

FFT Monthly Summary: July 2020

Grovelands Medical Centre
Code: K81078

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
31	7	1	0	1	0	0	0	0	40	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: 115

Responses: 40

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	31	7	1	0	1	0	40
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	31	7	1	0	1	0	40
Total (%)	78%	18%	3%	0%	3%	0%	100%

Summary Scores

👍 95% 👎 3% ➡️ 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:

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

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

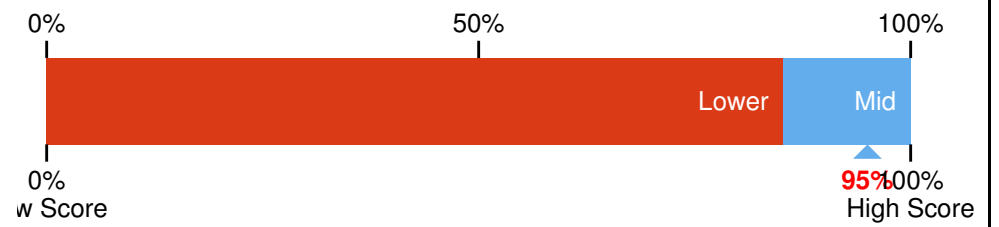
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

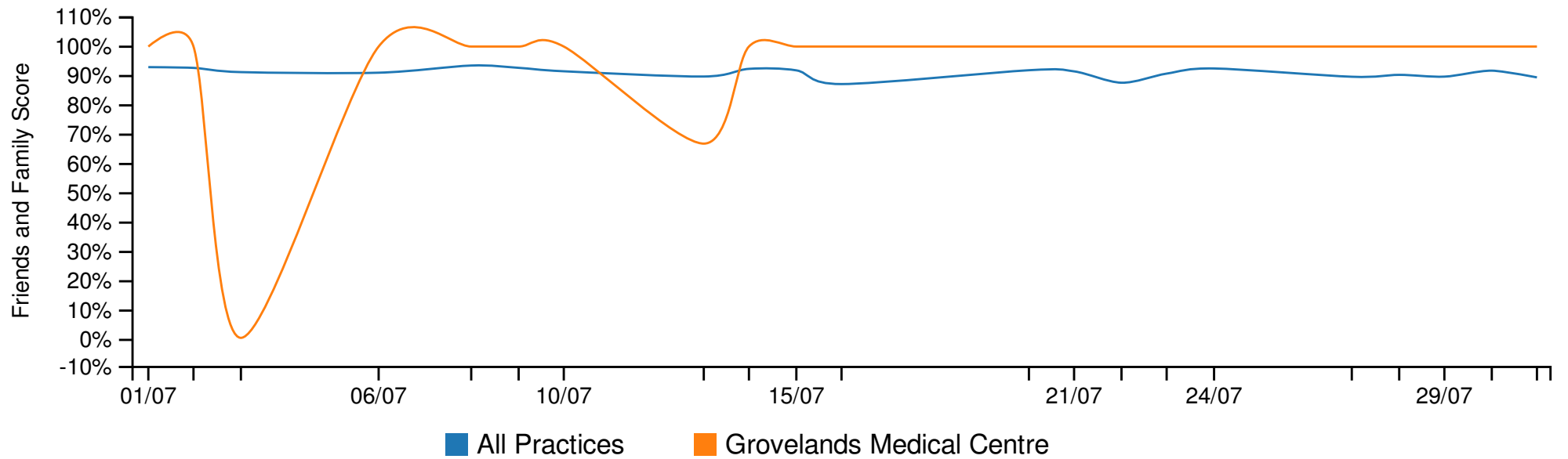
Practice Score: 'Recommended' Rank

Your Score: 95%
Percentile Rank: 60TH



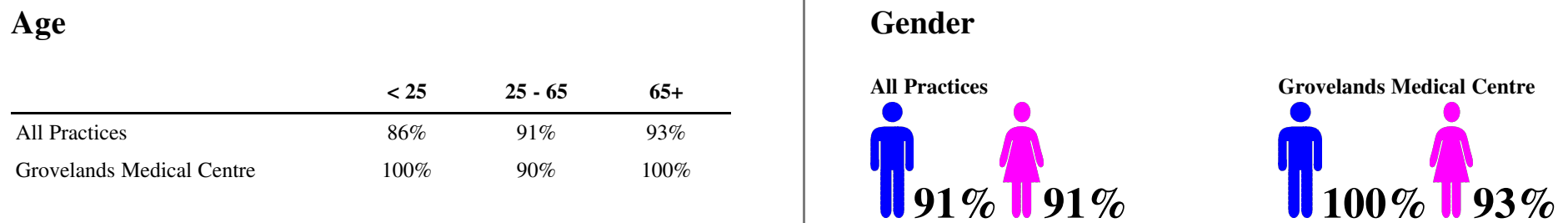
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 60th percentile means your practice scored above 60% of all practices.

Practice Score: 'Recommended' Comparison



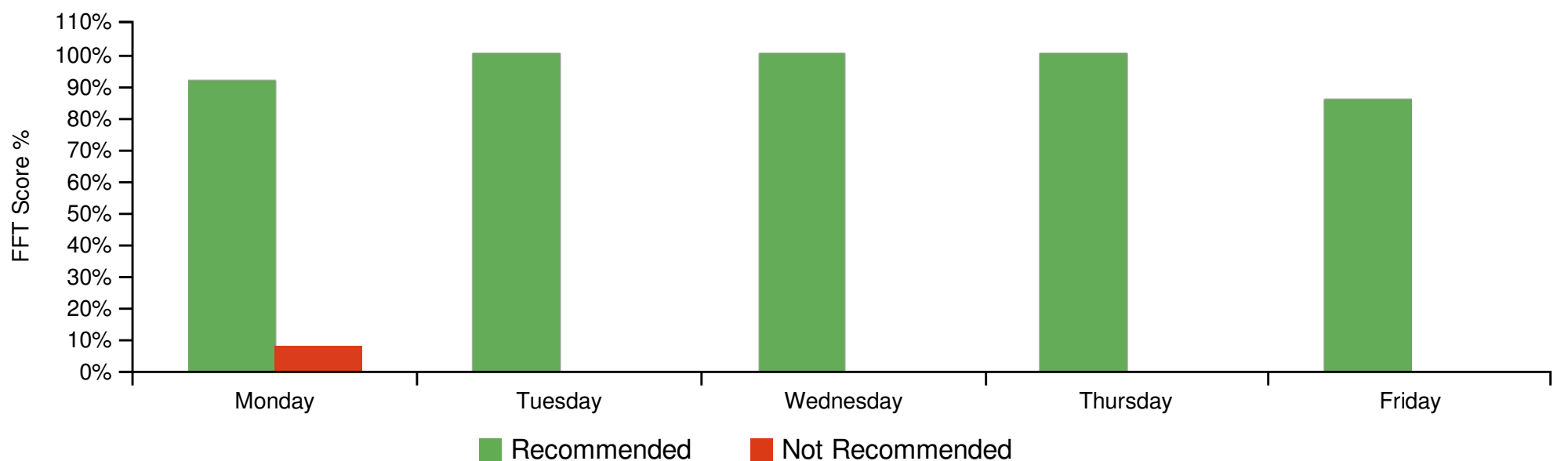
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

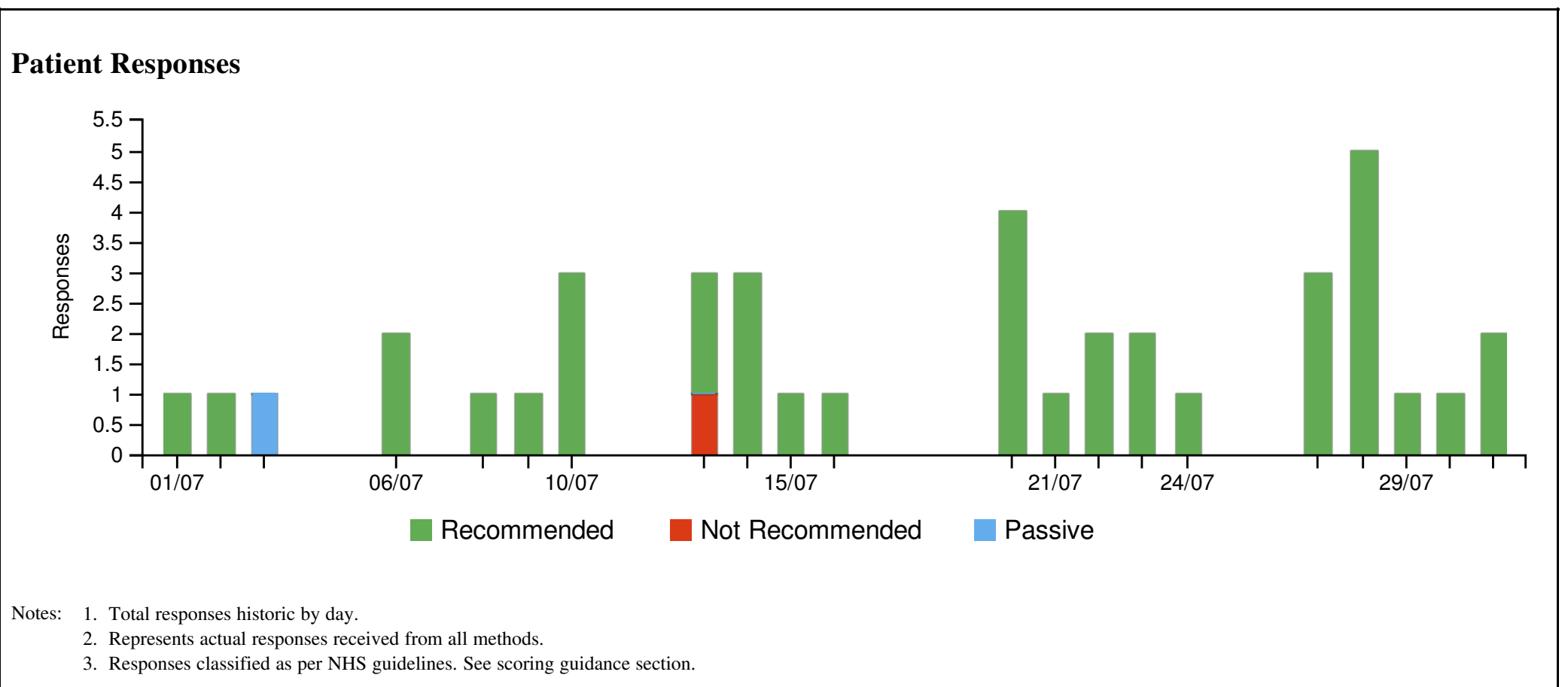
Practice Score: Day of the Week Analysis



- 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	4
Reference to Clinician	8
<p>Notes:</p> <ol style="list-style-type: none">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

- ✓ All ways found the doctors I have had appointments with are very good
- ✓ *The nurse wanted to know more about my rare condition. I felt listened to and cared for.*
- ✓ Helpful staff
- ✓ *because very good services*
- ✓ Negatives: No weekend service. Time to wait for appointments. Positives: Great medical staff.
- ✓ *I was seen on time and protective health measures were very well respected*
- ✓ always so pleasant and helpful especially my Dr Escamillar.
- ✓ *Quick and efficient. Great staff and helpful receptionist*
- ✓ They care & listen
- ✓ *Always had excellent treatment, everyone very friendly and helpful*
- ✓ Very helpful staff but long wait today.
- ✓ *It my firsts Diatet Insulin nurse, she was so kind ,knowing i had a Stroke a week ago. She was Outstanding.*
- ✓ Good doctor & service
- ✓ *As I was treated very well*
- ✓ I had an apt with Maria Holmes and she was fantastic, understanding and made each step of the process clear and not scary. My normal doctor, Dr Marthur i@hur is great too. I also like the fact that there's a pond! @ond!
- ✓ *Friendly staff*
- ✓ Very caring staff as always
- ✓ *Appointment was on time, personally escorted to the room, and blood test taken efficiently. I wonder how appointments will be dealt with in the winter mo@er months. Surely patients will not be asked to wait outside. @side.*
- ✓ Stuart Horwood was very good at helpful to reassure me at my recent appointment
- ✗ *I saw the practice nurse maria today she was so kind and helping me all the way she was so considerate and helping me with a smile all the way*

Not Recommended

Passive

- ✓ Today's experience of a blood test was fine! Wasn't happy with my recent experience regarding a hepatitis b injection. The receptionist was obviously no@ly not aware of how a patient was supposed to book! @ook!