

FFT Monthly Summary: February 2020

Grovelands Medical Centre
Code: K81078

SECTION 1 CQRS Reporting

CQRS Reporting




FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
37	7	0	1	1	2	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:	170							
Responses:	48							
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total	
SMS - Autopoll	37	7	0	1	1	2	48	
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
Total	37	7	0	1	1	2	48	
Total (%)	77%	15%	0%	2%	2%	4%	100%	

Summary Scores

 92%
  4%
  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:

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

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

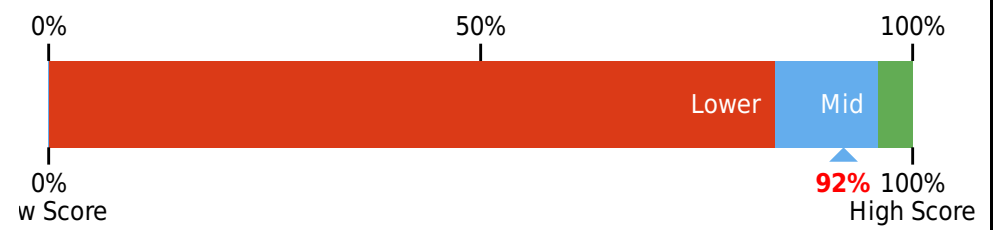
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

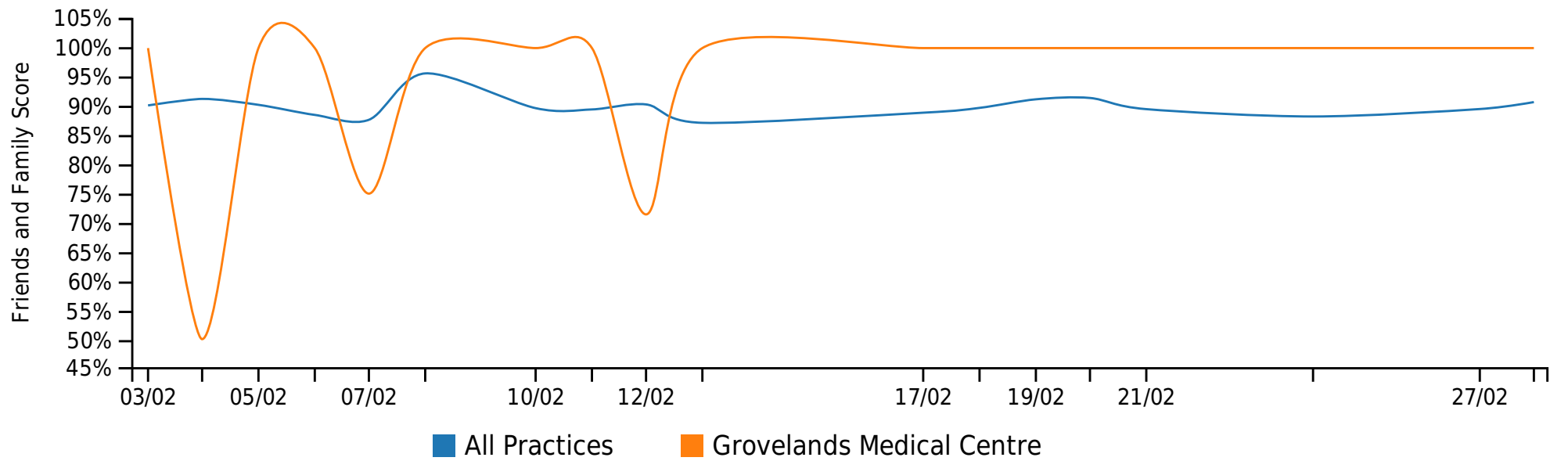
Practice Score: 'Recommended' Rank

Your Score: 92%
Percentile Rank: 55TH



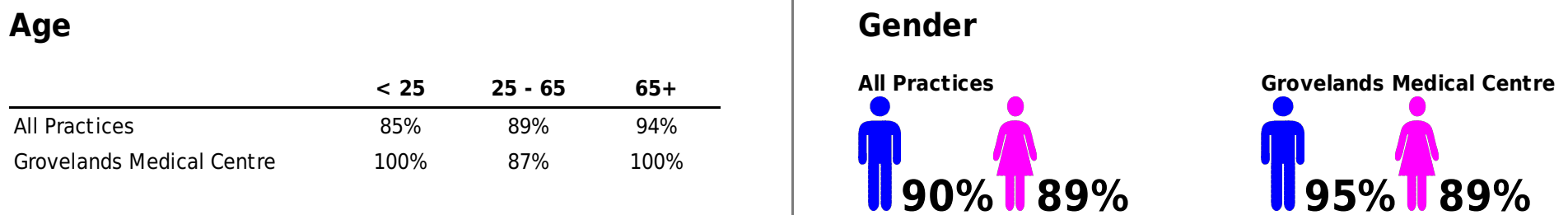
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 55th percentile means your practice scored above 55% of all practices.

Practice Score: 'Recommended' Comparison



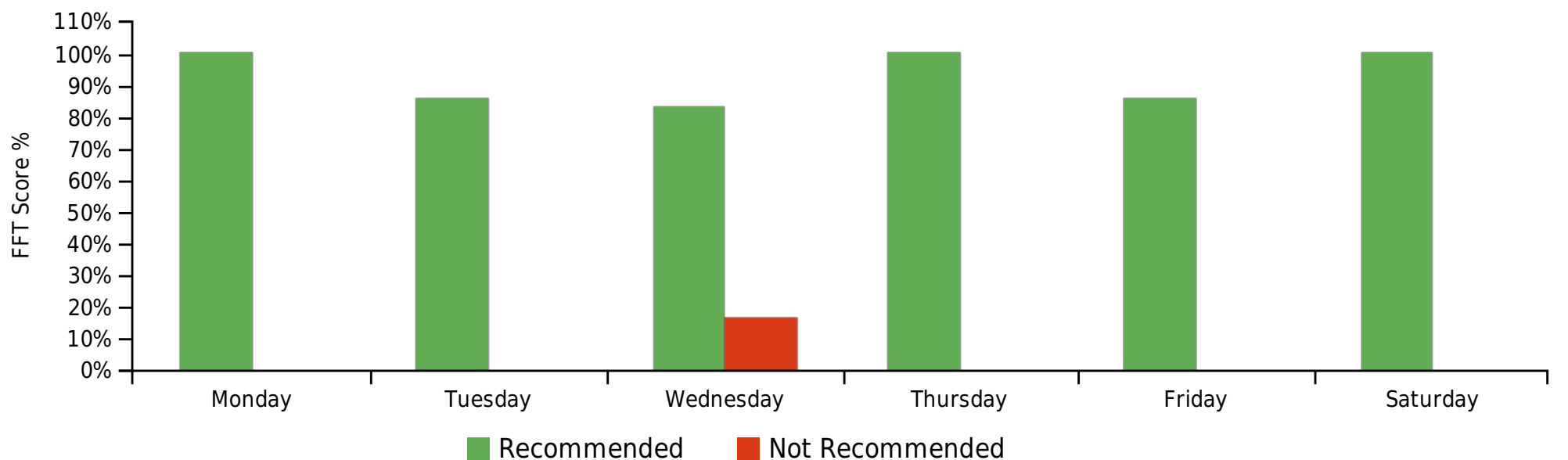
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



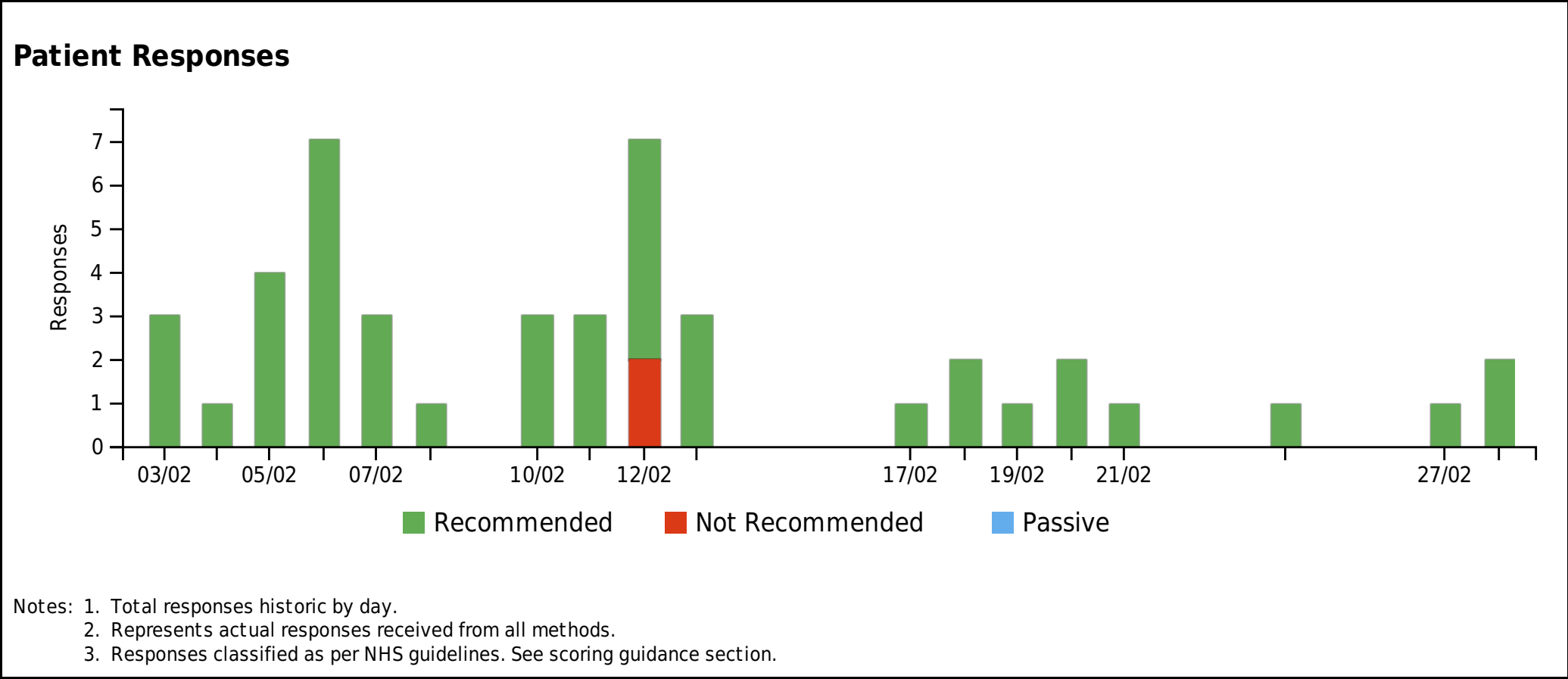
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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 2	
Arrangement of Appointment 3	
Reference to Clinician 16	
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

- ✓ My gp (Dr Dias) is proficient and is a pleasure to come see her.
- ✓ The doctors always have time for you and listen to you Dr Dias has been very patience with me when I have a problem
- ✓ Great doctors, and always able to get appointments.
- ✓ Excellent patient care
- ✓ You are doing what you can but its always hard to get Appointments when the doctors calls to say they need to see you can I had to wait a month for an ap@an appointment so the receptions staff need to understand this is important and and priority. @ity.
- ✓ It was all dune on the same day.
- ✓ Because people are well take care off in the surgery and my GP always listening to her patience attentively when talking to her and very suppor@upportive. Thank you. @you.
- ✓ Convenience
- ✓ Doctors nurses and staff friendly and helpful, only area for improvement is when trying to get urgent prescription
- ✓ I think the service you give is good the way it is
- ✓ The treatments and service I have received since becoming a patient here , have been 2nd to none.
- ✓ Dr really listened and was very helpful
- ✓ The appointment was very helpful and positive
- ✓ Have been able to see my doctor in a reasonable time frame.
- ✓ Good Doctors (eg Escamilla).Reasonable waiting time.
- ✓ Because I am treated with care and respect
- ✓ The nurse I saw Marie was really helpful and polite. You could tell she is doing the job because she generally cares.
- ✓ Been at the surgery 16 years and had all issues investigated and diagnosed
- ✓ I trust my doctor
- ✓ Great Doctor!
- ✗ Dr Escimilla is always so polite and courteous. The nurse Aideen was also very polite. Both very reassuring

Not Recommended

- ✓ Have to wait too long to see my GP

Passive