FFT Monthly Summary: May 2020

Grovelands Medical Centre Code: K81078



SECTION 1 **CQRS Reporting**

CQRS Reporting

	FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
Ī	24	5	2	1	2	0	0	0	0	34	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: 82

Responses: 34

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	24	5	2	1	2	0	34
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	24	5	2	1	2	0	34
Total (%)	71%	15%	6 %	3%	6%	0%	100%

Summary Scores

♦ 85% ? 9% **≈** 6%



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:

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

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

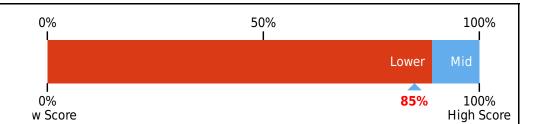
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: 85%

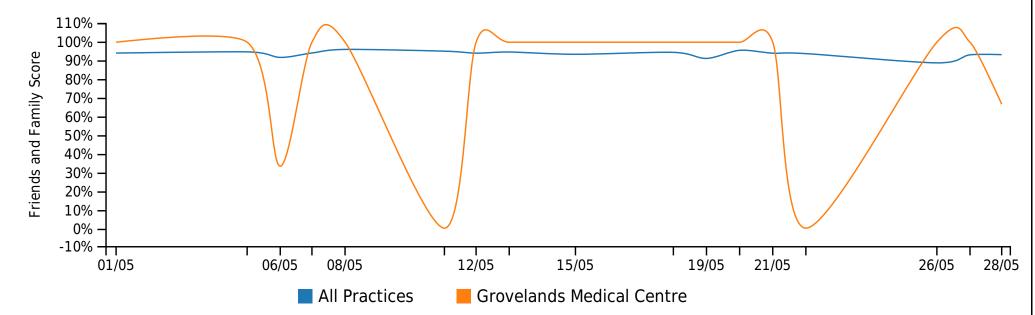
Percentile Rank: 15TH



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 15th percentile means your practice scored above 15% 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

Age

	< 25	25 - 65	65+
All Practices	90%	94%	95%
Grovelands Medical Centre	80%	87%	92%

Gender

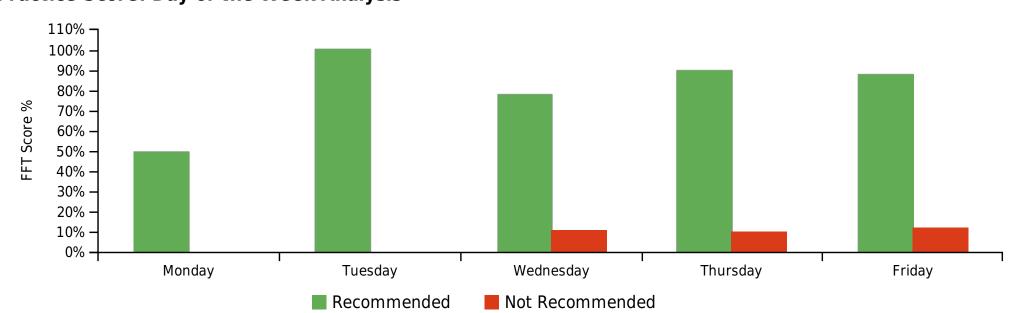




Notes: 1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

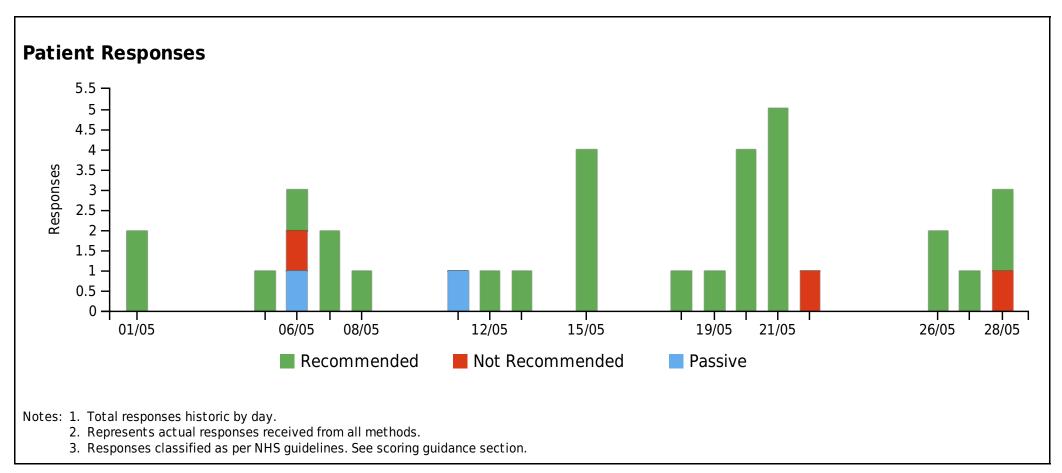
Practice Score: Day of the Week Analysis



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



Patient Free Text Comments: Summary

Tag Cloud Thematic Reception Experience 5 Arrangement of Appointment 7 Reference to Clinician 11 Notes: 1. Thematic analysis for current reporting 2. Thematic analysis covers the most discussed themes by analysing sentence fragements 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 thorough telling getting 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

- ✓I spend most of my visits with the excellent nurses
- ✓ Quick responses and pleasant staff
- ✓ The grovelands nurses healthcare and admin staff are very helpfully.
- ✓ I rang the surgery with a problem and the doctor phoned me back in very good time and arranged an appointment for me. The nurse I saw was an absolute joy@e joy! So happy in these very difficult times. @es.
- ✓ Because everyone is nice and helpful and always mate you feel safe
- ✓ From the time about 6 weeks ago I developed my current bad back Grovelands have been great. From me phoning early on doctors have rang back promptly and@y and sorted out the prescription I needed. The bad back wasn't settling down, phoned to make a phone call appointment in the morning. Dt Kang tang back. @ck. The same day I had an appointment with dt Kang. I think that was only last Thursday. Today I had tests with Maria. In these very difficult times I cou@I couldn't ask for a better service. If you could pass my thanks on to everyone. The only downside I've still got a bad back. I know down at Grovelands you@s you are doing all you can for it. Thanks again @gain ✓ The nurses were superb, excellent customer care
- ✓ Friendly, calming great service
- ✓ The whole process was done in a kind, friendly and caring manner. My details were carefully checked prior to treatment. Relevant questions were asked and@d and any questions I had were clearly answered. Time was taken to ensure that the appointment was a positive experience. @nce.
- ✓ All staff helpful at this difficult time
- ✓That's my opinion but I would like to say the nurse I saw today was helpful and brilliant at the treatment I received
- ✓ Very good doctors and staff
- ✓I saw a nurse today
- ✓ Prompt response from the Doctors, nurses and reception always there to help and assist.
- ✓ The service is good but not excellent at times I have requested repeat prescriptions gone to chemist to collect and been told that it was rejected wastin@asting my time when a simple message or phone call telling me why so that I could get the part of prescription that I needed.@eded.
- ✓ For all the help today from the Dr and nurse 2 appointments in one day showed how you all cared for my needs ,, thank you all
- ✓ Very nice doctor, gave me lots of time on the phone and in person. Made an appointment for the same day, and was very thorough.

Not Recommended

✓ Today for blood test was excellent but normally no chance of getting an appointment for illness and have to beg to be seen.xx

Passive

✓ The wait time, it was a very early appointment so didn't expect it to be overrunning so much that early, I am in the extremely vulnerable category so try@o try to avoid people which I couldn't this morning @ning