

# FFT Monthly Summary: July 2018

ST GILES SURGERY  
Code: G85042

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
100	34	4	0	2	1	96	0	0	45	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>	<b>274</b>						
<b>Responses:</b>	<b>141</b>						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	32	9	2	0	2	0	<b>45</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	68	25	2	0	0	1	<b>96</b>
<b>Total</b>	<b>100</b>	<b>34</b>	<b>4</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>141</b>
<b>Total (%)</b>	<b>71%</b>	<b>24%</b>	<b>3%</b>	<b>0%</b>	<b>1%</b>	<b>1%</b>	<b>100%</b>

### Summary Scores

 95% 
  1% 
  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:

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

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

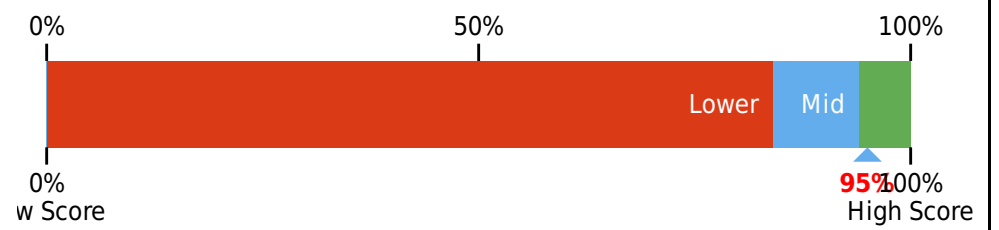
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

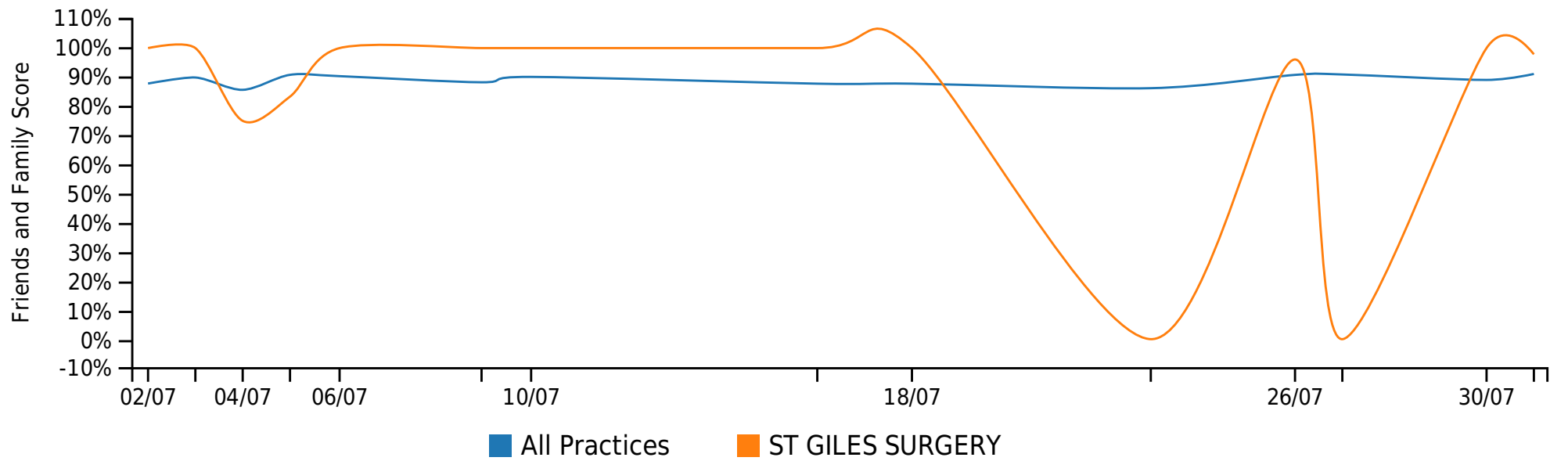
### Practice Score: 'Recommended' Rank

**Your Score:** 95%  
**Percentile Rank:** 80<sup>TH</sup>



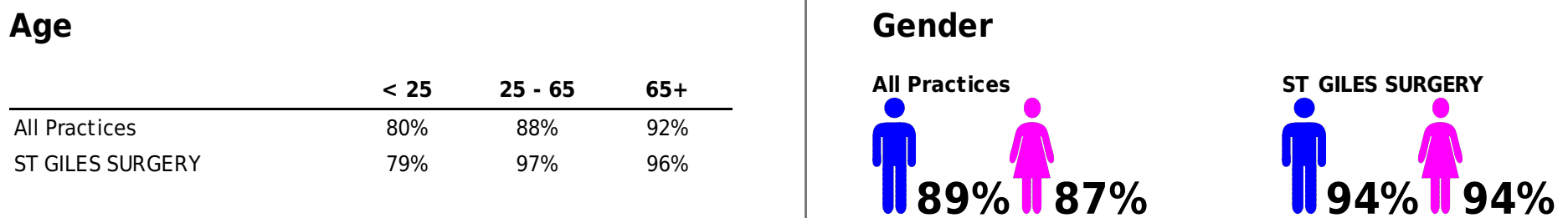
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.  
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 80th percentile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

### Practice Score: 'Recommended' Comparison



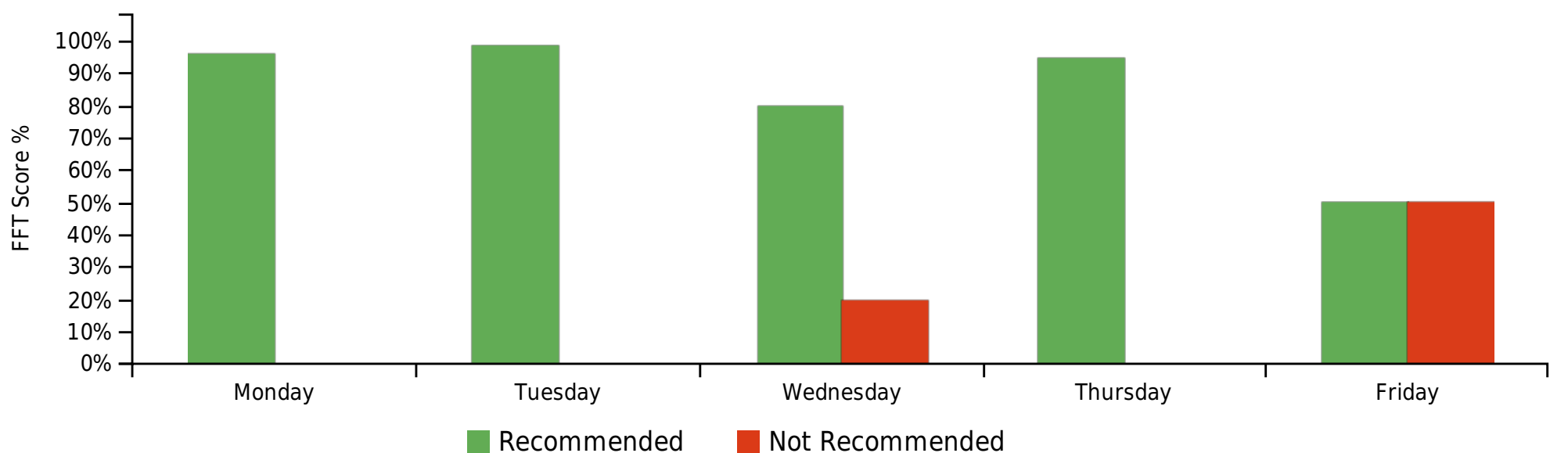
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



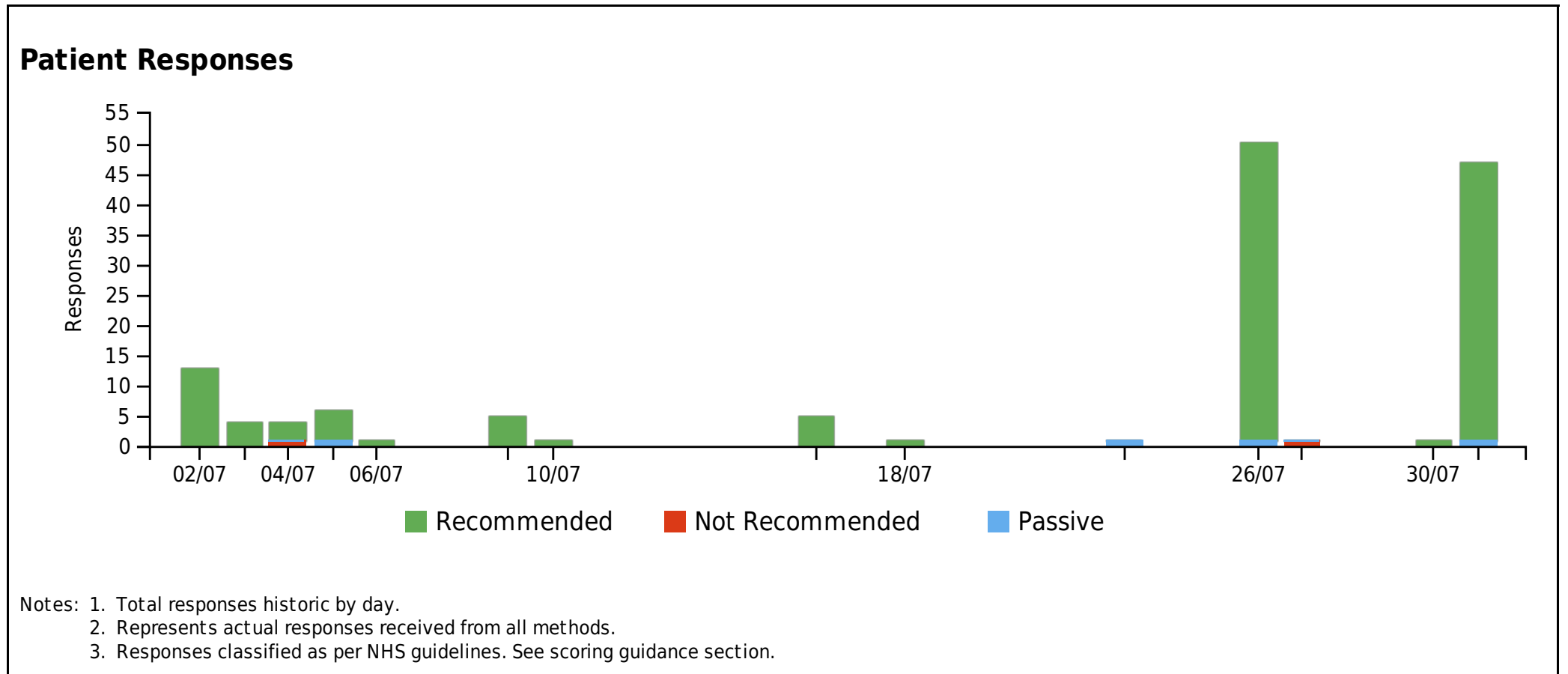
- Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### 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





- ✓ *St Giles Surgery is the best surgery I have been to. Very good.*
- ✓ *This is a very good surgery. All Doctors are very good and always listen to the patient's complains.*
- ✓ *Seen on time and no problem getting an appointment*
- ✓ *Awesome staff and clean environment*
- ✓ *All Good*
- ✓ *I have been with this surgery for over 20 years.*
- ✓ *Always able to get an appointment, it wasn't at my previous surgery*
- ✓ *Always friendly and helpful staff.*
- ✓ *Friendly staff & Doctors, short waiting time*
- ✓ *Because the staff are always pleasant as are the Doctors*
- ✓ *Caring and Helpful*
- ✓ *Doctors and staff very friendly*
- ✓ *I have been never let down for almost 12 years that I have registered with the practice*
- ✓ *All been very good*
- ✓ *The appointment was very quick*
- ✓ *Love the online booking*
- ✗ *No Complaints*

### **Not Recommended**

- ✓ *Doctors just palm you off with medications like people are lab rats, this is real life they need to care about what they're doing or find another job not@b not involving the health of people@eople*
- ✓ *Doctor didn't listen to what I was asking or take me seriously*

### **Passive**