

FFT Monthly Summary: September 2017

ST GILES SURGERY
Code: G85042

SECTION 1 CQRS Reporting

CQRS Reporting




FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
33	11	3	0	0	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:	196						
Responses:	47						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	33	11	3	0	0	0	47
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	33	11	3	0	0	0	47
Total (%)	70%	23%	6%	0%	0%	0%	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:

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

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

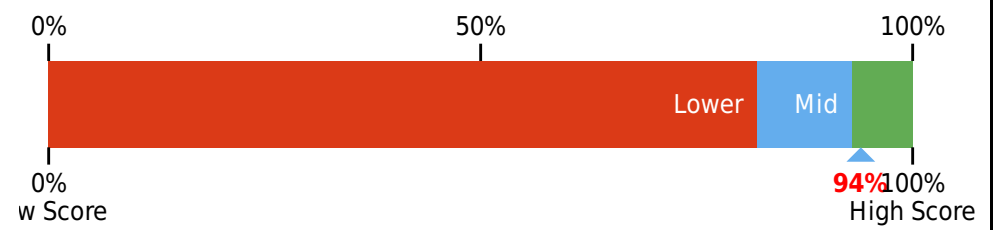
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

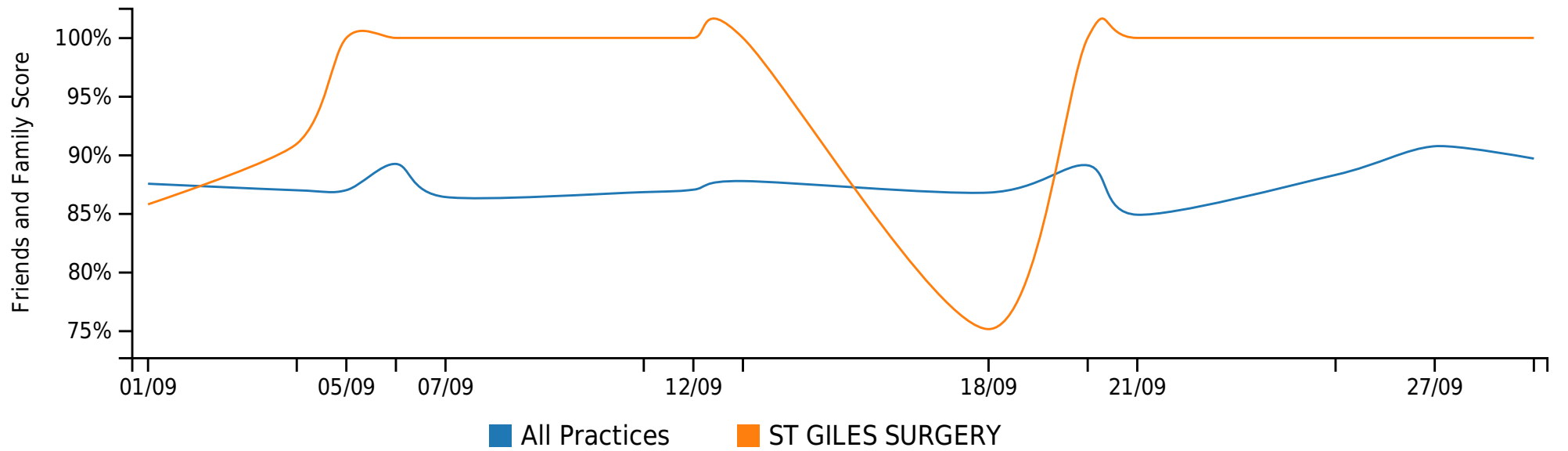
Practice Score: 'Recommended' Rank

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



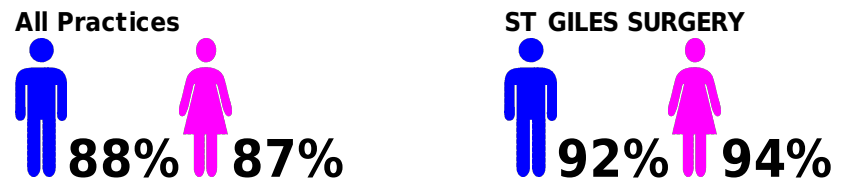
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

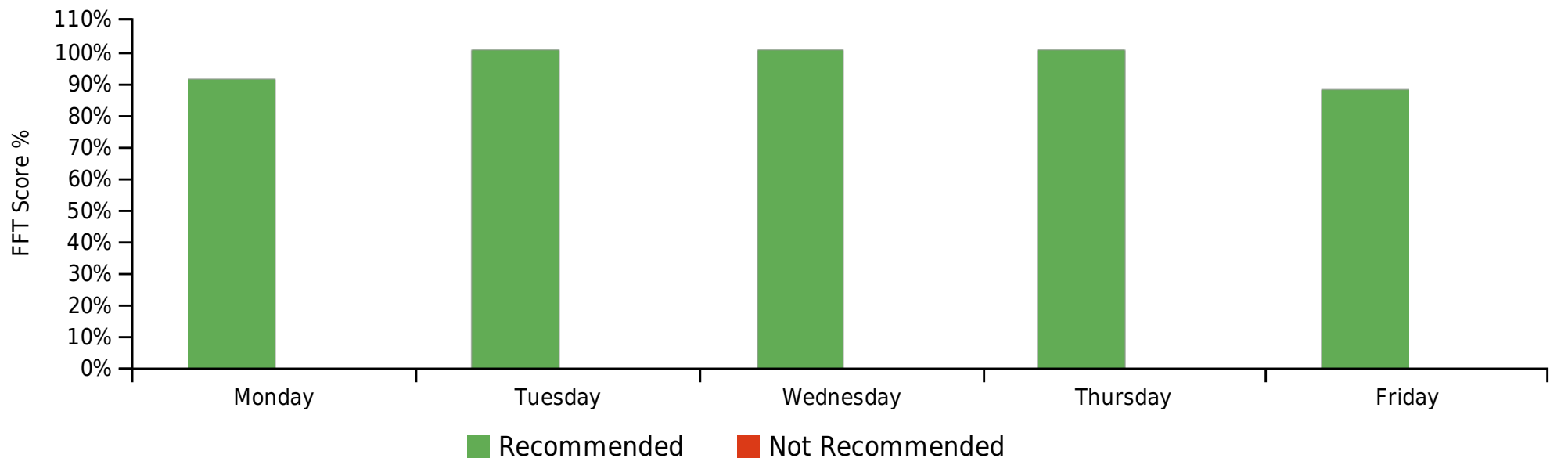
	< 25	25 - 65	65+
All Practices	83%	87%	91%
ST GILES SURGERY	100%	90%	100%

Gender



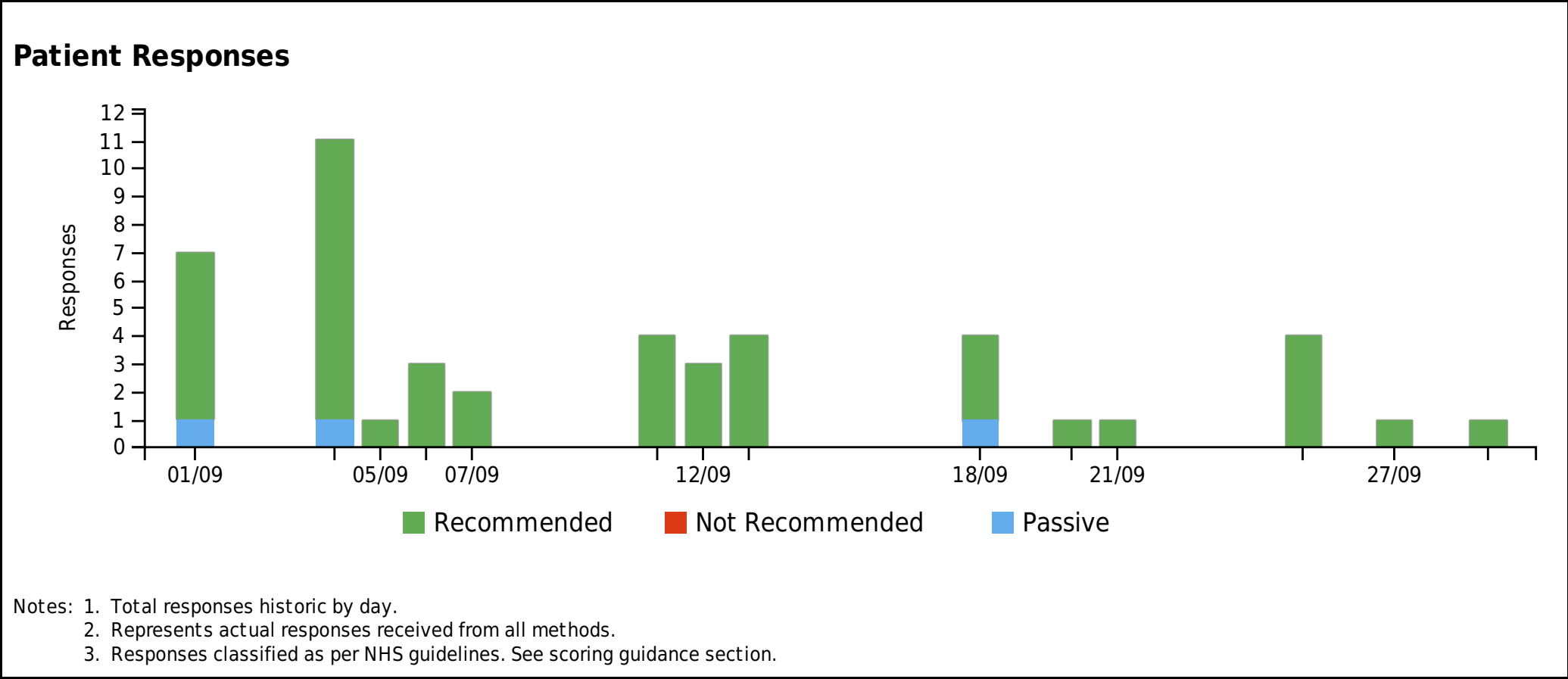
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis



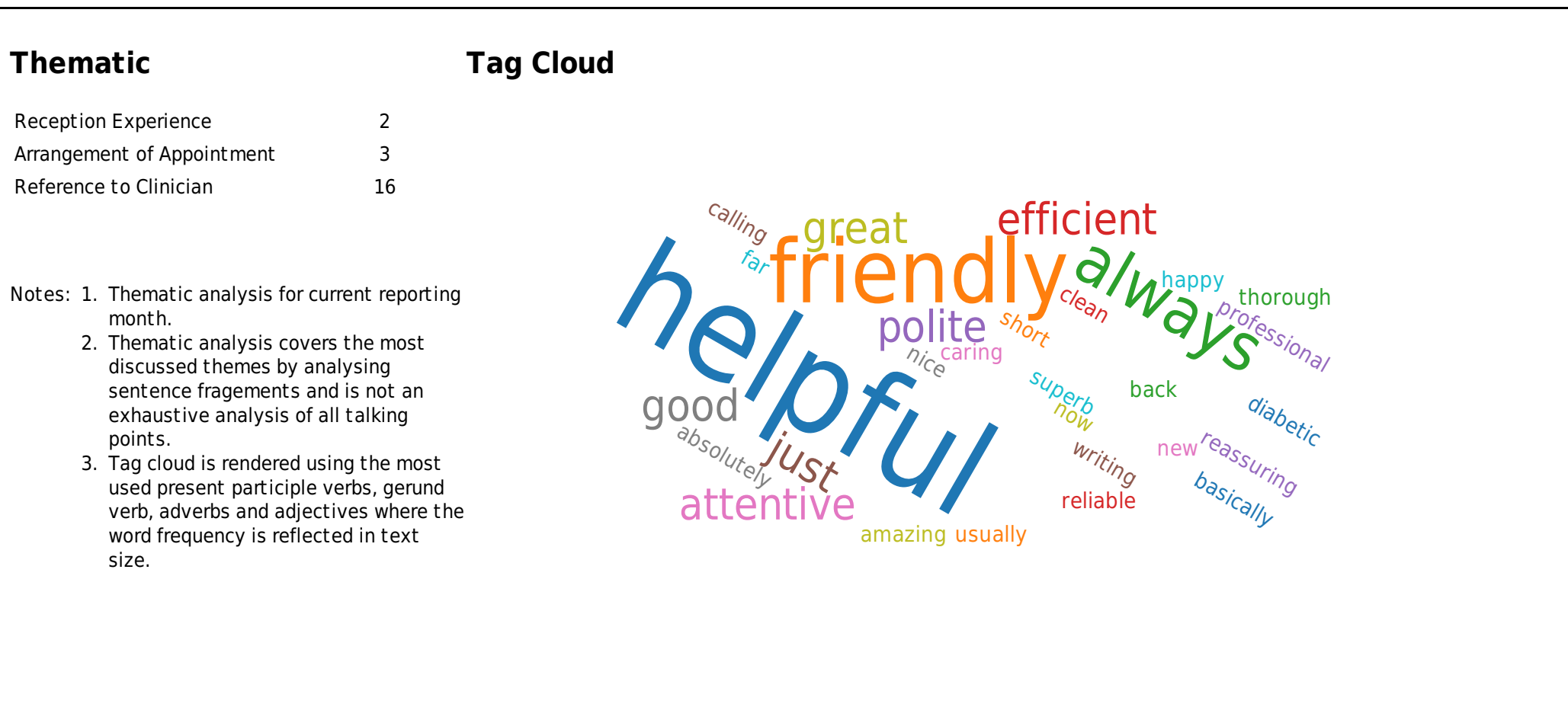
- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4
Patient Response Analysis



SECTION 5

Patient Free Text Comments: Summary



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

- ✓ Friendliness of nurse
- ✓ Because im very happy whit my gp.
- ✓ The doctor was very efficient. She was friendly and helpful and gave us time.,
- ✓ Prompt appointment when I phoned yesterday with Nurse for b/p and Diabetic foot check. Referral to Foot clinic given. Blood and urine test forms given- to be done any morning before 11.30. I can usually speak to Dr Begley if i ask for a call back - on the right days.
- ✓ The surgery is clean the staff are very friendly and polite, the Dr's are so professional they listen to what you have to say before writing a prescription, I hope and pray that St Giles Surgery will always be there and any new staff will be just as nice as the ones who are there now.
- ✓ I have only just registered but the staff have been friendly, polite and efficient so far
- ✓ Nurse Jacquie was Attentive and understanding.
- ✓ It is basically because of Dr Begley herself.
- ✓ Got an appt that suited me at short notice. Dr was thorough and took time to listen. Very satisfied.
- ✓ Good patients service, with kindness and care.
- ✓ Great help, Dr Pandey is very reassuring and helpful and best doctor I've had
- ✓ Appointment on time
- ✓ The GP has been very helpful
- ✓ I had a phone consultation within 1-2 hours of calling the surgery Dr Begley was caring and helpful as she always is the surgery booked an appointment for my baby at the out of hours practice for the afternoon of the same day. Thank you.
- ✓ Very good drs great patient care x
- ✓ I absolutely love my surgery I feel so at ease with the team.
- ✓ My GP is very kind and attentive.
- ✓ The service is amazing.
- ✓ Seen on time. Nurse was friendly and helpful. Superb service.
- ✓ Always very helpful
- ✗ Reliable

Not Recommended

Passive

- ✓ I don't recommend doctors.