

FFT Monthly Summary: March 2020

Grovelands Medical Centre
Code: K81078

SECTION 1 CQRS Reporting

CQRS Reporting




FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
24	16	0	1	1	1	0	0	0	43	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:	162						
Responses:	43						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	24	16	0	1	1	1	43
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	24	16	0	1	1	1	43
Total (%)	56%	37%	0%	2%	2%	2%	100%

Summary Scores

 93%
  5%
  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:

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

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

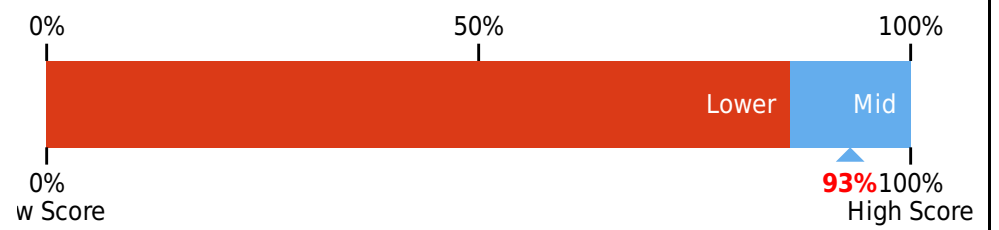
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

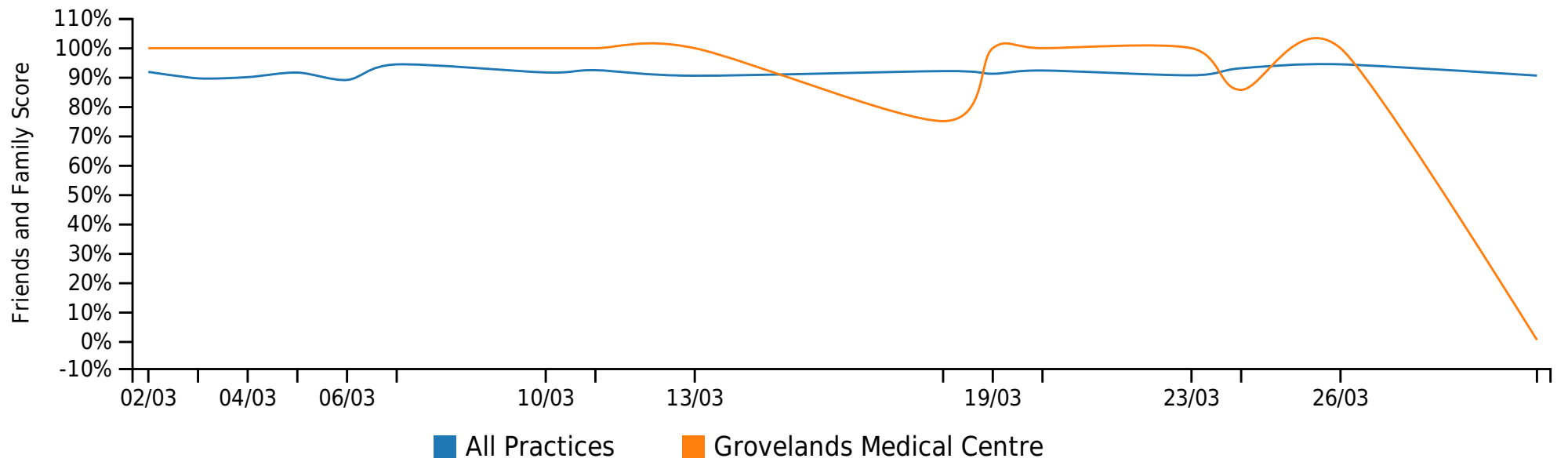
Practice Score: 'Recommended' Rank

Your Score: 93%
Percentile Rank: 50TH



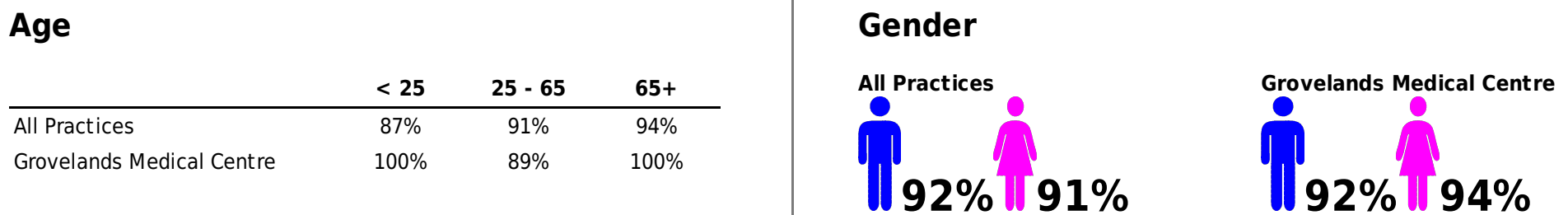
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 50th percentile means your practice scored above 50% of all practices.

Practice Score: 'Recommended' Comparison



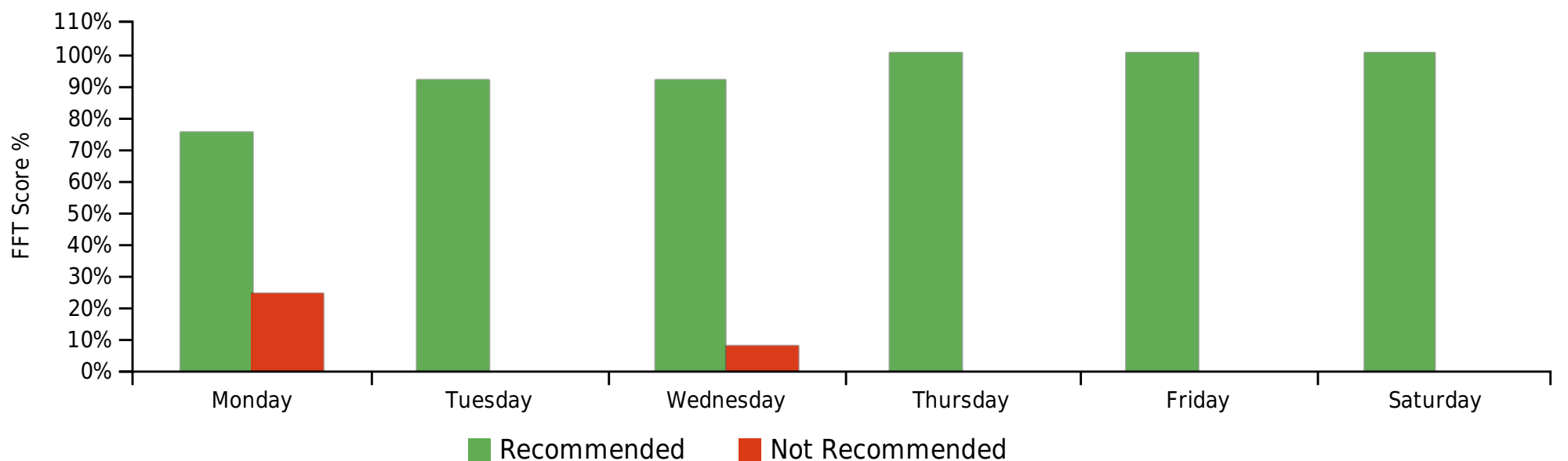
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



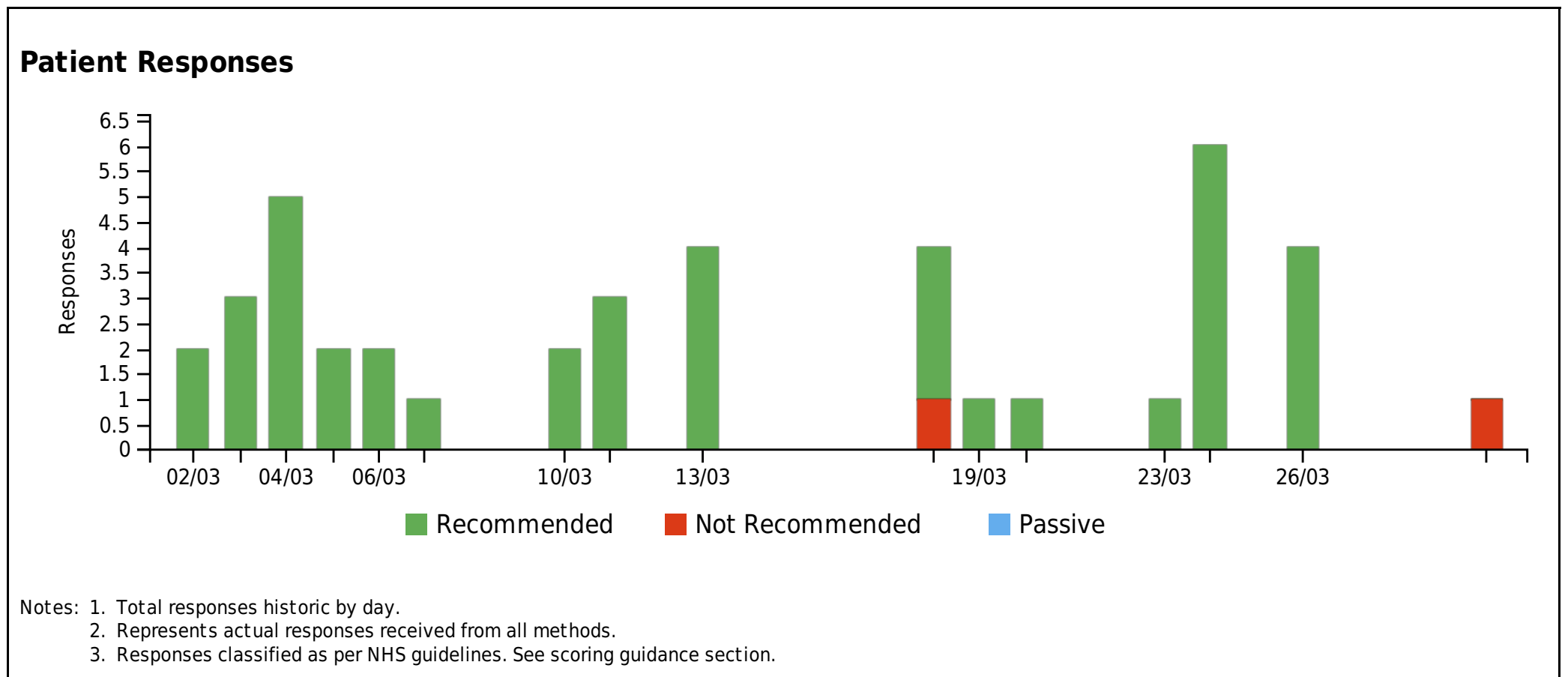
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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 5	
Reference to Clinician 11	
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

- ✓ Time it takes to get an appointment is very long
- ✓ Quick service
- ✓ Mr Stewart Horwood and Dr Tucker are very reassuring and professional in my experience
- ✓ Immediate taken action for my health problem no longer wait .
- ✓ Always cheerful and helpful reception staff and excellent doctor never too busy to listen about any problem I might have couldn't be happier with the service.
- ✓ Efficient friendly service
- ✓ Appointments hard to get but care given is good
- ✓ Approachable staff
- ✓ Thorough nurse . Very pleased but almost 1hr wait ...
- ✓ Is a friendly, professional surgery. With polite staff
- ✓ Good receptionists communication with patients, fast response back from doctors after triage overall.
- ✓ I have always had good service with the doctors and staff over many years. Having a medical problem that is rare I know I am being looked after well and @I and that is a great comfort to me. @o me.
- ✓ Today - efficient. Usually - not.
- ✓ Very pleased with prompt appointment, very nice nurse, willing to answer questions. Just a very easy appointment, and dealt with respectfully.
- ✓ Nurse has amazing
- ✓ Good service
- ✓ Guy who did blood test very good
- ✓ I have always received kindly help from reception staff, and a caring attitude from all the medical and nursing staff.
- ✓ Dr tucker is fabulous
- ✓ Despite unprecedented challenging circumstances Dr Mathur dealt with the appointment with her usual professionalism and has prescribed medication for my @r my son and sent the script to our local pharmacy. I couldn't ask for anything more. @more.
- ✓ Because I'm happy with my doctor
- ✗ I experienced serious bruising after the blood test.
- ✗ Extremely helpful. Explained everything. Answered my questions. Put me at easy.

Not Recommended

- ✓ Have 2 appointments cancelled with no call backs prescriptions lost today told I'd be called and had nothing so far

Passive