

FFT Monthly Summary: November 2017

ST GILES SURGERY
Code: G85042

SECTION 1 CQRS Reporting

CQRS Reporting




FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
36	9	2	0	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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients:	160						
Responses:	48						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	36	9	2	0	1	0	48
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	36	9	2	0	1	0	48
Total (%)	75%	19%	4%	0%	2%	0%	100%

Summary Scores

 94%
  2%
  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:

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

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

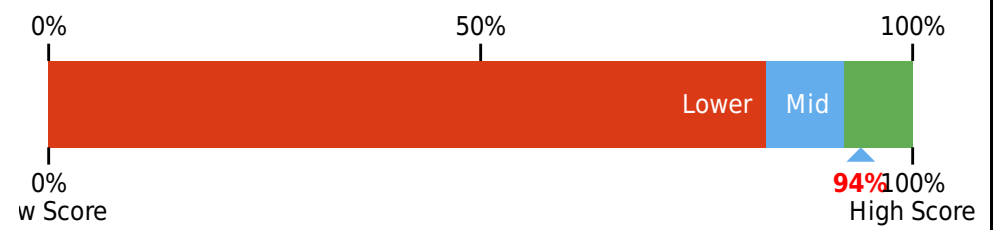
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

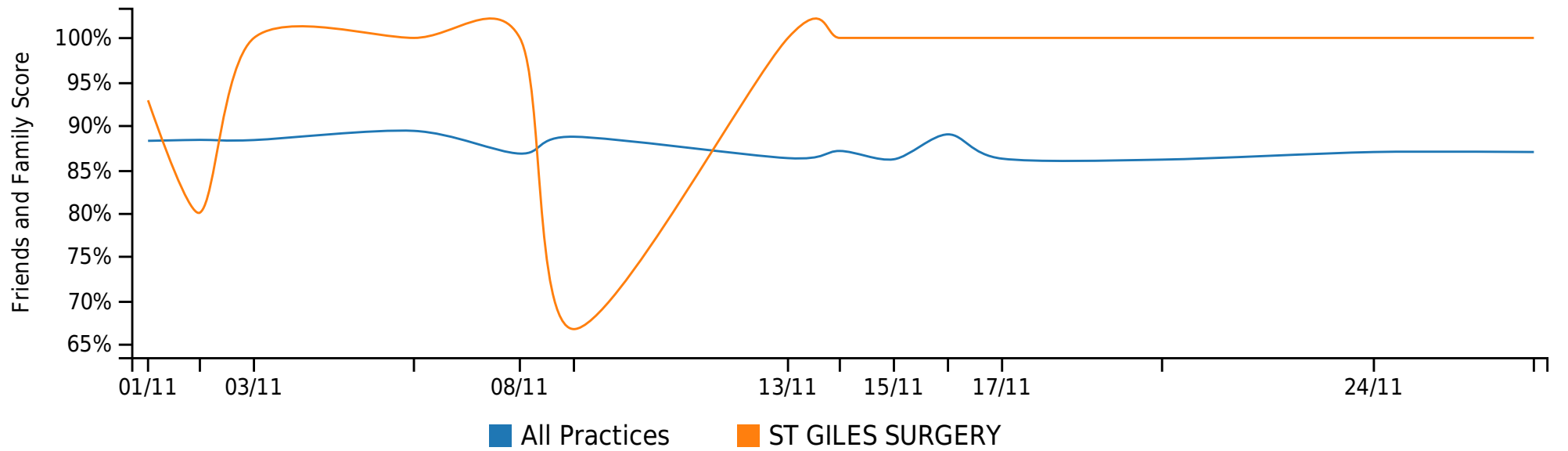
Practice Score: 'Recommended' Rank

Your Score: 94%
Percentile Rank: 80TH



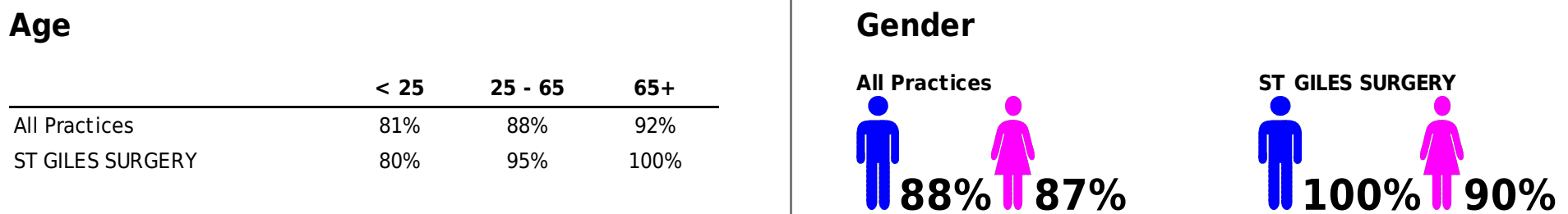
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 80th percentile means your practice scored above 80% of all practices.

Practice Score: 'Recommended' Comparison



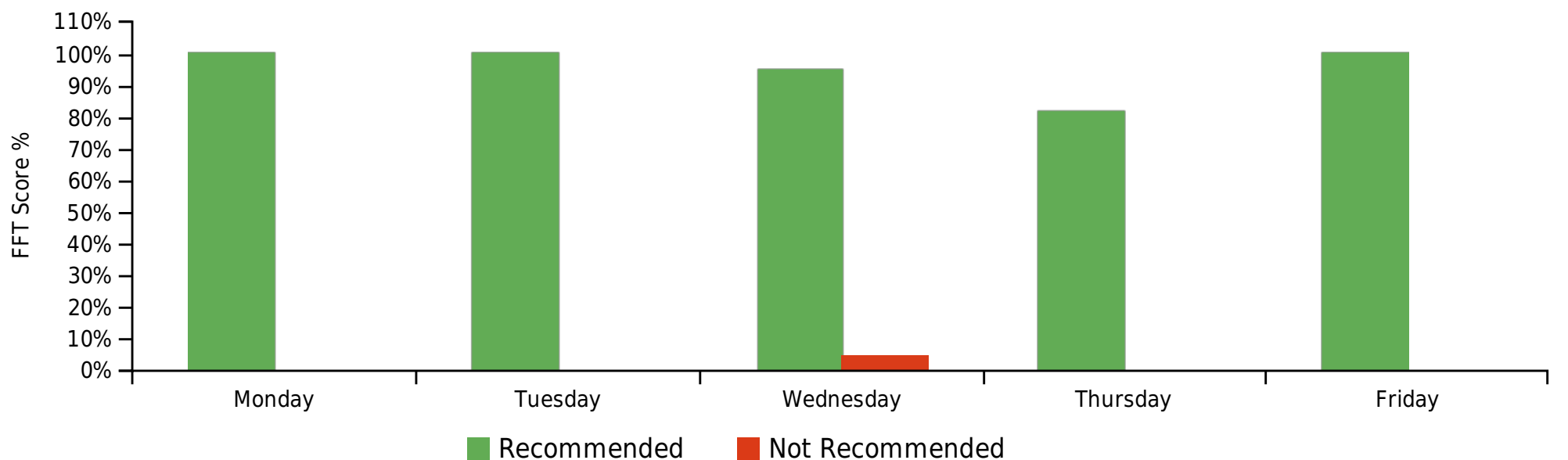
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

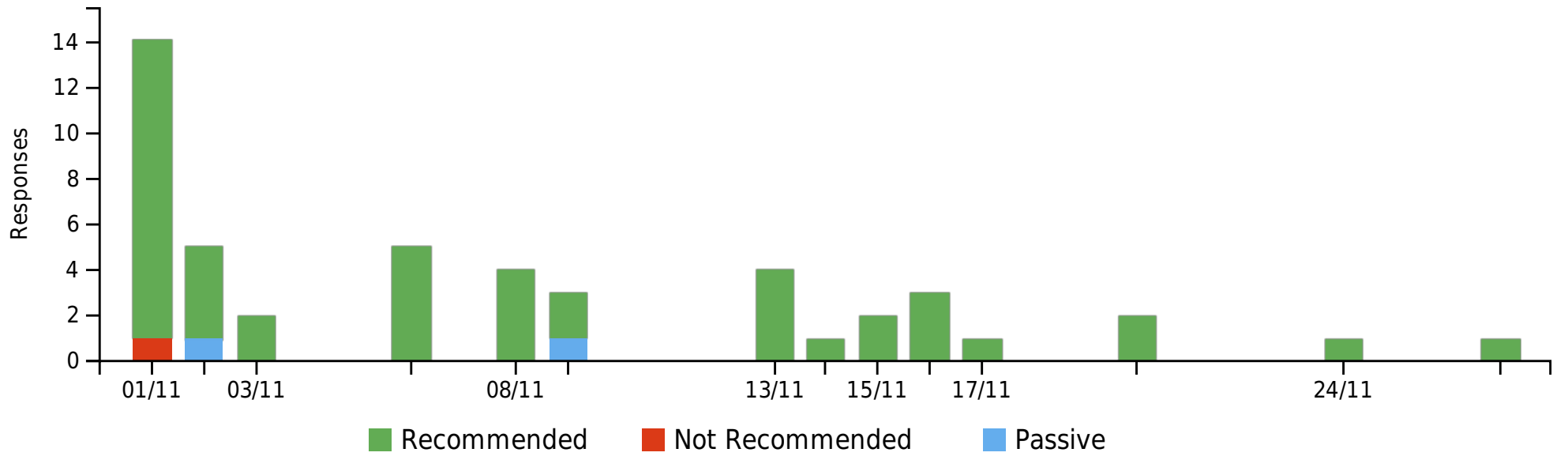
Practice Score: Day of the Week Analysis



- 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

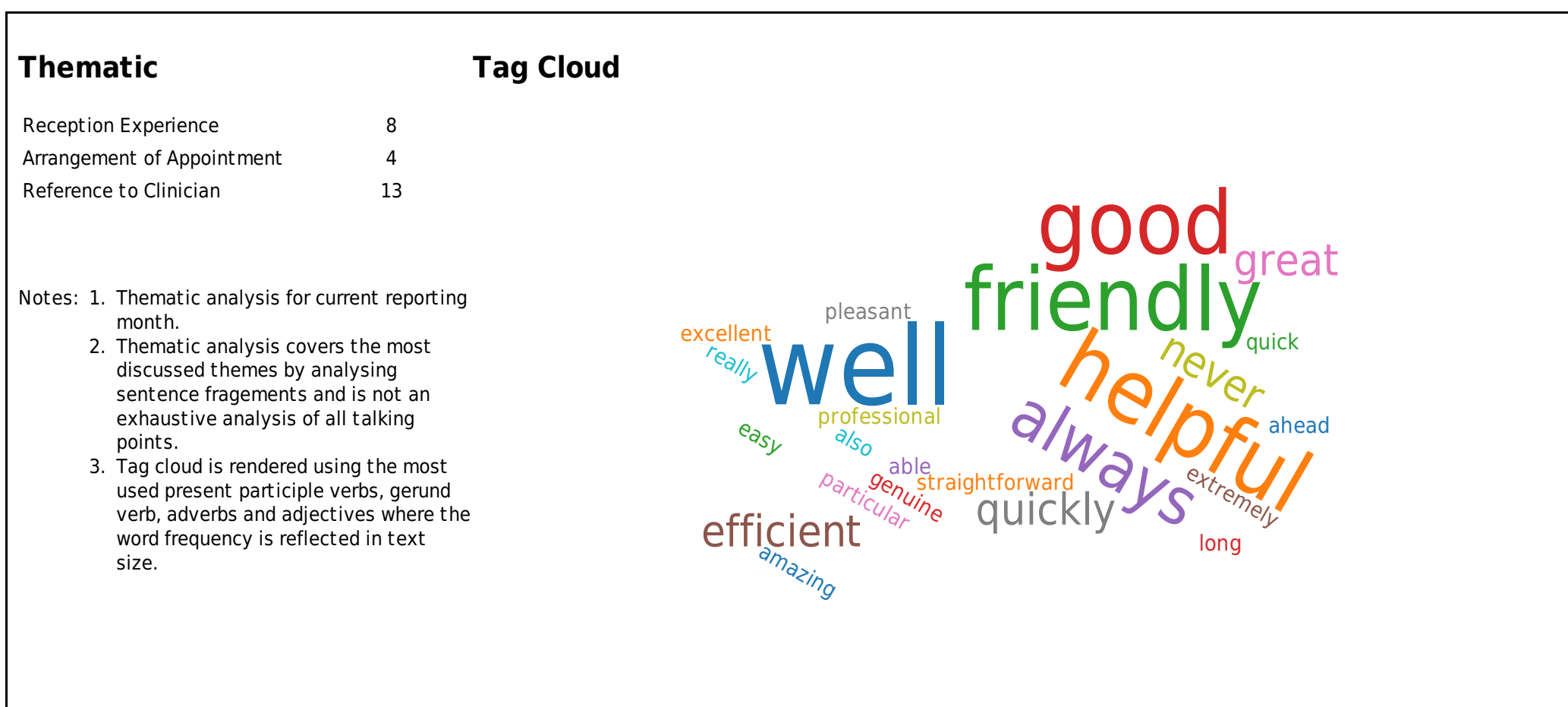
Patient Responses



- 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



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

- ✓ An efficient service and great 1:1 care from the GP. Also, the reception staff are amazing
- ✓ The booking and availability of appointments has improved
- ✓ Straightforward and easy to get emergency appointment
- ✓ Always have helpful advice and friendly staff
- ✓ the doctor that attend to me today was so helpful .
- ✓ I was seen quickly and there was genuine concern for my well being by the gp
- ✓ A great GP
- ✓ The dr is very good
- ✓ I know and like the GPS I've seen but I waited 39 min for my appointment today, and reception staff are never in a hurry to get up from their seat and attend to you at the reception window
- ✓ I was able to see my doctor on the day that I needed and she was extremely helpful.
- ✓ Very pleased with my GP and the surgery Wouldnt want to change
- ✓ My particular doctor is always very pleasant and helpful as all the doctors are on my side of the surgery and they never rush you. Reception Staff try to help as well.
- ✓ The receptionists always do their best to get you an appointment when needed and I've been a patient of Dr Begley for 30 years and I cannot fault her care and advice whatever I go to get for
- ✓ Friendly service and quickly tended to
- ✓ Friendly and professional staff
- ✓ As the doctors are good and understanding
- ✓ The quality of service I received from the doctor.
- ✓ Well I'm really pleased with the service I get there friendly staff
- ✓ Got there on way ahead of time and was called and dealt with.
- ✓ Good service
- ✓ Dr Pandey is excellent.
- ✓ Friendly doctors and staff. Well trained, good breath of knowledge.
- ✓ I was looked after very well
- ✓ Quick and efficient didnt have to wait long and seen on time

Not Recommended

- ✓ Attention to the user

Passive