

FFT Monthly Summary: April 2018

ST GILES SURGERY
Code: G85042

SECTION 1 CQRS Reporting

CQRS Reporting




FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
41	5	0	2	0	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:	201						
Responses:	48						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	41	5	0	2	0	0	48
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	41	5	0	2	0	0	48
Total (%)	85%	10%	0%	4%	0%	0%	100%

Summary Scores

 96%
  4%
  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:

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

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

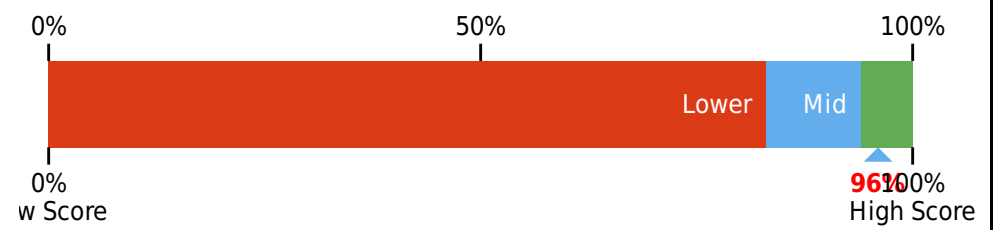
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

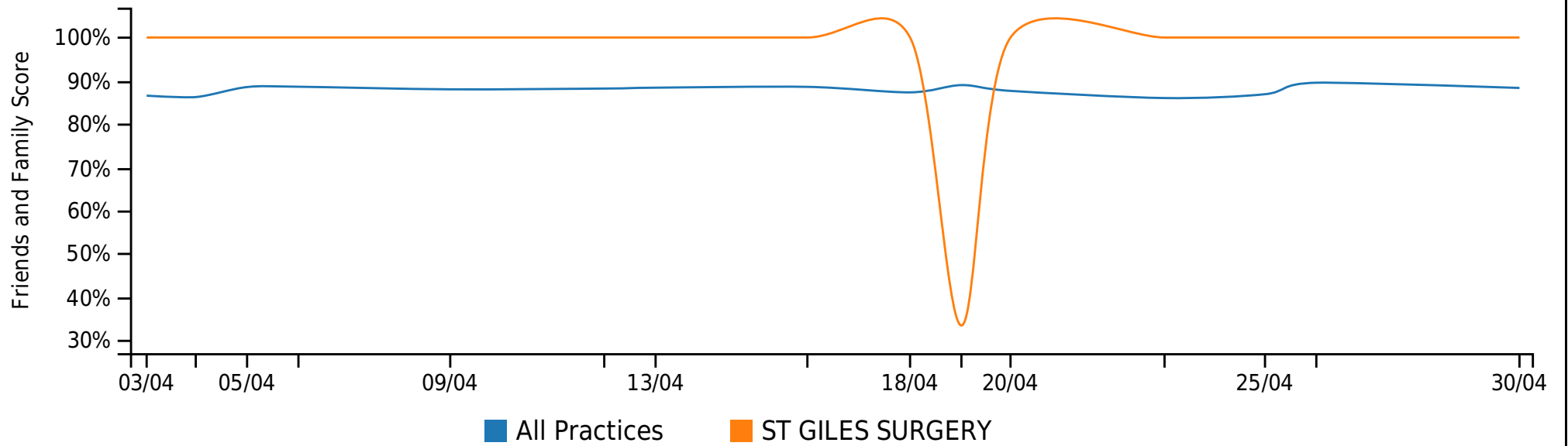
Practice Score: 'Recommended' Rank

Your Score: 96%
Percentile Rank: 90TH



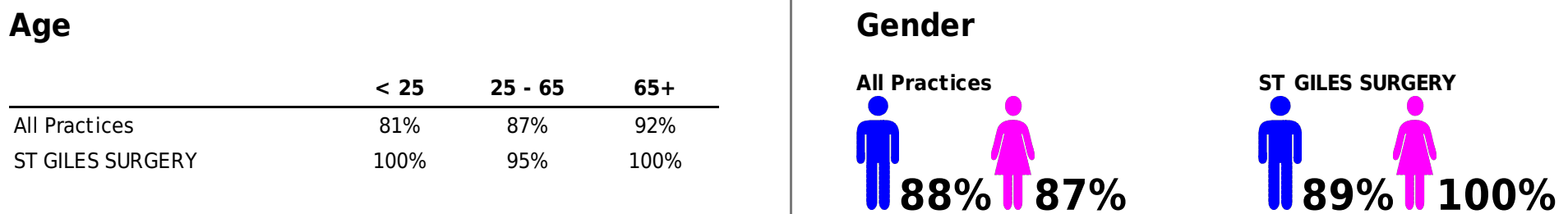
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 90th percentile means your practice scored above 90% of all practices.

Practice Score: 'Recommended' Comparison



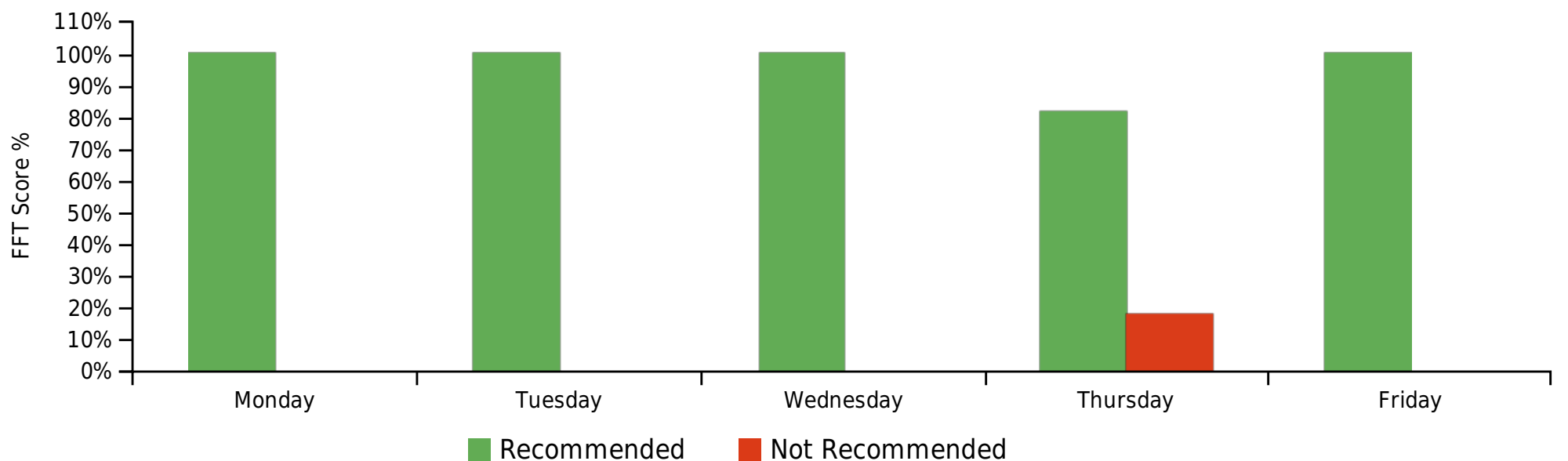
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



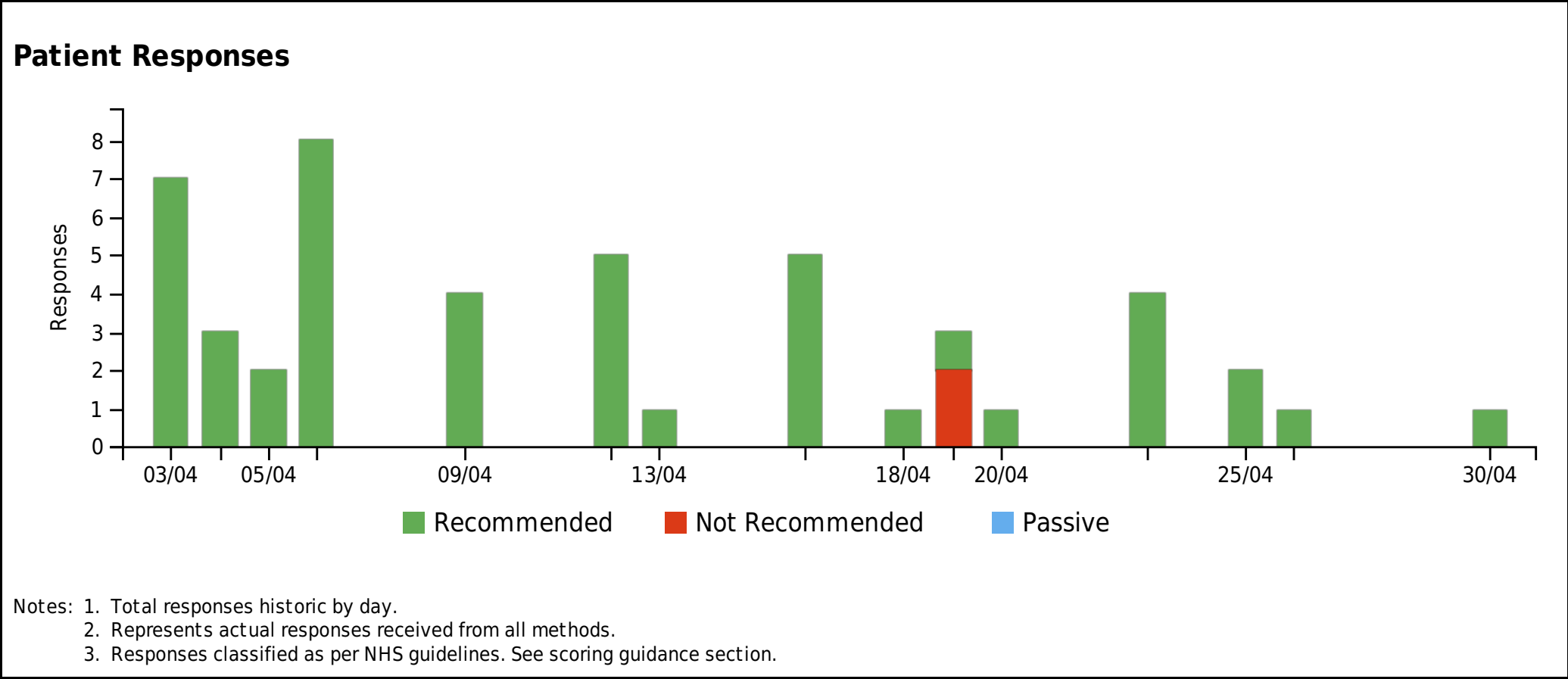
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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 4	
Arrangement of Appointment 7	
Reference to Clinician 16	
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

- ✓ Yes
- ✓ *Yes the phone call I made was clearly helpful Brenda. I was treated well by the recipient also my Dr was great thanks for the wonderful service I le@ I left please.The service is good.@good.*
- ✓ *It was very easy to book online. Dr Pandey always makes one feel at ease and is an excellent doctor.*
- ✓ *I have been a patient of Dr Begley for nearly 30 years and she has always been professional, kind and understanding. She will refer me for other treatme@eatment if necessary and is warm and friendly. The other members of the practice I have seen have also been helpful, including the nurses and reception staff.@taff.*
- ✓ *I've got an appointment very quickly and Dr. Pandey is most lovely doctor I came across in London!*
- ✓ *I thought Dr Begley was brilliant. It just takes a long time to be seen and appointments are hard to come by*
- ✓ *Doctor was patient and understanding. Most of all didn't feel appointment was rushed.*
- ✓ *Expert service from Jacqui, professional and friendly as well as efficient. Top class.*
- ✓ *I managed to get an emergency appointment same day. No wait either.*
- ✓ *Dr Pandey is fantastic. Couldn't ask for a better or kinder doctor.*
- ✓ *Very pleased with the way I was treated*
- ✓ *I have a very good doctor*
- ✓ *Appointment easy to book at a time convenient for me, doctor was easy to talk to and I felt listened to*
- ✓ *Doctor was brilliant, blood test was arranged immediately*
- ✓ *A VERY GOOD SERVICE*
- ✓ *Seen quickly, good consultation with gp*
- ✓ *Well looked after and that as quickly as would be possible.*
- ✓ *I Personally find the service excellent.*
- ✓ *Helpful and friendly service*
- ✓ *Clean surgery helpful receptionist and Dr's listen to you and answers in plain language*
- ✓ *I have a good Doctor who I trust. Never have to wait long in the waiting room. Receptionists are always polite.*
- ✓ *get appointments quick dont have to wait too long*
- ✓ *St giles surgery always been the best. My favourite dr is there, staff and nurse are all lovely. Whatever you need they are there to help you.*
- ✓ *The doctors are all good and there are a lot of female doctors too.*

Not Recommended

- ✓ *Delay*
- ✓ *Long waiting time and inconvenience for cancelling my doctors appointment, which I had waited for almost a week for only to be told on the day that the d@the doctor is off sick. This meant that I had to make another appointment waiting for another week, which I could not make the appointment because it was so i@ so inconvenient.. @nt..*

Passive