

FFT Monthly Summary: March 2018

ST GILES SURGERY
Code: G85042

SECTION 1 CQRS Reporting

CQRS Reporting




FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
33	10	2	0	2	0	0	0	0	47	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:	172							
Responses:	47							
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total	
SMS - Autopoll	33	10	2	0	2	0	47	
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
Total	33	10	2	0	2	0	47	
Total (%)	70%	21%	4%	0%	4%	0%	100%	

Summary Scores

 **91%**
 **4%**
 **5%**

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:

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

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

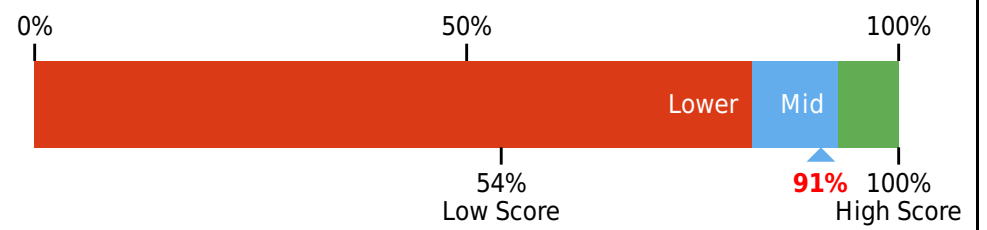
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

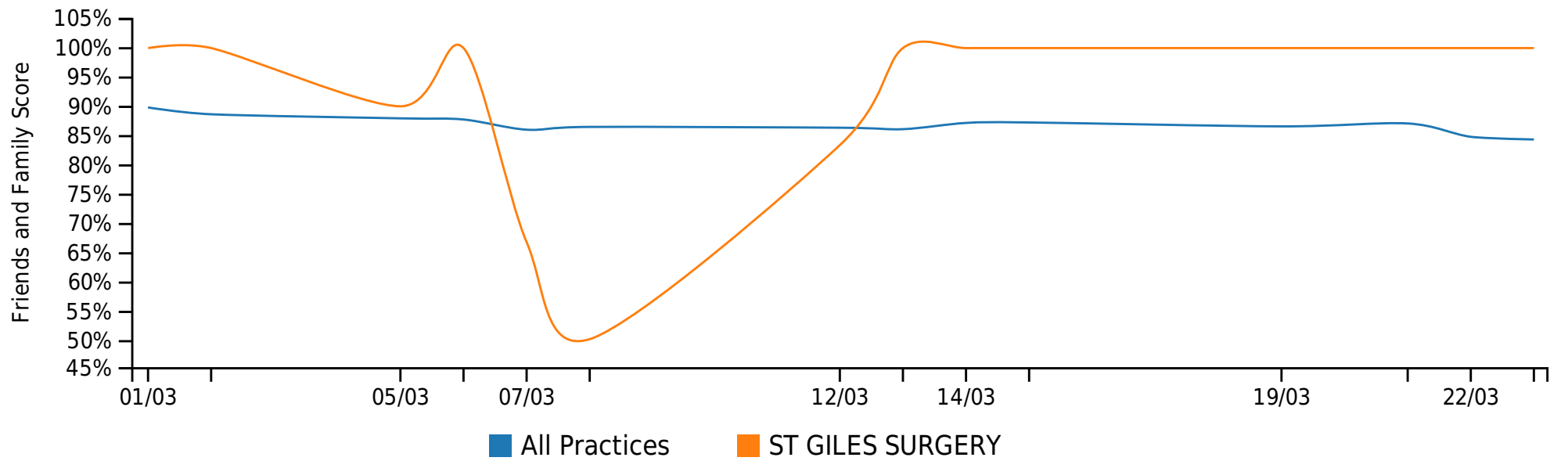
Practice Score: 'Recommended' Rank

Your Score: 91%
Percentile Rank: 65TH



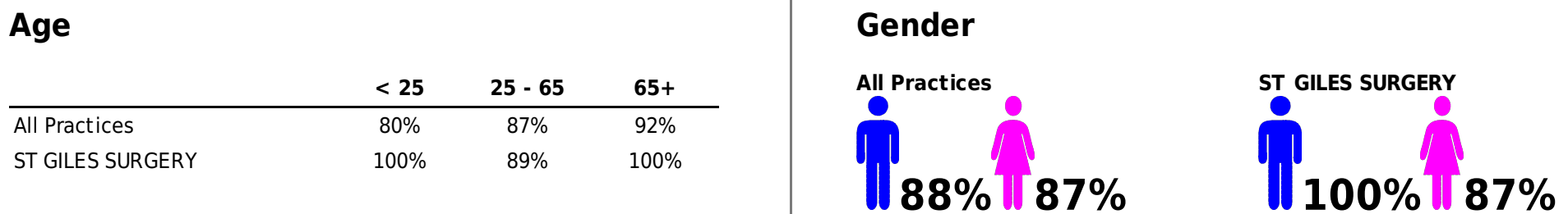
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 65th percentile means your practice scored above 65% of all practices.

Practice Score: 'Recommended' Comparison



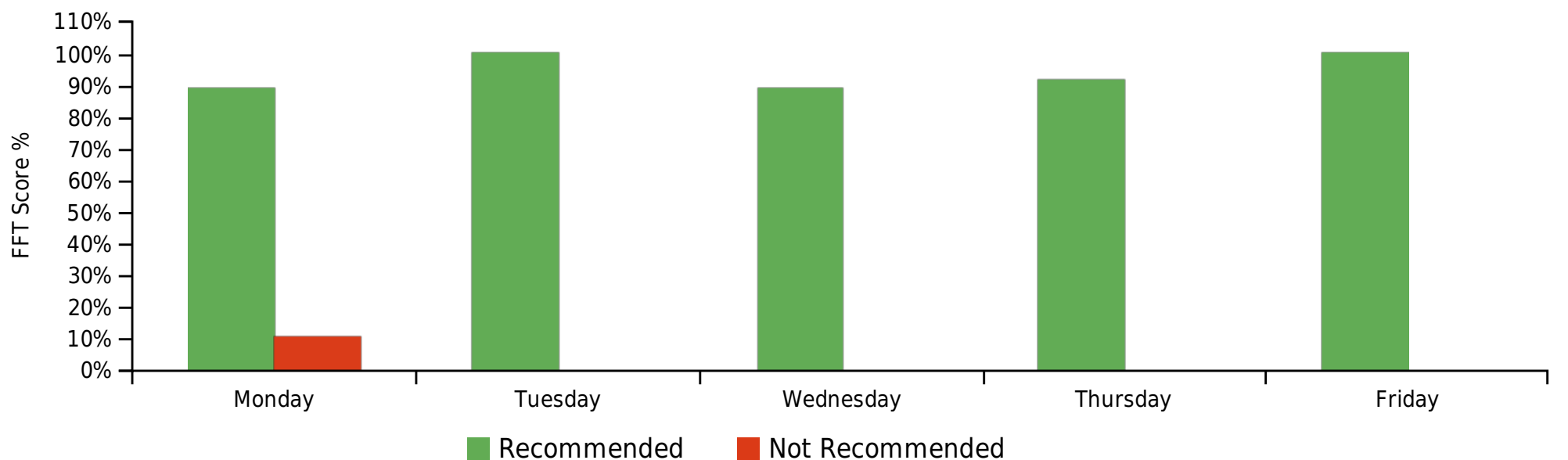
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



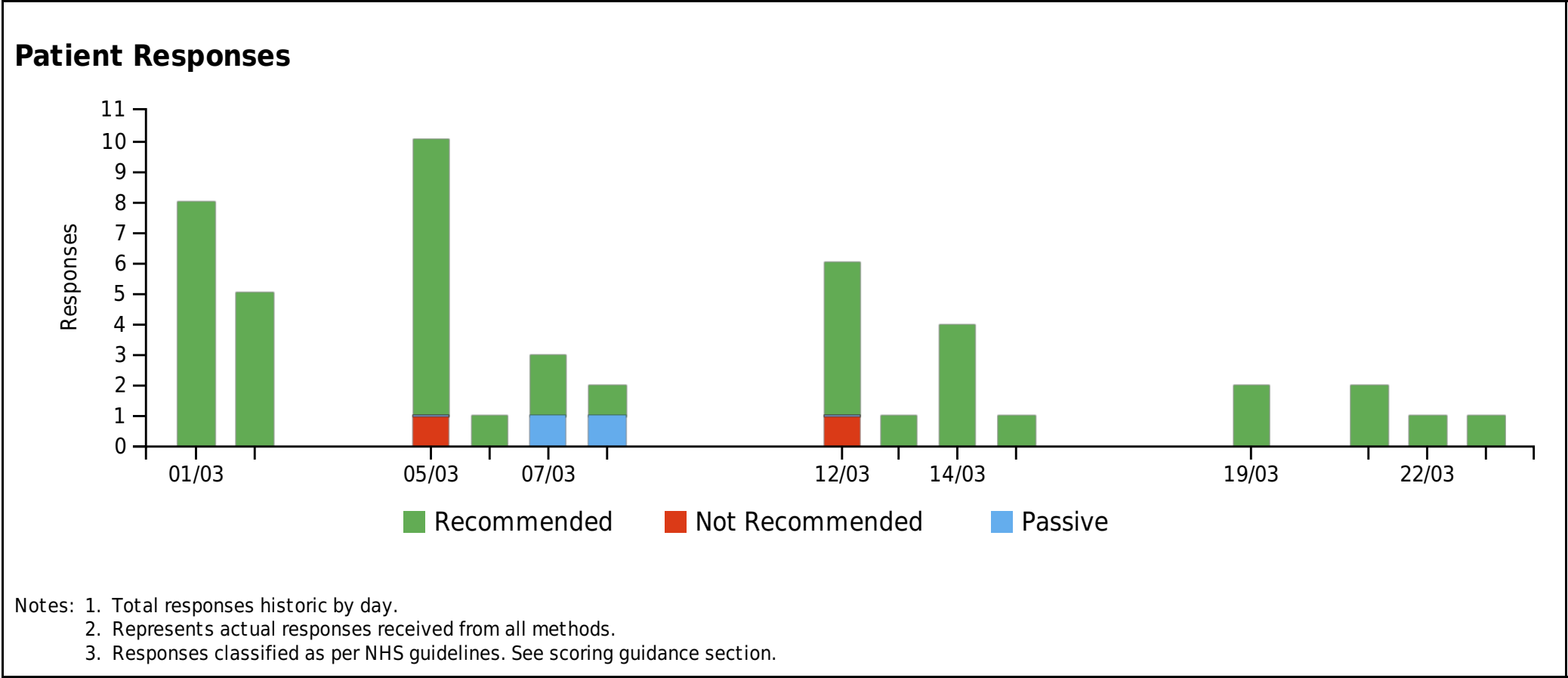
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis



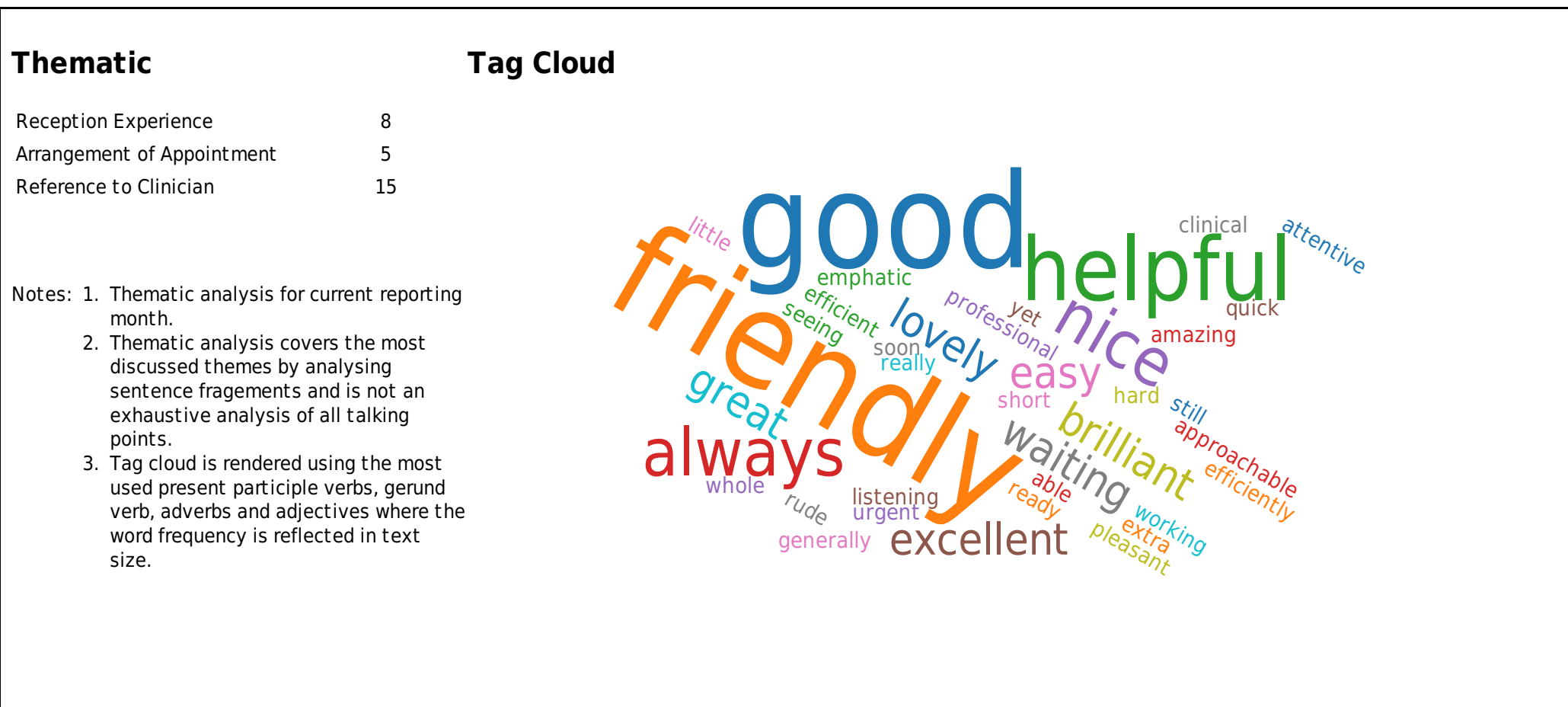
- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4
Patient Response Analysis



SECTION 5

Patient Free Text Comments: Summary



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

- ✓ The health check that I had was done very efficiently. The Nurse that I had was lovely, very kind and patient.
- ✓ Very emphatic and kind GP and reception staff
- ✓ Because the doctor came out to visit us since I couldn't bring my husband to surgery
- ✓ able to get appointment. can call same day if urgent. GPs are good at listening and good generally.
- ✓ At the surgery they try to fit appointment as soon as they can. Phoned today and I got an appointment the same day. So I admire their efforts
- ✓ Dr Begley is excellent. First rate doctor.
- ✓ The doctors service, and promptness of Reception staff.
- ✓ I have always found all staff, reception, nurses and doctors to be very hard working, but still ready to listen and do their best to help patients.
- ✓, because everyone is very friendly and easy to talk to
- ✓ Efficient and friendly
- ✓ Helpful, approachable, friendly and professional.
- ✓ Nice and friendly, quick wait, knowledgeable staff
- ✓ Easy to make appointment on line, short waiting time, dr was nice, good clinical care
- ✓ Brilliant staff and doctors. Always pleasant and v helpful to deal with
- ✓ Doctor was friendly and really attentive. Receptionist was helpful and kind
- ✓ I think the staff are amazing. I am so impressed that one receptionist is doing the work of 3 people
- ✓ I think that on the whole St Giles delivers a good all round service for its patients.
- ✓ I love the treatments, the Drs..and the staffs.They are all doing good job.
- ✓ The receptionist was a little rude so not a great first impression. The nurse was brilliant though and very friendly.
- ✓ Excellent surgery. Dr Hussain is lovely
- ✓ Doctor & appointment availability.
- ✓ Doctors was very helpful
- ✓ All round service was great and both our lovely!
- ✓ Nice doctors, no waiting - good service

Not Recommended

- ✓ I want ST Giles surgery 3 times with same problems and yet nothing they had done about it

Passive

- ✓ St. Giles surgery don't always keep to appointment time, one will have to wait at least 40 minutes extra to your appointment time before you can be seeing