

FFT Monthly Summary: October 2018

ST GILES SURGERY
Code: G85042

SECTION 1 CQRS Reporting

CQRS Reporting




FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
36	8	0	1	1	0	0	0	0	46	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:	204						
Responses:	46						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	36	8	0	1	1	0	46
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	36	8	0	1	1	0	46
Total (%)	78%	17%	0%	2%	2%	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:

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

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

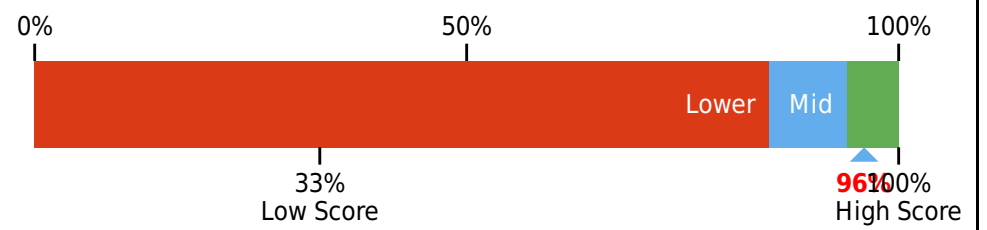
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

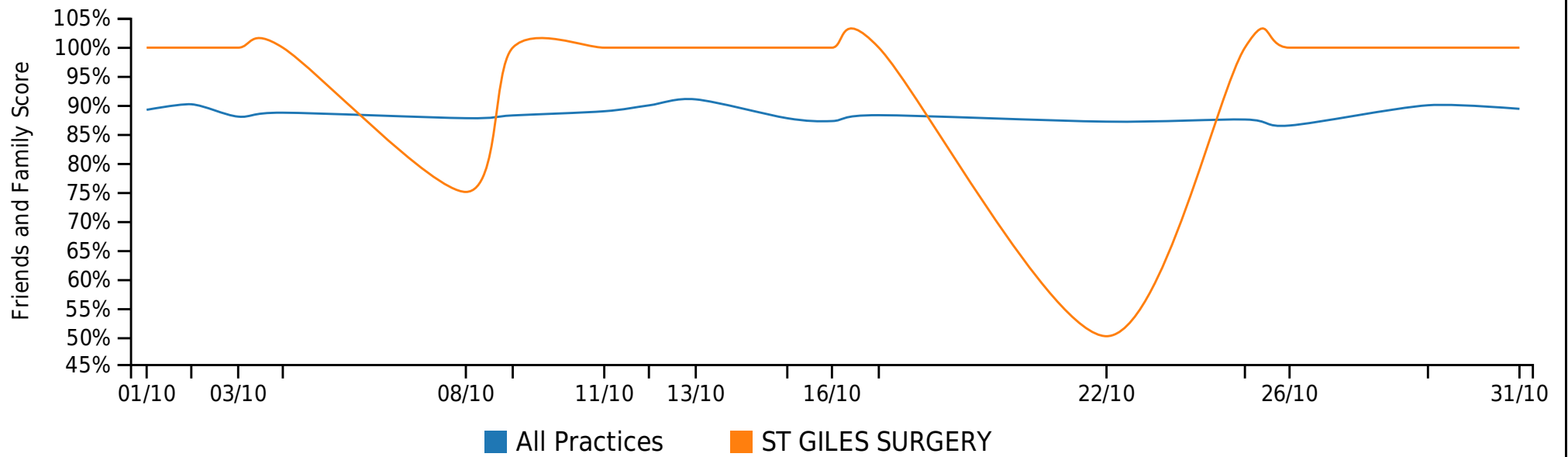
Practice Score: 'Recommended' Rank

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



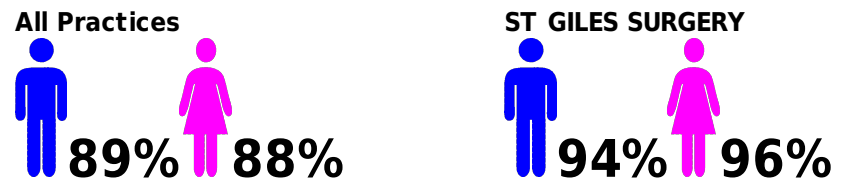
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

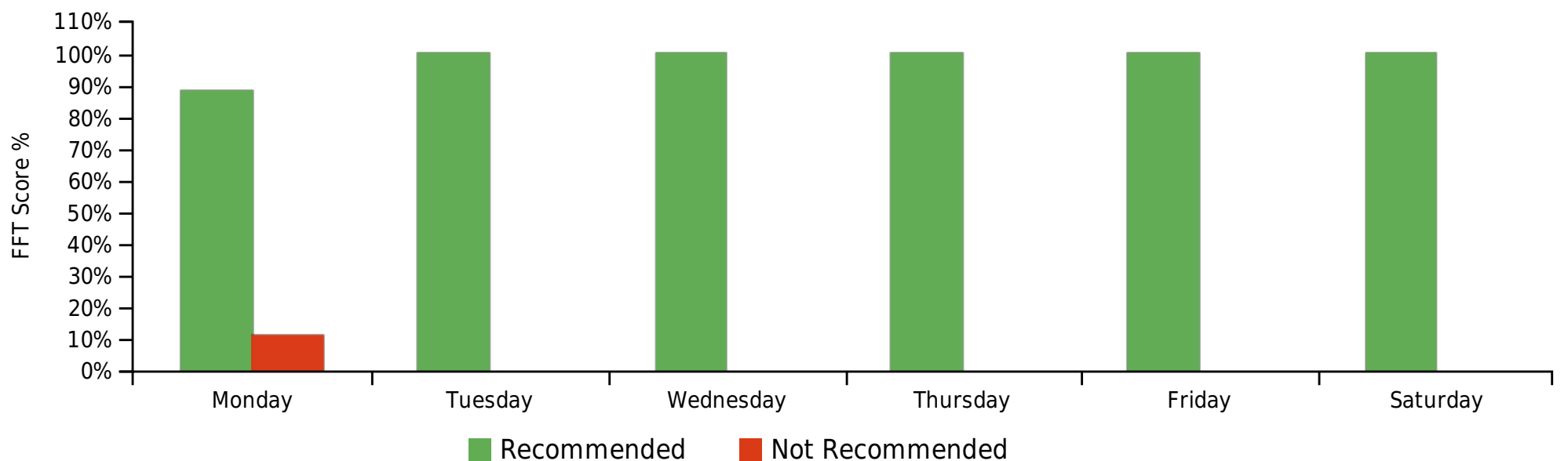
	< 25	25 - 65	65+
All Practices	83%	88%	92%
ST GILES SURGERY	100%	94%	100%

Gender



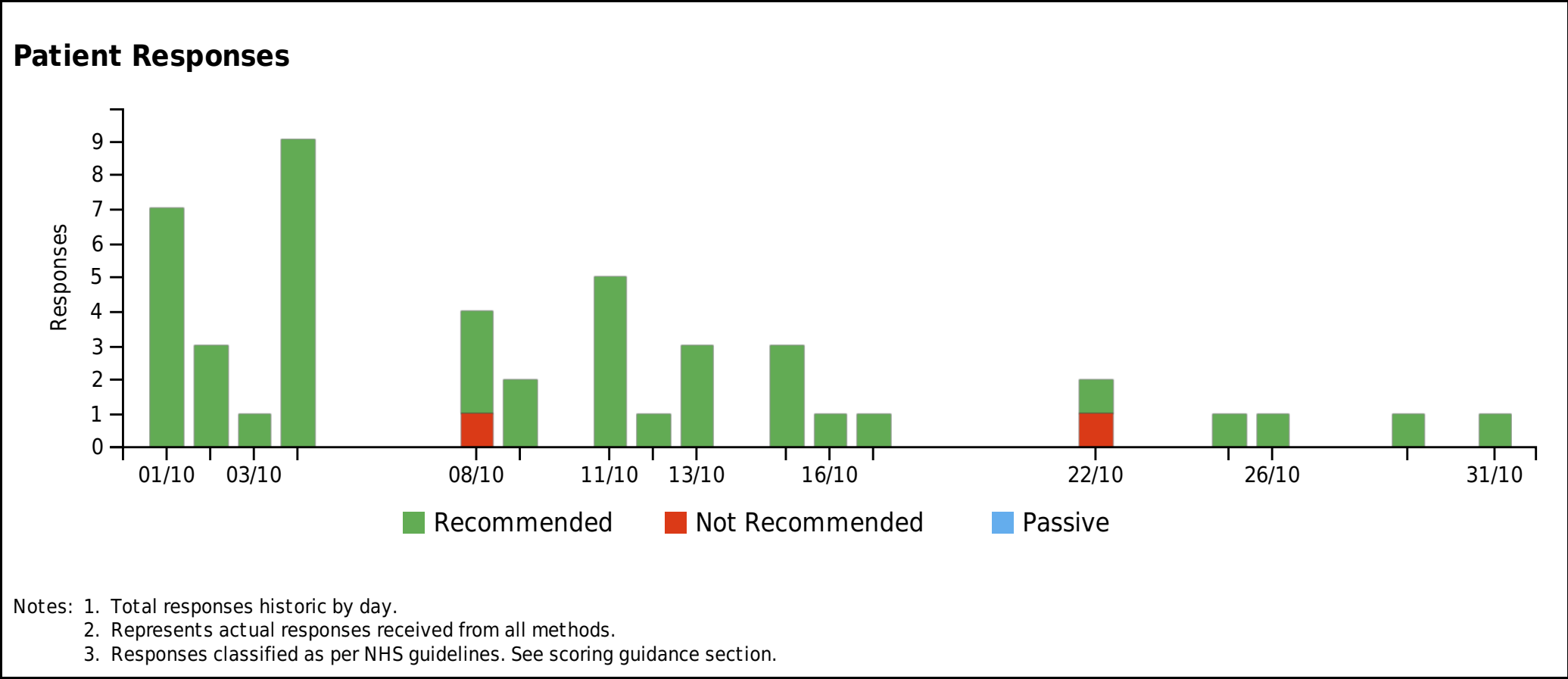
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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



SECTION 5

Patient Free Text Comments: Summary

Thematic	Tag Cloud
Reception Experience 6	
Arrangement of Appointment 0	
Reference to Clinician 12	
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 GP listened and was very kind
- ✓ Fast professional service
- ✓ Though the surgery is busy I have always felt that the staff are doing their best to help everyone. The doctors have supported me through some difficult @cult times and the other staff are always polite and helpful.@pful.
- ✓ I was seen by a good doctor today
- ✓ Doctor Mitu Pendey
- ✓ I am satisfied with my care at St Giles
- ✓ I like this doctor and been a patient for years
- ✓ Friendly staff and efficiency service.
- ✓ I've been a patient at the surgery since about 1975/76 and i can proudly say i have a deep respect for everyone who works in that surgery,
- ✓ The receptionist are polite, patient, always courteous. They are helpful and remain calm whatever the situation. The doctors and nurses are polite and li@nd listen to the clients . It is a clean and well kept surgery. I feel safe, secure and relaxed when there.@here.
- ✓ Really nice staff, calm and clean environment.
- ✓ The doctor I normally se is very calm, friendly and she will listen to what you have to say and give you an advice, and the receptionist are very good, h@od, helpful and calm @Im
- ✓ Dr Pandey is brilliant! Be nice to her. She's an asset to your practice and the local community.
- ✓ Helpful clean friendly and explained all about the procedure before beginning
- ✓ Great patient care and very personable doctor
- ✓ I have been a patient for the past 40 years. I have always been looked after and treated with respect.
- ✓ Very happy with service
- ✓ She is calm and smile and listed to you complete
- ✓ Very good my GP doctor - doctor Pandy!
- ✓ I'm with my GP for last 36 years. I'm happy with the surgery.
- ✓ Good service over the years
- ✓ Efficient, professional and welcoming
- ✓ Nice atmosphere and lovely staff

Not Recommended

Passive