

# FFT Monthly Summary: August 2020

Grovelands Medical Centre  
Code: K81078

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
38	6	2	1	1	0	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

**Surveyed Patients: 125**

**Responses: 48**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	38	6	2	1	1	0	48
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>38</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>48</b>
<b>Total (%)</b>	<b>79%</b>	<b>13%</b>	<b>4%</b>	<b>2%</b>	<b>2%</b>	<b>0%</b>	<b>100%</b>

### 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:

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

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

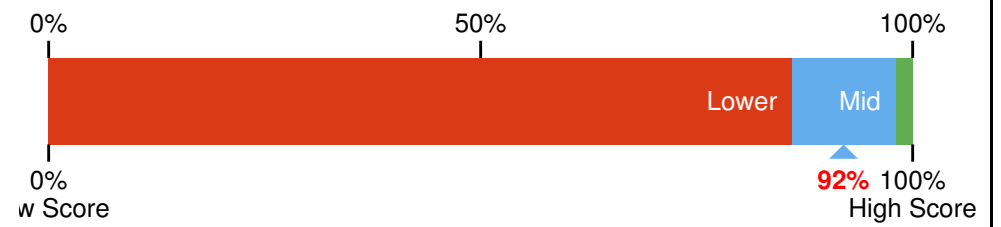
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

### SECTION 3 Practice Scoring

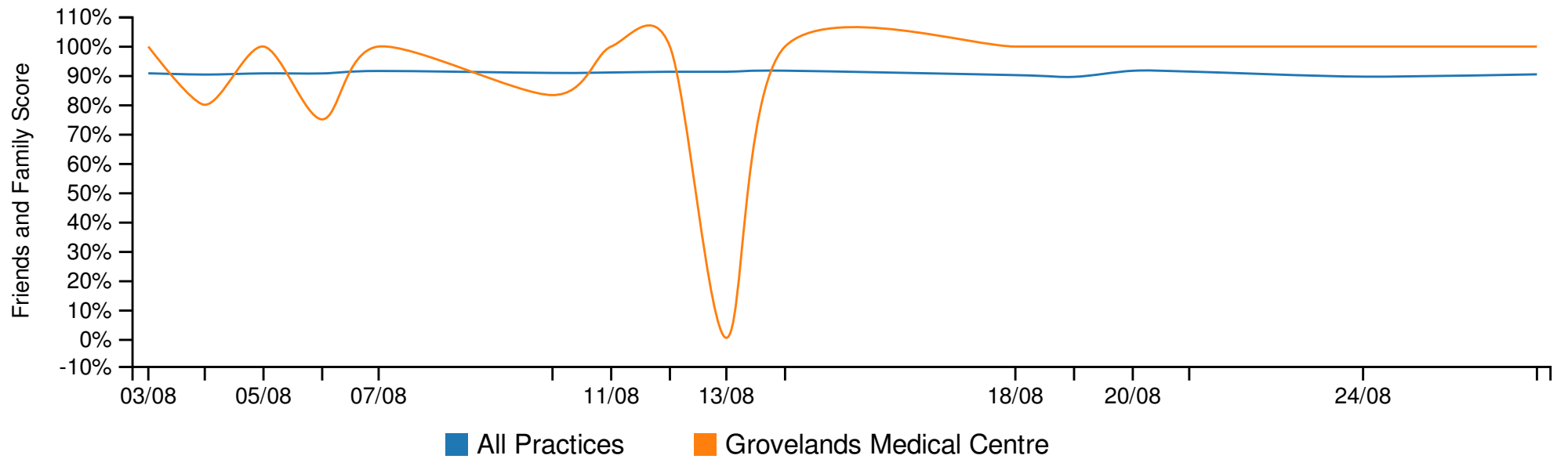
#### Practice Score: 'Recommended' Rank

**Your Score:** 92%  
**Percentile Rank:** 50<sup>TH</sup>



- 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



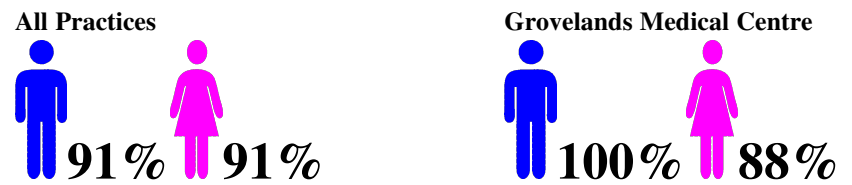
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

#### Practice Score: 'Recommended' Demographic Analysis

##### Age

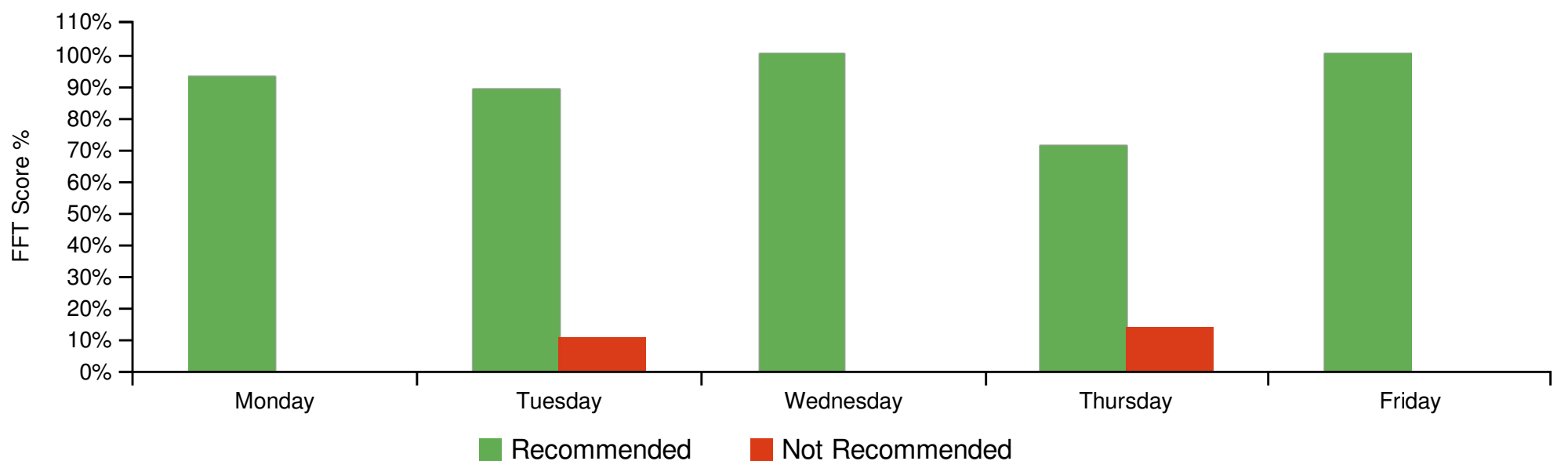
	< 25	25 - 65	65+
All Practices	86%	91%	93%
Grovelands Medical Centre	0%	89%	100%

##### Gender



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

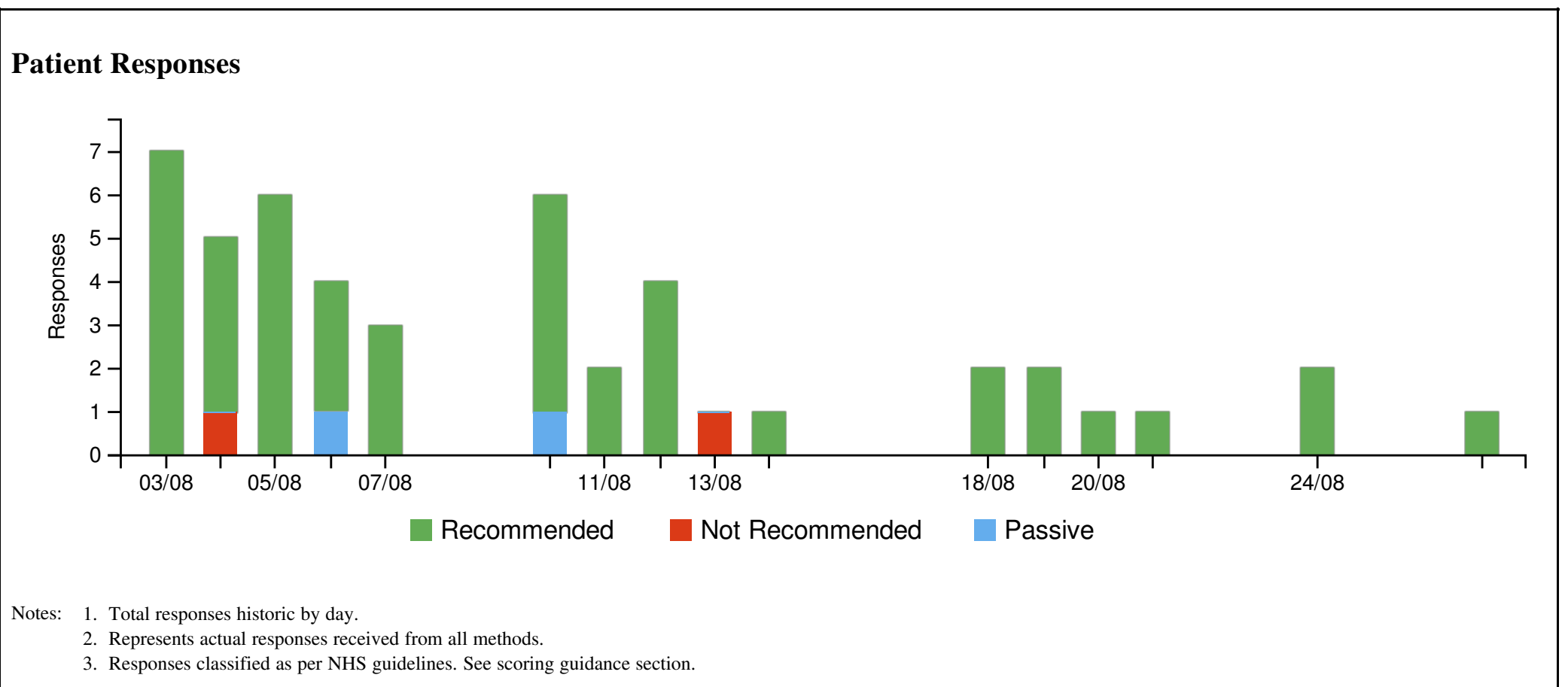
#### Practice Score: Day of the Week Analysis



- 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



## SECTION 5

### Patient Free Text Comments: Summary

Thematic	Tag Cloud
Reception Experience 13	
Arrangement of Appointment 2	
Reference to Clinician 11	
Notes: <ol style="list-style-type: none"> <li>1. Thematic analysis for current reporting month.</li> <li>2. Thematic analysis covers the most discussed themes by analysing sentence fragments and is not an exhaustive analysis of all talking points.</li> <li>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.</li> </ol>	

### 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

- ✓ Very kind and professional staff
- ✓ I have got good service
- ✓ I thought the person I saw was polite, efficient and caring
- ✓ Friendly and helpful staff.
- ✓ I have always been pleased with the doctors and nurses and the service they give.
- ✓ The every member of staff I was was so friendly. The nurse I saw was friendly and put me at ease and really helpful.
- ✓ The 2 nurses have been tremendous in treating my wound AND associated dressings every day for 2 weeks.
- ✓ Always pleased with the services my GP surgery provide.
- ✓ Very polite and answered questions and very quick
- ✓ Professional nursing care from reassuring staff.
- ✓ My doctor is Dr Dias but whenever i ring I've had to wait 3 weeks before i could see her
- ✓ The staff r always very helpful
- ✓ I felt safe and feel I can trust all staff at the surgery. Louise was great at the window. ( I taught her at school). The nurse was great and put me at m@ at my ease as I was a bit worried about coming due to covid. Dr Dias is always fantastic. @stic.
- ✓ Good service
- ✓ Ma Holmes the lady to whom I spoke was very helpful and reassuring regarding a text that I received asking to undertake a further blood test. The text di@xt did not say why. She kindly reviewed my results and reassured me there was nothing to worry about. Throughout she was the epitome of kindness, courtesy and@y and professionalism. @ism.
- ✓ I am happy with my medical treatment I received from the surgery.
- ✓ I came two days early for my b 12 , I requested her to check my BP . Which really appreciate she did and advise me .
- ✓ Staff superb and caring service
- ✓ The asthma nurse went above and beyond her duty to help me
- ✓ Polite and jovial nursing crew
- ✓ Polite and friendly staff
- ✓ I have been a patient at grovesland's medical center for over 45 years, all the doctors nurses and staff have been very supportive to me. My present Doc@t Doctor ( Dr. DIAS ) has been one of the most caring understanding, professional Dr. She takes time to listen, I feel relaxed and able to talk to her about a@out anything, I respect her for being so professional in her job and I am very happy to have her as my Doctor. This is the reason for the answer I have chosen@hosen. @".
- ✓ I have received good care from my GP practice and am therefore likely to recommend the practice to anyone seeking a GP in the same residential area as me.
- ✓ Well organised professional manner
- ✓ I am happy with the service that I receive, when phoning I am always helped with whoever I speak to. When I attended the surgery there were clear signs s@gns showing what I had to do. The staff are helpful and pleasant @sant
- ✓ Friendly staff, essential blood test bookings have been easy to make especially through this difficult period this year.
- ✓ Pleased with the attention and the answers to my questions { Also gentle with taking blood sample phwew }
- ✓ Very friendly and efficient staff
- ✓ Friendly and helpful staff.
- ✓ Helpful and friendly saff. Very small wait for appointment.

#### Not Recommended

#### Passive

- ✓ The member of staff greeted my by complaining about the time she was allotted to each patient. It was very unprofessional
- ✓ The service process was well organised (using the window to say you had arrived) but the appointment itself was running late and the nurse was a bit in t@ in the dark about what she needed to do. @do.