

# FFT Monthly Summary: May 2017

ST GILES SURGERY  
Code: G85042

## SECTION 1 CQRS Reporting

### CQRS Reporting

| FFT001 | FFT002 | FFT003 | FFT004 | FFT005 | FFT006 | FFT007 | FFT008 | FFT009 | FFT010 | FFT011 | FFT012 |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 25     | 13     | 2      | 0      | 1      | 1      | 0      | 0      | 0      | 42     | 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

**Surveyed Patients: 200**

**Responses: 42**

|                      | Extremely Likely | Likely     | Neither Likely nor Unlikely | Unlikely  | Extremely Unlikely | Don't Know | Total       |
|----------------------|------------------|------------|-----------------------------|-----------|--------------------|------------|-------------|
| SMS - Autopoll       | 25               | 13         | 2                           | 0         | 1                  | 1          | 42          |
| SMS - User Initiated |                  |            |                             |           |                    |            |             |
| Tablet/App           |                  |            |                             |           |                    |            |             |
| Web/E-mail           |                  |            |                             |           |                    |            |             |
| Manual Upload        |                  |            |                             |           |                    |            |             |
| <b>Total</b>         | <b>25</b>        | <b>13</b>  | <b>2</b>                    | <b>0</b>  | <b>1</b>           | <b>1</b>   | <b>42</b>   |
| <b>Total (%)</b>     | <b>60%</b>       | <b>31%</b> | <b>5%</b>                   | <b>0%</b> | <b>2%</b>          | <b>2%</b>  | <b>100%</b> |

### Summary Scores

 90%  2%  8%

## 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:

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

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

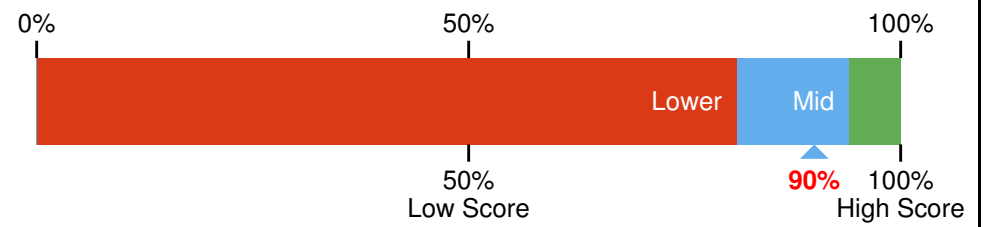
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

### SECTION 3 Practice Scoring

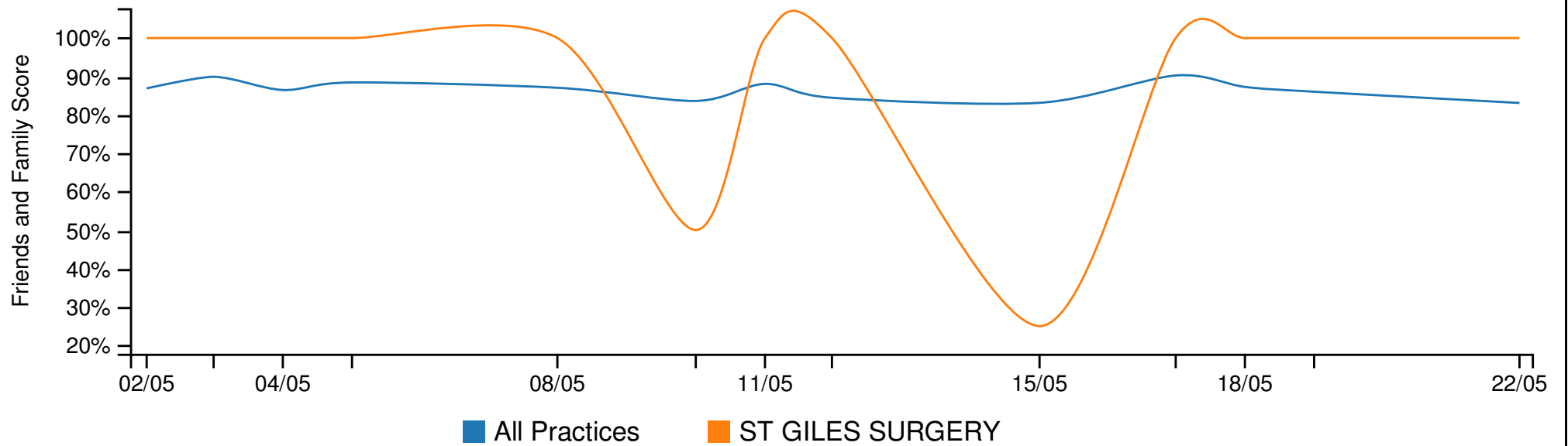
#### Practice Score: 'Recommended' Rank

**Your Score:** 90%  
**Percentile Rank:** 60<sup>TH</sup>



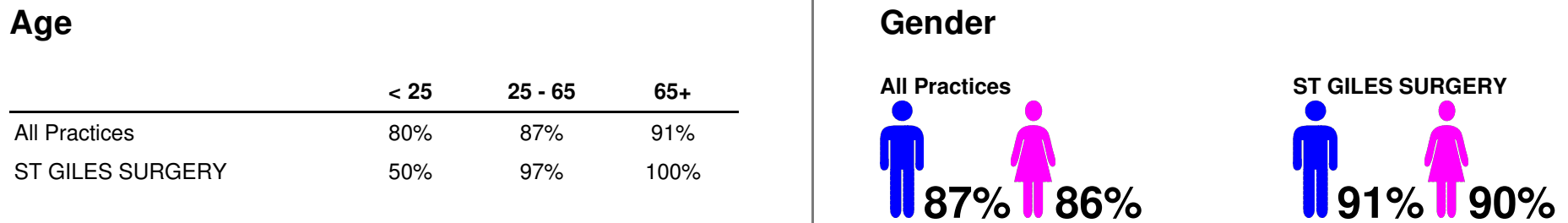
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
  2. Score calculated as per NHS requirements. See scoring guidance section.
  3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 60th percentile means your practice scored above 60% of all practices.

#### Practice Score: 'Recommended' Comparison



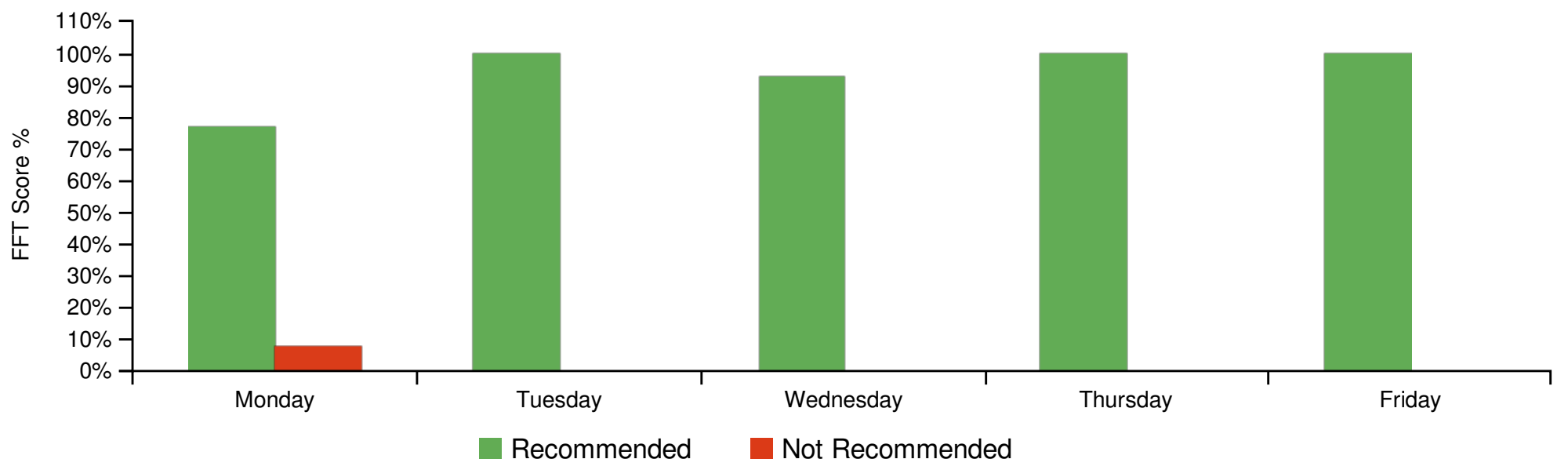
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

#### Practice Score: 'Recommended' Demographic Analysis



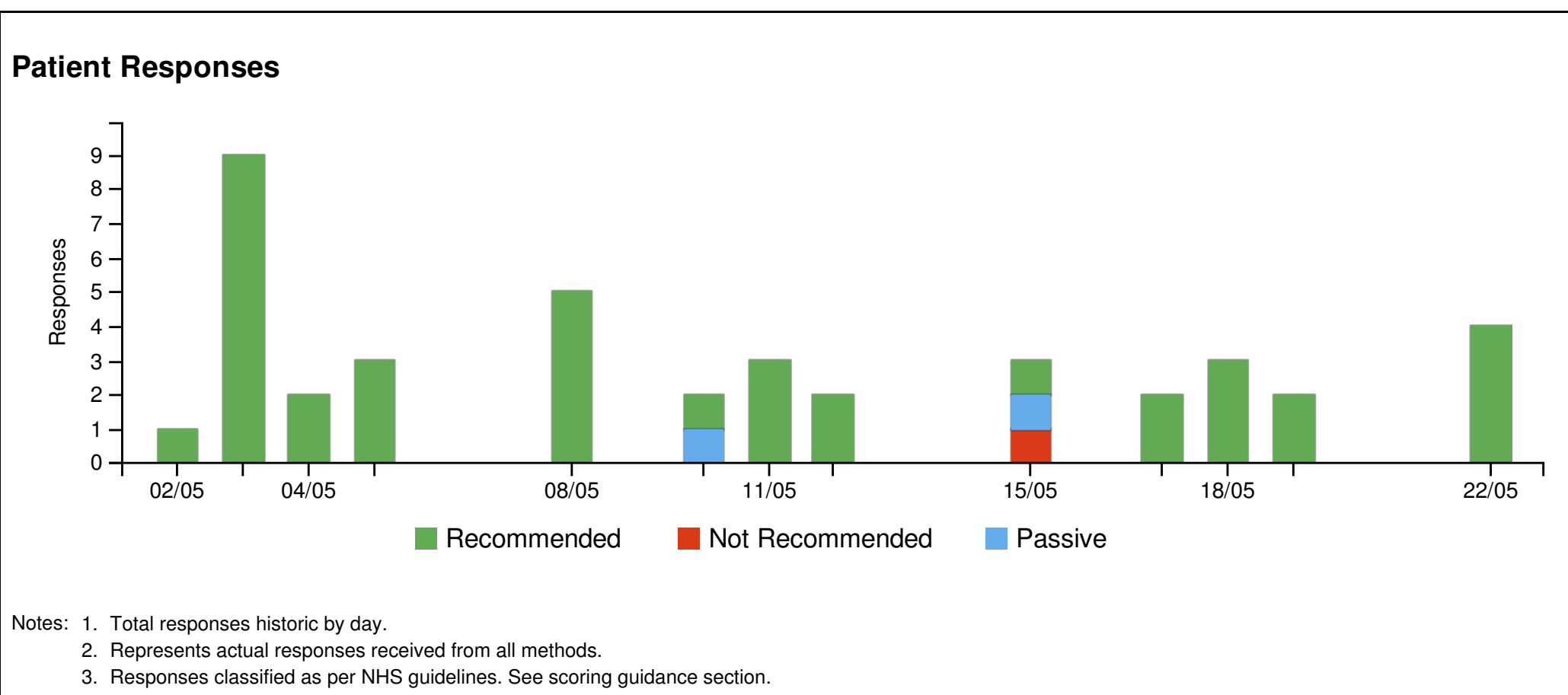
- Notes:
1. Scores for current reporting month.
  2. Score calculated as per NHS requirements. See scoring guidance section.

#### Practice Score: Day of the Week Analysis



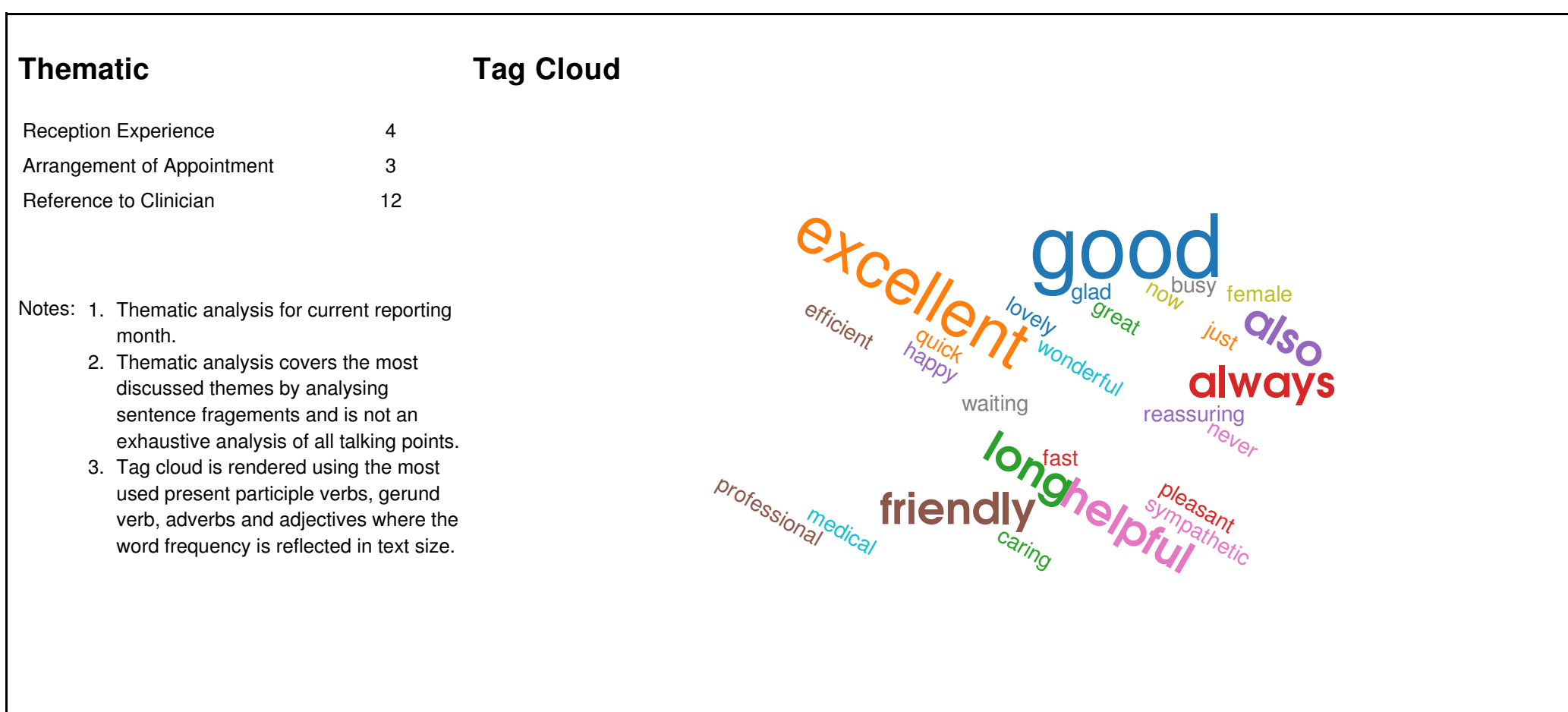
- Notes:
1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
  2. Score calculated as per NHS requirements. See scoring guidance section.

## 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

- ✓ Very good doctors but long waiting time
- ✓ Because you always listen to your patient's and help with the right advice and support with follow up.
- ✓ Good female GPs, Brenda on reception is also wonderful!
- ✓ I was been listened to on my first encountered with nurse Jackie and Dr Husan. Very glad to be under group 1.
- ✓ It was only a quick service and I didn't see a GP, so couldn't judge the quality of reception and nurse care of which both were good.
- ✓ Excellent Dr's surgery. Kind & caring,
- ✓ Very friendly and helpful staff and everything on time and fast
- ✓ My doctor is excellent
- ✓ Was very happy the way to the docs and stuff helped me
- ✓ Prompt appointment and professional service
- ✓ Because I have never had any problem
- ✓ I choose 1 because kindle Doctor and on time start my control care....
- ✓ St Giles have been my surgery for over 17 years now, most of my family use it and I have no reason not to recommend it good practice
- ✓ Prompt service, once I booked my appointment. Also I saw doctor who knows me and my medical history.
- ✓ The GPs manner & system of the surgery
- ✓ just great
- ✓ Staff always very helpful and pleasant doctors are informed and reassuring
- ✓ Friendly and efficient
- ✓ My doctor has such a sympathetic bedside manners, helped to sort out and manage my problem
- ✓ Excellent doctor.

#### Not Recommended

- ✓ Was seen on time by a lovely nurse

#### Passive

- ✓ Very busy surgery with long waits for appointments