

FFT Monthly Summary: August 2018

ST GILES SURGERY
Code: G85042

SECTION 1 CQRS Reporting

CQRS Reporting




FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
54	22	4	0	0	1	33	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:	207						
Responses:	81						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	34	12	2	0	0	0	48
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	20	10	2	0	0	1	33
Total	54	22	4	0	0	1	81
Total (%)	67%	27%	5%	0%	0%	1%	100%

Summary Scores

 94%
  0%
  6%

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:

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

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

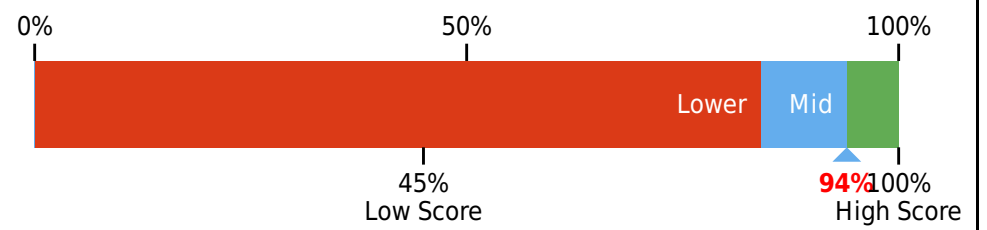
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

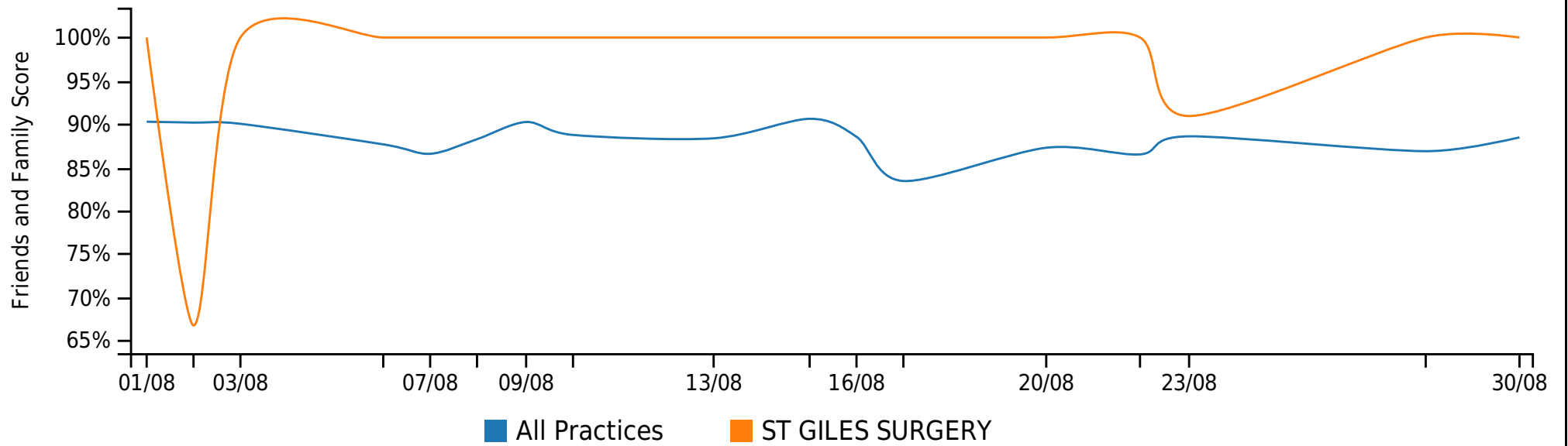
Practice Score: 'Recommended' Rank

Your Score: **94%**
Percentile Rank: **75TH**



- 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 75th percentile means your practice scored above 75% of all practices.

Practice Score: 'Recommended' Comparison



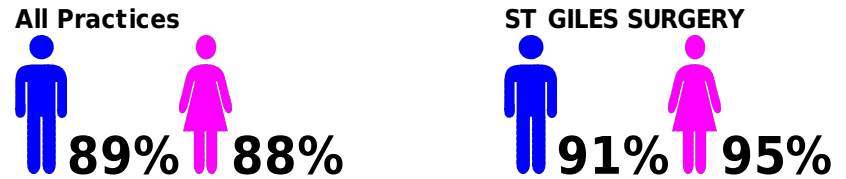
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

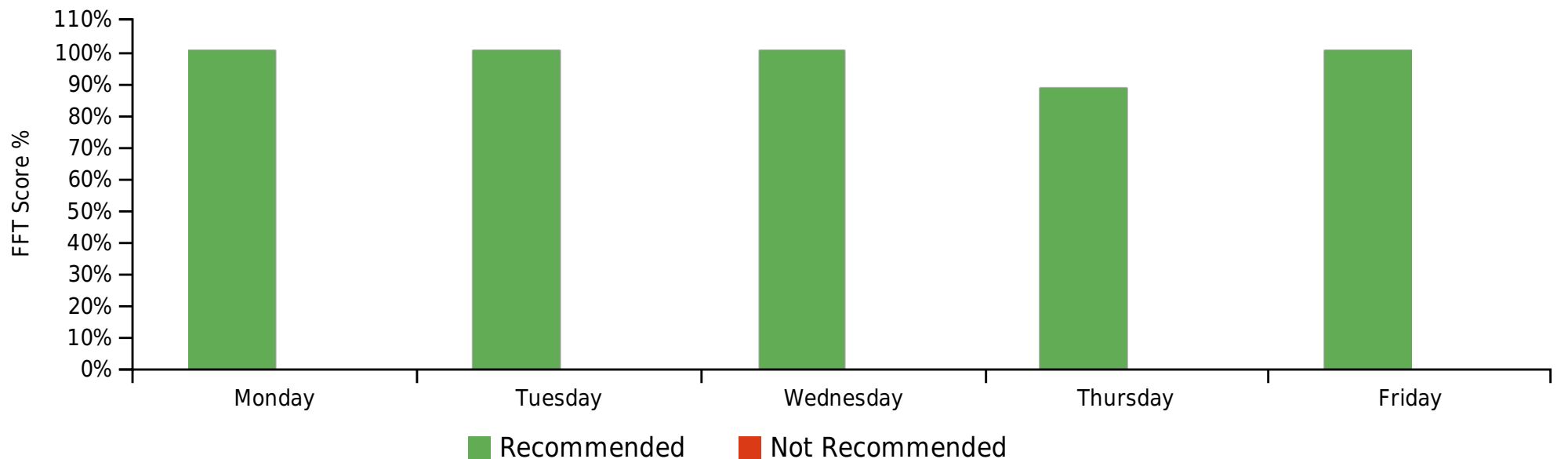
	< 25	25 - 65	65+
All Practices	83%	88%	92%
ST GILES SURGERY	75%	95%	100%

Gender



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

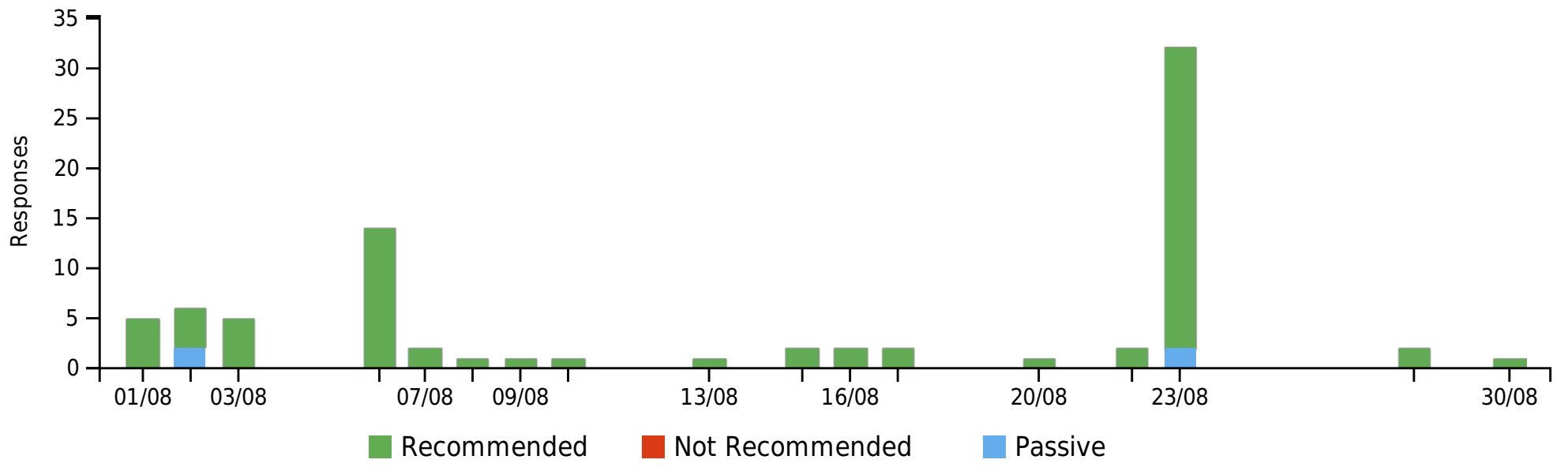
Practice Score: Day of the Week Analysis



- 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



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

- ✓ Easy booking via Patient Access app + satisfactory assessment of ailment & prophylactic measures including blood test advice.
- ✓ Dr was great but the receptionist was so rude to everyone
- ✓ Friendliness and care of staff- really admirable.
- ✓ The doctor is a very pleasant and helpful with good advice also the receptionist who helped with the online set up (Michael)
- ✓ Friendly polite and helpful
- ✓ My doctor. She is just the best.
- ✓ Always helpful
- ✓ Friendly, efficient and results expected by end of week.
- ✓ Hardly any waiting and the nurse was very professional
- ✓ Called and got the day I want and was seen on time.
- ✓ Very helpful and friendly.
- ✓ The doctor is supportive, not in a hurry when dealing with patient.
- ✓ Helpful
- ✓ On time appointment and efficiency of the nurse in carrying out the procedures.
- ✓ My GP was respectful with my concern and actioned straight away. Well mannered too.
- ✓ I have been a patient of Dr Begley for 30 years and she has always been professional and caring to me, very understanding about difficult issues. Other d@her doctors and nurses and reception staff have also been helpful and supportive. This is the sort of care I would like my family and friends to have too.@ too.
- ✓ I have always bin happy with the service
- ✓ Good and friendly service.
- ✓ Have been with st giles for many years very happy with our treatment there
- ✓ Very happy for my service I riceve tody very very happy thank you very much
- ✓ Booking appointment on the phone was promptly done
- ✓ Booking appointments now seems to take longer.
- ✓ They are very good and excellent workers, they always talk to you very well and answers good.
- ✓ I have been using this GP for over 10 years and I would not change it for the world, the staffs Joanna and Brenda are fantastic, just saw Nurse Jackie and it is awesome. They are excellent
- ✓ Very friendly and reliable doctors, Made me feel very at ease
- ✓ I would like to thank Dr Pandey for all her excellent help
- ✓ Staff at reception is very friendly and Dr Pandey is an excellent doctor. Helpful, she is knowledgeable, friendly, understanding and provides very good, adequate and pragmatic advice. She is patient and really listens and cares.
- ✓ I have been with this surgery and their service is fantastic.
- ✓ Dr Pandey , she is nice talking with us. Good attitude and polite.
- ✓ Polite
- ✓ Friendly and Helpful
- ✓ Very helpful
- ✗ I got true so quick

Not Recommended

Passive