

# FFT Monthly Summary: November 2017

ST GILES SURGERY DR PATEL  
Code: G85726

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
33	13	1	0	1	0	0	0	0	48	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>174</b>						
<b>Responses:</b>	<b>48</b>						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	33	13	1	0	1	0	<b>48</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>33</b>	<b>13</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>48</b>
<b>Total (%)</b>	<b>69%</b>	<b>27%</b>	<b>2%</b>	<b>0%</b>	<b>2%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

 96%
  2%
  2%

## 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:

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

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

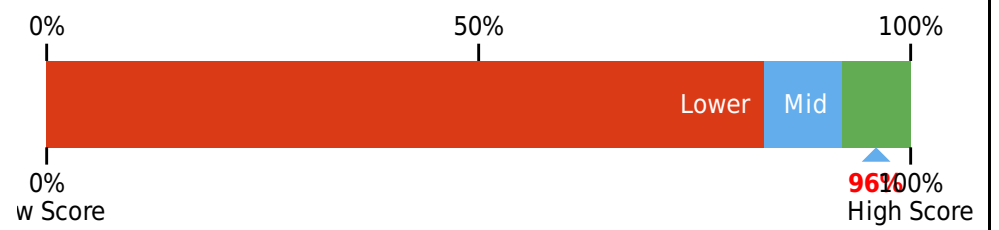
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

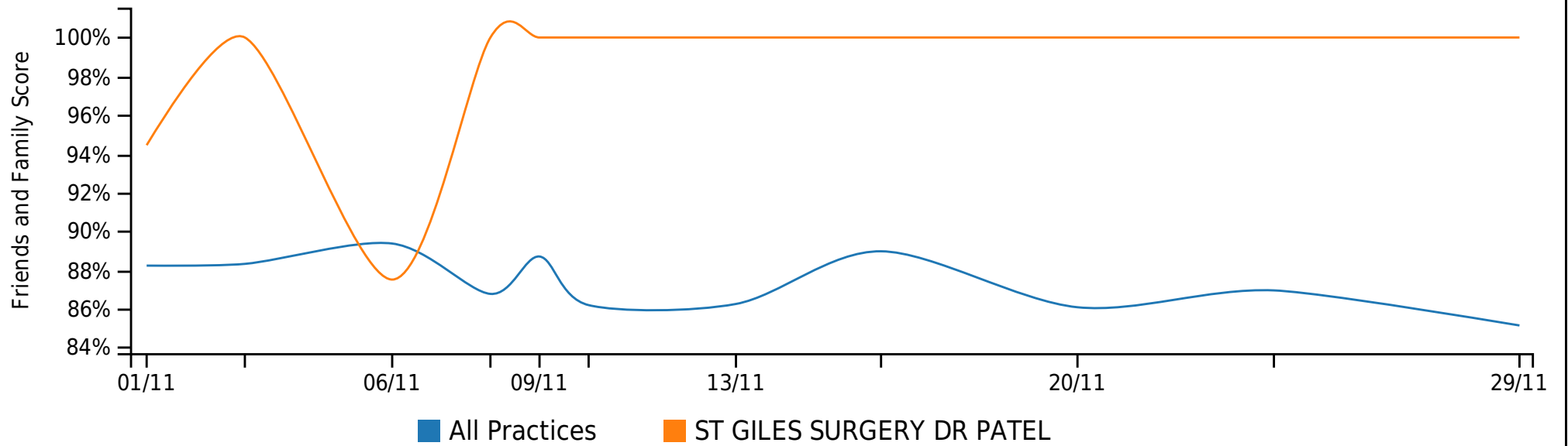
### Practice Score: 'Recommended' Rank

**Your Score:** 96%  
**Percentile Rank:** 90<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 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.

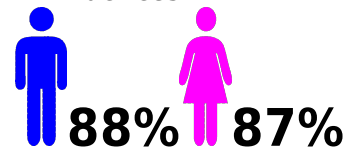
### Practice Score: 'Recommended' Demographic Analysis

#### Age

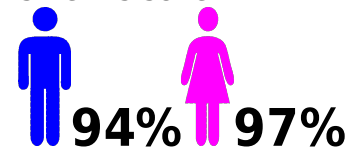
	< 25	25 - 65	65+
All Practices	81%	88%	92%
ST GILES SURGERY DR PATEL	83%	97%	100%

#### Gender

##### All Practices

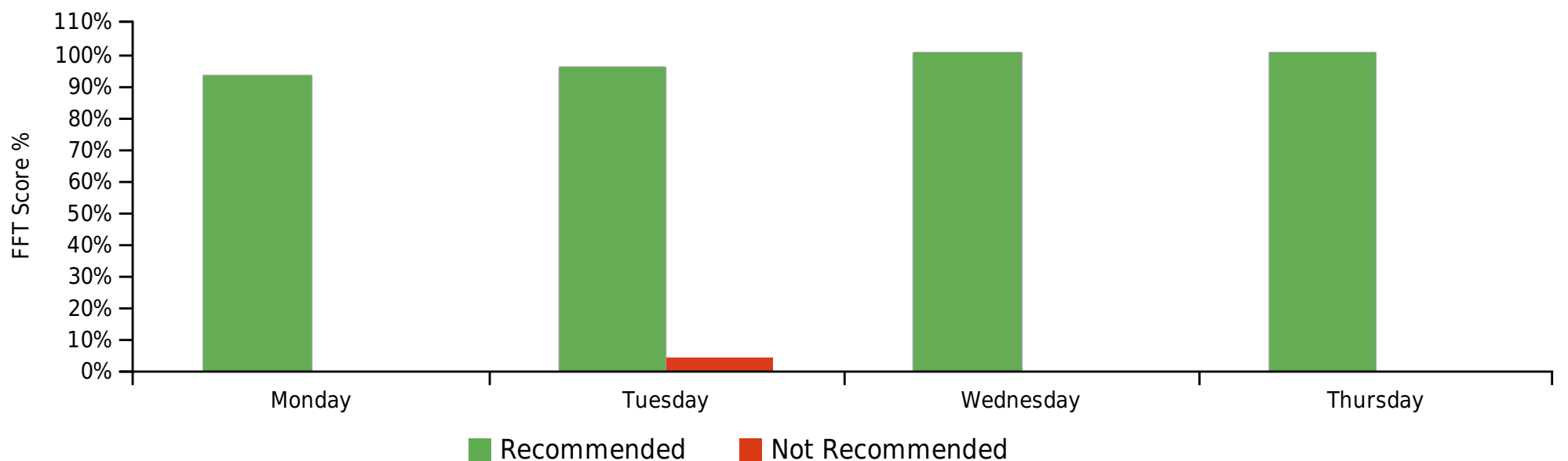


##### ST GILES SURGERY DR PATEL



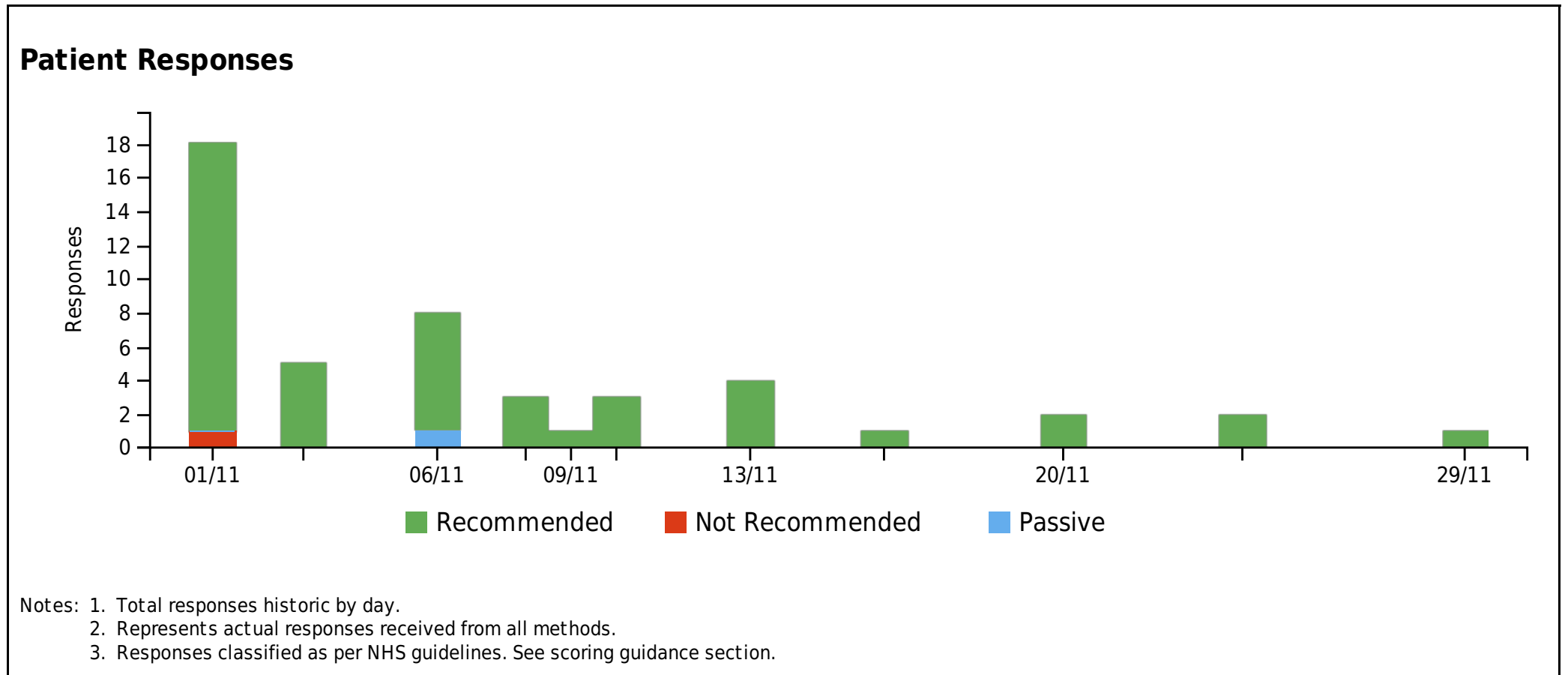
- Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### 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 3	
Arrangement of Appointment 1	
Reference to Clinician 11	

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

- ✓ Services from the front desk to doctor also early time. Beautiful
- ✓ I like doctor hunte is a good doctor
- ✓ Efficient surgery
- ✓ Quick helpful & have time to talk to you
- ✓ because EVERYTIME I have needed to see or call out the doctor they have been very helpful and understanding with my health issues and I personally think they go that extra step to accommodate my health issues and I feel relaxed and feel able too open up/express myself as in the past in different surgeries this has not been the case.
- ✓ Always excellent service
- ✓ Drs, reception staff are excellent, have always thought so.
- ✓ No wait, appointment running on time. Nurse was great, very professional and fast.
- ✓ Friendly staff and doctor
- ✓ Very helpful
- ✓ Well, for the past years, most of the Doctor's have really been caring & the Staffs have been supportive.
- ✓ Friendly, helpful, concise
- ✓ Dr. Hunte was fantastic. Very patient, thorough and informative.
- ✓ Good polite responses from staff and doctors.
- ✓ The doctor was too politely smiling and helped me too.
- ✓ Helpful and efficient
- ✓ Speed of being seen - very efficient
- ✓ I found the system of call back for blood tests trying. Took four attempts over many weeks, with many missed calls as I work and do not keep my phone with me all the time. Need a better system
- ✗ I always get seen at reasonable time and well cared for
- ✗ The nurse was very polite and efficient the system works well with th no delays and its neat at
- ✗ Prompt service & GP listened

#### Not Recommended

#### Passive