30 for just full time workers and not people that have all day to go! @ go!
- ✓ Reception is much better and more helpful these days
- ✓ I find it easy to get and appointment, staff are lovely, always helpful and friendly
- ✓ Very good doctors
- ✓ It was not very crowded and on time to see the doctor
- ✓ Efficiency
- ✓ I think grovelands always try n resolve issues n if u need a doctor that day they try n fit u in.
- ✓ Friendly, approachable staff. Listen to concerns & offered advice & solutions.
- ✓ Friendly, approachable, knowledgeable staff.
- ✓ Easy parking (this particular time), appointment on time, Sophie who I saw was lovely. Only comment I would say was that I had been allocated half an hou@n hour for the MOT health check when I was only needing a 5 minute appointment to take blood initially. Sophie was aware off Th is and was going to take this @this up and clarify with the appointment team as I think mine wasn't the only time this had happened. @ned.
- ✓ Time was allowed to thoroughly discuss my condition which was very helpful.
- ✗ Appointment was on time and doctor was in no rush

Not Recommended

- ✓ This time your service was very very satisfactory.

Passive

- ✓ Appointment was cancelled due to sickness but I accept these things happen.