

FFT Monthly Summary: October 2020

Grovelands Medical Centre
Code: K81078

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
35	11	2	2	0	0	0	0	0	50	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: 109

Responses: 50

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	35	11	2	2	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	35	11	2	2	0	0	50
Total (%)	70%	22%	4%	4%	0%	0%	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:

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

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

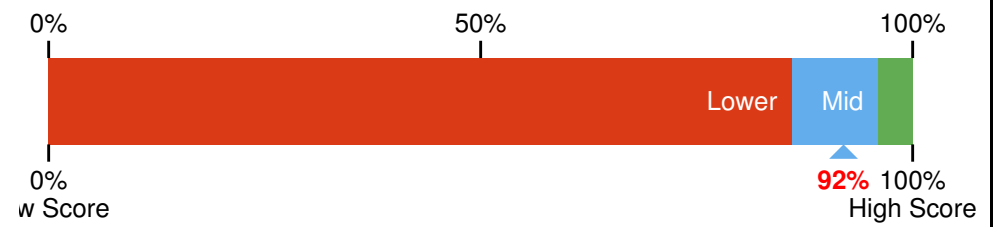
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

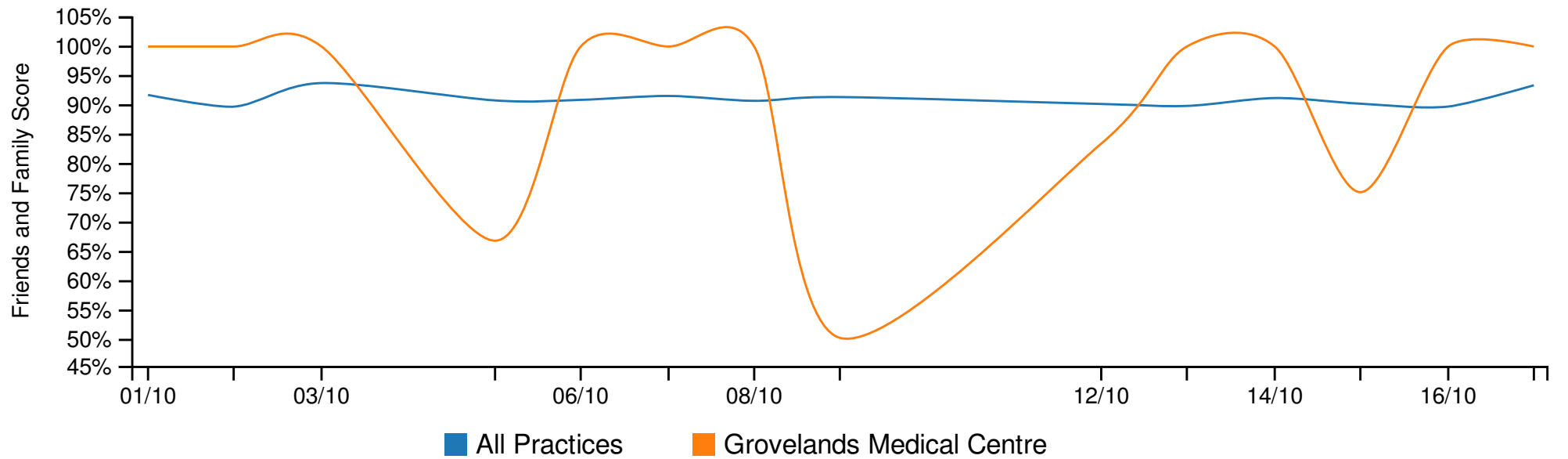
Practice Score: 'Recommended' Rank

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



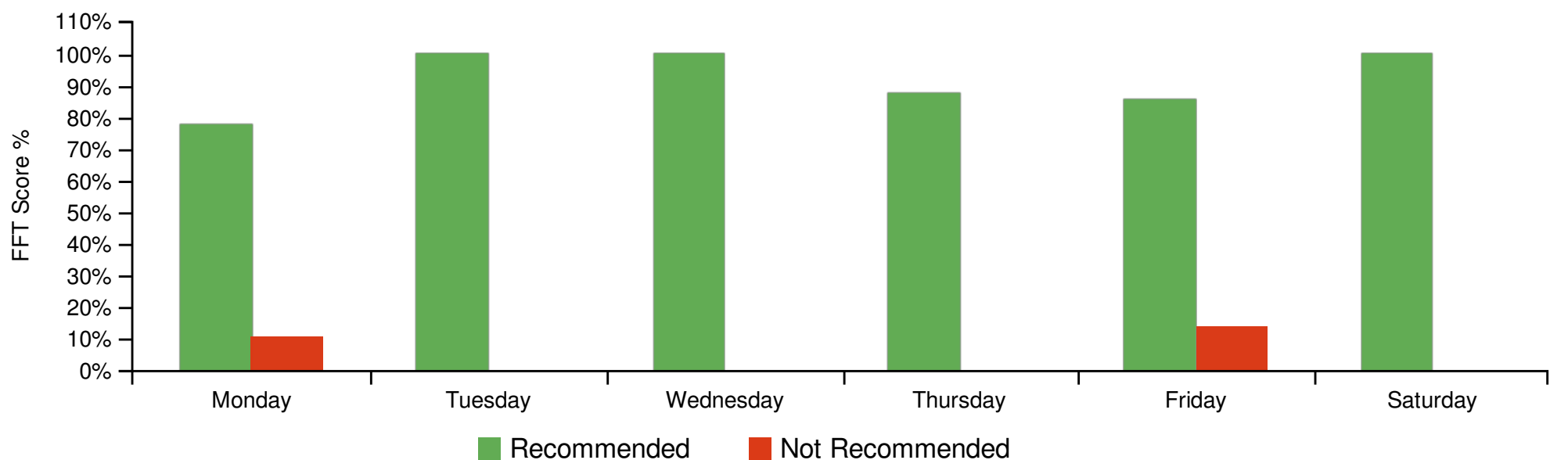
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

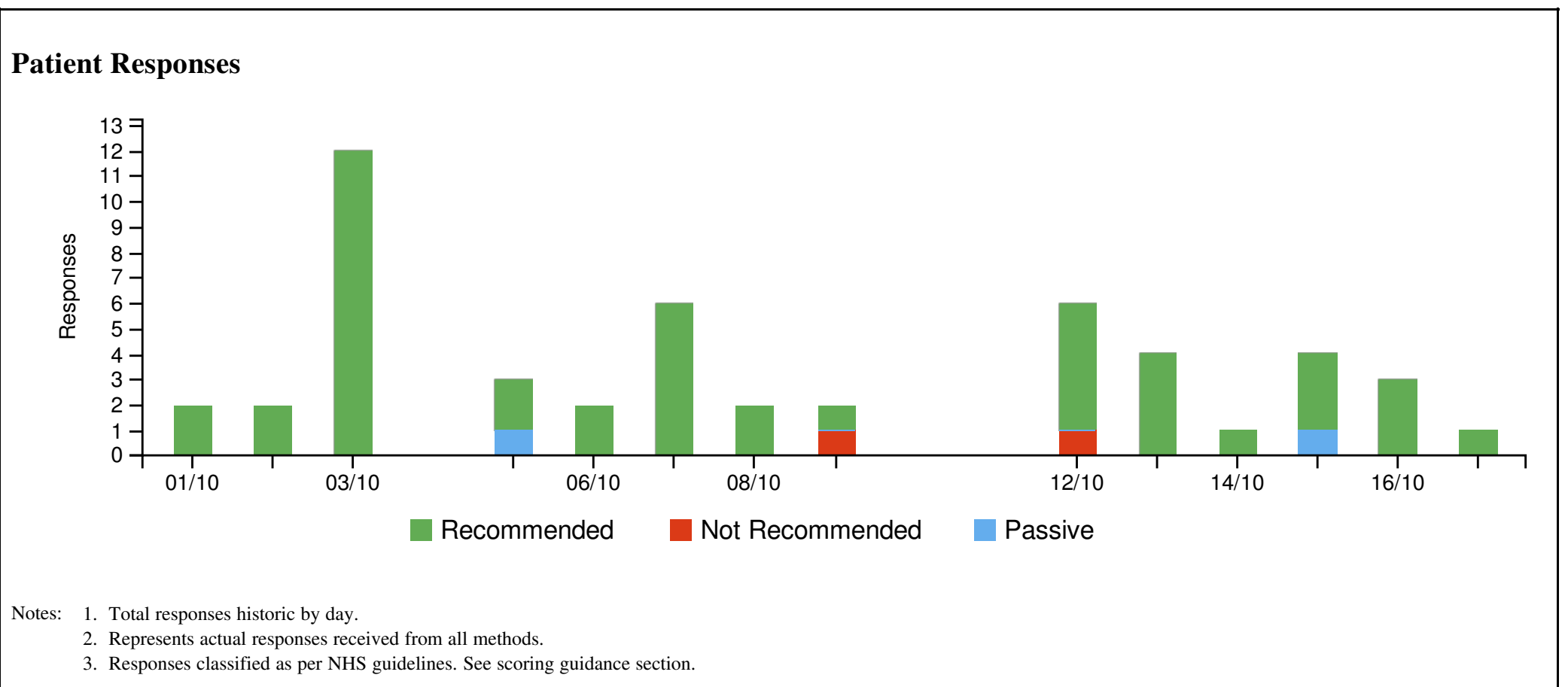
Practice Score: Day of the Week Analysis



- 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 6	
Arrangement of Appointment 1	
Reference to Clinician 6	
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

- ✓ Excellent service, fantastic, knowledgeable, friendly healthcare practitioners. Felt very safe with all of the COVID measures in place.
- ✓ Nice staff
- ✓ Always find Doctors and nurses extremely caring and helpful
- ✓ Very well organised Felt very safe Staff wonderful
- ✓ To give them honour ,at this Covid-19 pandemic in situation they did very hard work for the patients .
- ✓ I find all the staff members cheerful and helpful even in these strenuous times
- ✓ Treated as a person and not a number .
- ✓ Very efficient service.
- ✓ Very happy with Grovelands
- ✓ Always nice people to deal with, prompt service and understanding.
- ✓ Reception staff member I spoke to in the phone was a little rude and unhelpful however the nurse I saw was lovely and put me at ease
- ✓ As always helpful reception staff, the nurses are professional and efficient. And of course the excellent Dr Mathur whose experience and treatment I value@ value. Even in these trying times, I have received great care from you all. @all.
- ✓ I had a good consultation
- ✓ Ive been a patient for many many years.Its a very helpful surgery.The nurses have been so kind caring and friendly certainly making me feel anxious free.@free.My Doctor also.Even more during these uncertain times.@imes.
- ✓ The GP was explanation patient and gave me enough time to listen to information and ask questions afterwards
- ✓ Doctor got back to me the same day, & saw me
- ✓ Nice people
- ✓ Because my recent health problems are finally being investigated thoroughly

Not Recommended

- ✓ Unhelpful reception and everything seems so complicated there.
- ✓ Keep appointments

Passive

- ✓ Because last Wednesdays fiasco see my email