FFT Monthly Summary: July 2016

DR VICTORIA MUIR'S PRACTICE
Code: E87753

iplato
connecting patients
transforming healthcare

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
45	3	0	0	4	0	2	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: **136**

Responses: **52**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	45	3	0	0	2	0	**50**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	0	0	0	0	2	0	**2**
Total	**45**	**3**	**0**	**0**	**4**	**0**	**52**
Total (%)	***87%***	***6%***	***0%***	***0%***	***8%***	***0%***	***100%***

Summary Scores

92% 8% -0%

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:

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

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

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

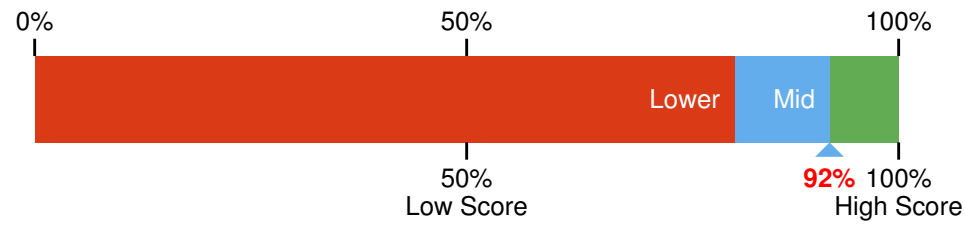
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

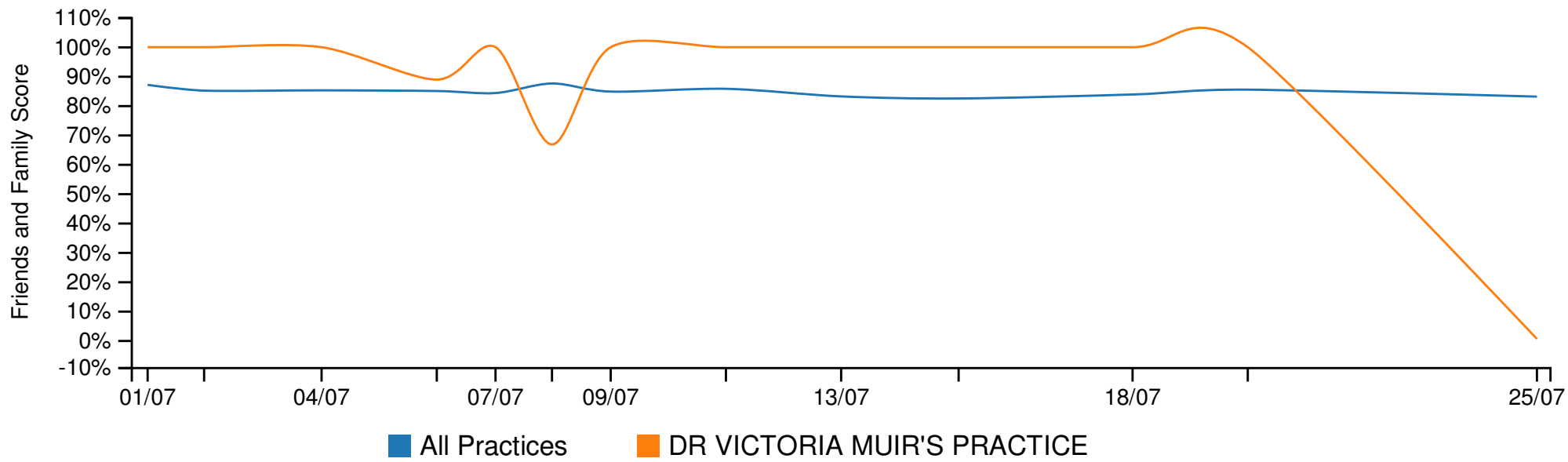
Your Score: 92%

Percentile Rank: 80TH



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 80th percentile means your practice scored above 80% of all practices.

Practice Score: 'Recommended' Comparison



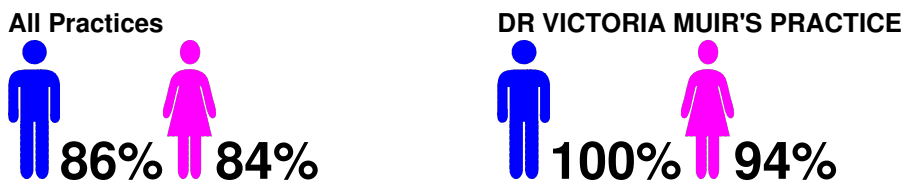
Notes:
1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

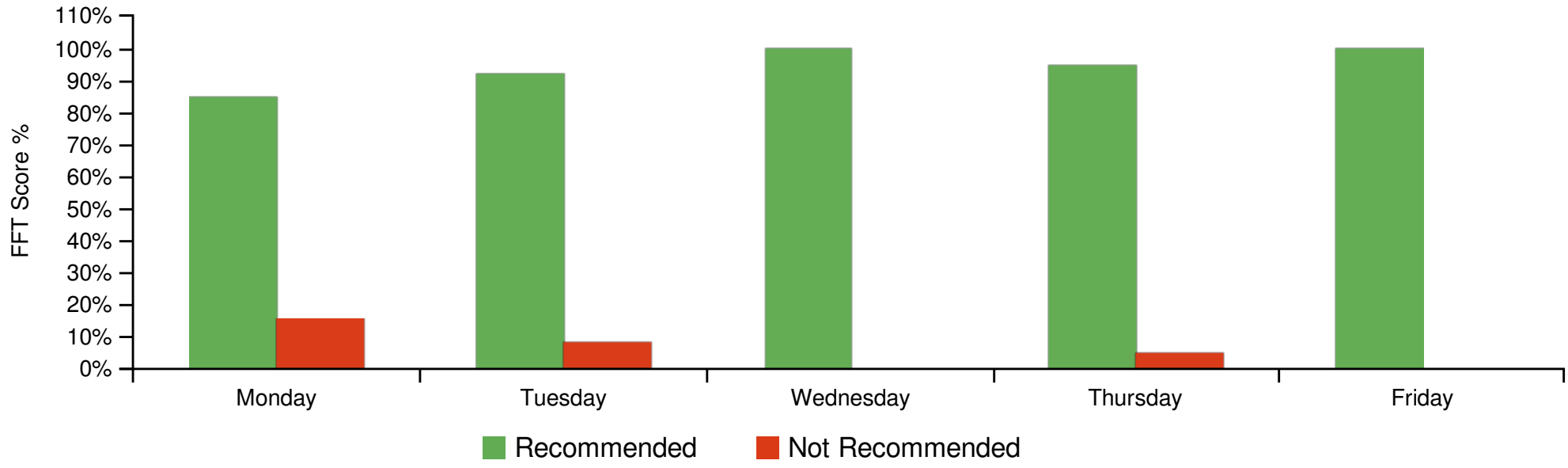
	< 25	25 - 65	65+
All Practices	77%	85%	90%
DR VICTORIA MUIR'S PRACTICE	100%	93%	100%

Gender



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

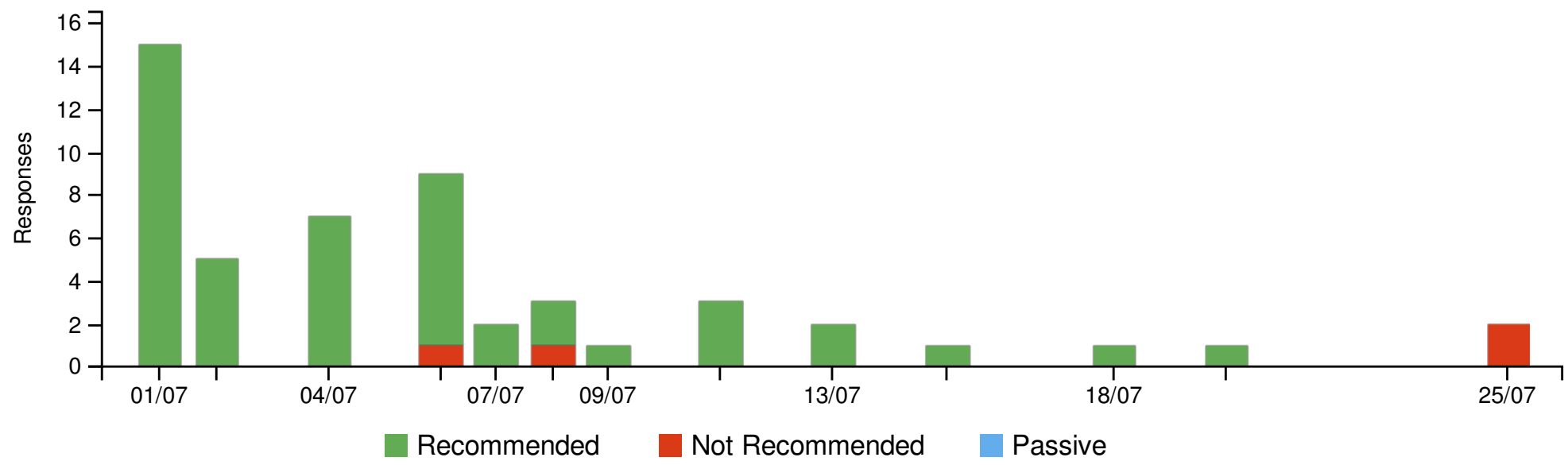
Practice Score: Day of the Week Analysis



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

Patient Responses



Notes:
1. Total responses historic by day.
2. Represents actual responses received from all methods.
3. Responses classified as per NHS guidelines. See scoring guidance section.

Section 5
Patient Free Text Comments: Summary

Thematic

Reception Experience	6
Arrangement of Appointment	3
Reference to Clinician	17

Notes:
1. Thematic analysis for current reporting month.
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 size.

Tag Cloud

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

✓ Friendly staff and quality of care
✓ *A quick appointment for my first GP appointment in Uk and other test appointment made as quick by the GP! Also very nice welcome from the team*
✓ I have been a patient at the practice for many years and have found the GPs and staff extremely helpful and discreet at all times.
✓ *Great service*
✓ The Surgery and especially the staff are all very efficient and charming.
✓ *My GP is very lovely. She listens to my problems and always makes me feel better. Although I still cannot understand why I have really bad stomach ache but I am happy with the way I'm treated*
✓ Superb medical care . Second to none
✓ *Dr Muir is a gem!*
✓ The doctor is great
✓ *Dr Victoria Muir excellent doctor*
✓ Easy to make a booking and good dr
✓ *Professionalism!*
✓ Excellent medical staff and receptionists
✓ *Quick professional caring doctor and excellent service in getting an appointment*
✓ Dr Muir is understanding, communicative, and professional.
✓ *Very easy to attend, efficient and helpful. Reassuring too.*
✓ Easy to book an appointment with friendly staff and doctors
✓ *My experience with the nurse was really good. She has walked me through the procedure and help me understand the process.*
✓ Friendly and professional GP (Dr Muir)
✓ *Professional attention to detail with care for patient central!*
✓ The Dr. Miur and Dr. Oley allways make me feel good. They hear my worries/ queries and try to help me as much the can. Since now I don't have any complein. I'm happy with my GP!!!
✓ *Excellent Drs and staff*

Not Recommended

✓ I brought my son last time he had 40 temperature and doctor asked me why I brought him, which I find
✓ shocking! *When I come to see doctor I am always worried I will be told off*
✗

Passive