

FFT Monthly Summary: August 2018

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
43	23	1	2	2	3	27	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:	234						
Responses:	74						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	33	8	1	1	2	2	47
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	10	15	0	1	0	1	27
Total	43	23	1	2	2	3	74
Total (%)	58%	31%	1%	3%	3%	4%	100%

Summary Scores

 89%
  5%
  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:

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

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

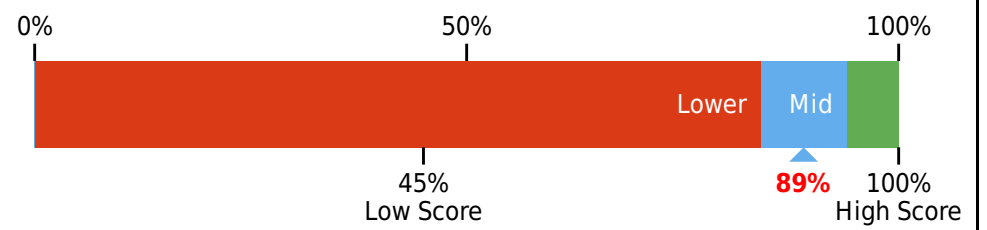
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

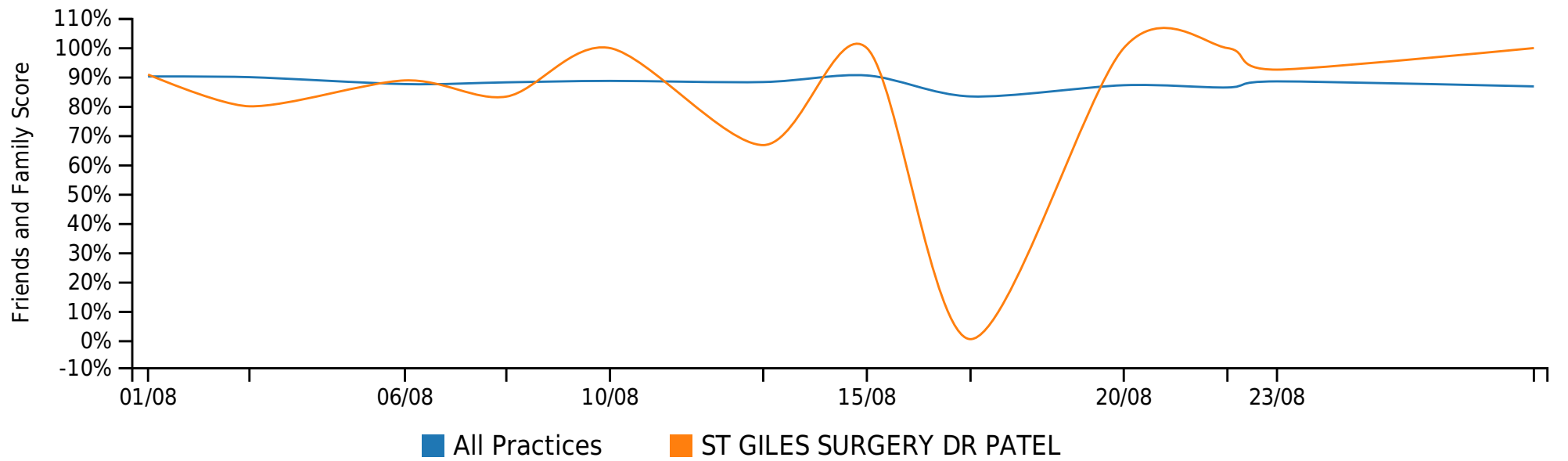
Practice Score: 'Recommended' Rank

Your Score: 89%
Percentile Rank: 50TH



- 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 50th percentile means your practice scored above 50% 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.

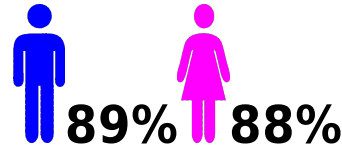
Practice Score: 'Recommended' Demographic Analysis

Age

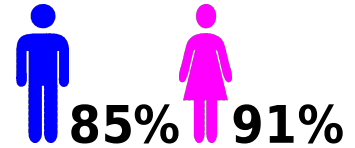
	< 25	25 - 65	65+
All Practices	83%	88%	92%
ST GILES SURGERY DR PATEL	100%	85%	100%

Gender

All Practices

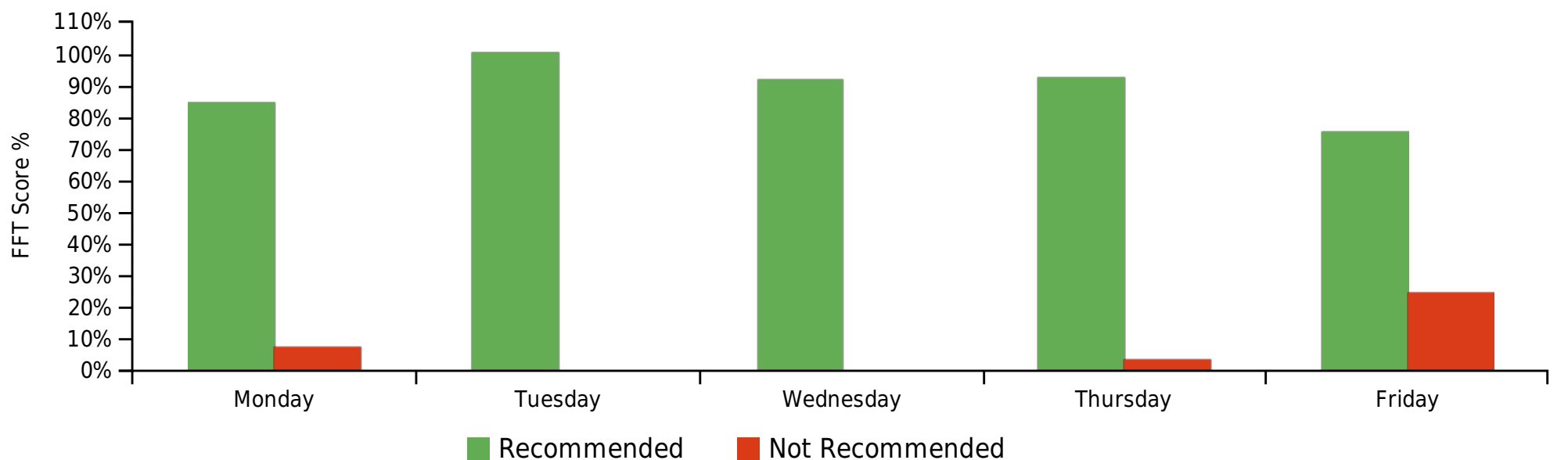


ST GILES SURGERY DR PATEL



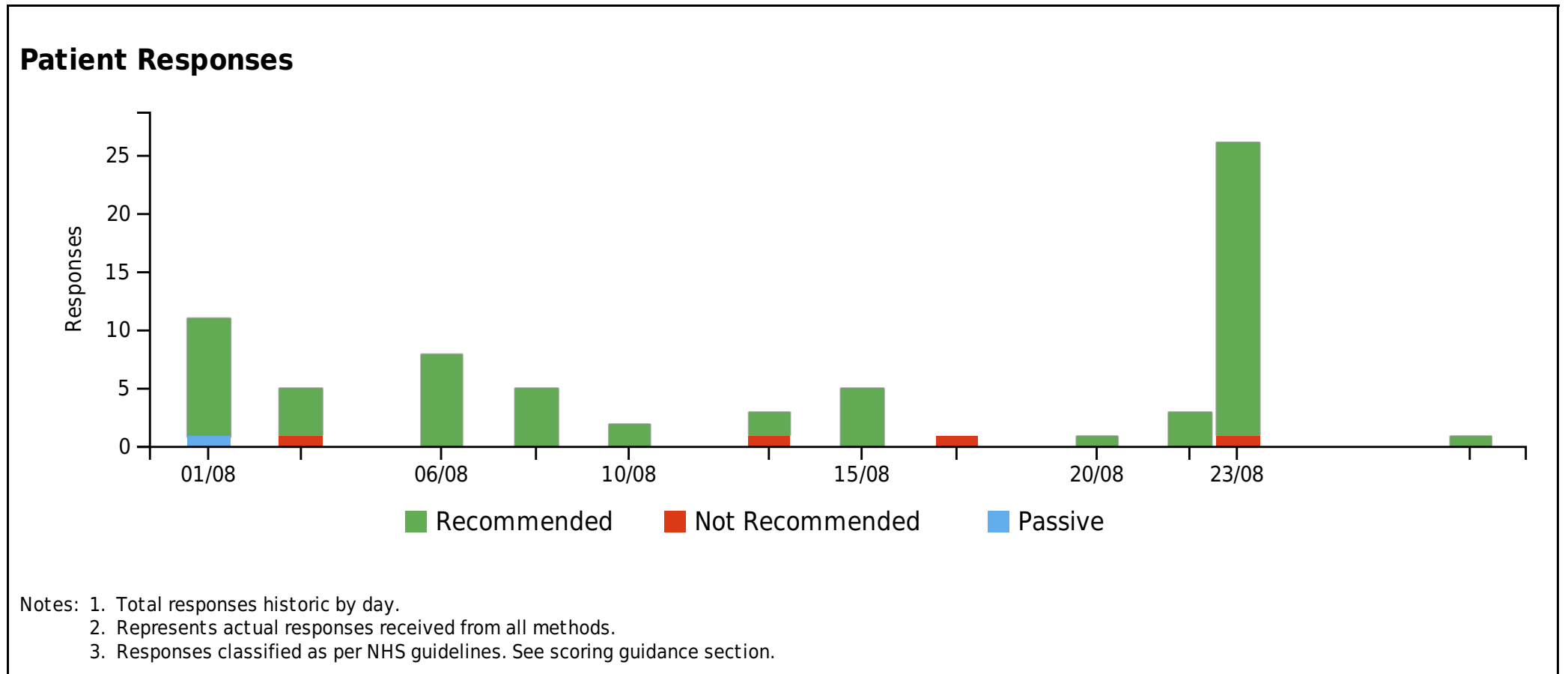
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis



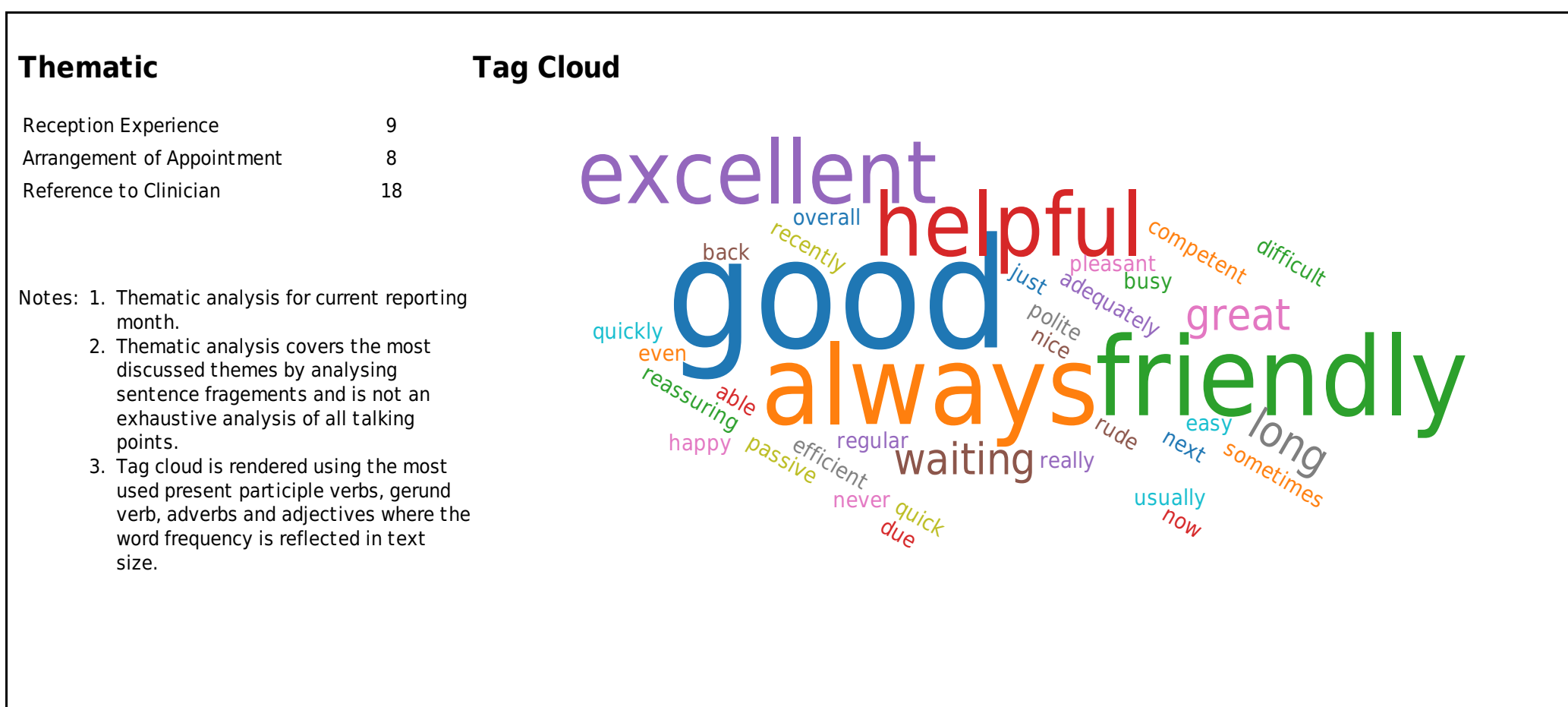
- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4 Patient Response Analysis



SECTION 5

Patient Free Text Comments: Summary



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

- ✓ Automated sign in quick and easy. Dr Hunte has a good manner and was helpful.
- ✓ For the first time I've been looked after even before my time. I always experience more than an hour delay and very difficult to get appointment but this@ this time appointment was made without hassle and great service @vice
- ✓ The GP gave good advice, was able to listen to my concerns and answered my questions adequately.
- ✓ very nice team reception -doctors - nurses
- ✓ The staff and Doctor are friendly you have sent
- ✓ Friendly and we'll run surgery
- ✓ Never had a problem with the doctors nurses or reception xxx
- ✓ Hi . I Have always had 1st. Class treatment at ST.Giles thank you.
- ✓ Helpful dr who took time to listen and then explain to me
- ✓ Helpful, friendly, efficient
- ✓ Dr. Rose, the receptionist are educated, passive and dedicated
- ✓ The quality of the doctors and helpfulness of team. It would be nice if 2staff could be located permanently at the windows to help the flow of patients with queries, bookings and appointment logging in in
- ✓ When someone in my family has a health problem we are usually seen the next day.
- ✓ The nurse was very competent and reassuring.
- ✓ Appointment was on time didn't have to wait long.
- ✓ Excellent doctors, excellent Reception, excellent environment. God bless you all.
- ✓ Friendly staff & a very good doctor..
- ✓ I registered with the surgery for over 20years I can't fault the administration though my GP has now retired I find I request to speak to any of the @ the GP and they return my call when needed. I request regular prescription for my daughter and if there is any issue the prescription lady is always helpful. @!
- ✓ Dr called back as promised by reception staff
- ✓ I have been with the surgery for a good while and am happy with the service I get
- ✓ Dr Gambin was excellent
- ✓ Great service always
- ✓ A good surgery when I had work related stress.
- ✓ Prompt and polite service
- ✓ Because I like my GP
- ✓ Very Good
- ✓ Calls were answered and appointment was given on request date to suit my need
- ✓ Booking my appointment was good I am pleased
- ✓ Because they attended very quickly
- ✓ Overall friendly, prompt service, sometimes when busy not so prompt- so room for improvement
- ✓ Because every medicine is done.
- ✓ Called and got an appointment same day.

Not Recommended

- ✓ appointment booking error
- ✓ Recently saw a doctor here and she wasn't very helpful.

Passive

- ✓ I have been waiting for more than hour just to know that The touch screen didn't register me that I am there. I informed the receptionist and she let me @t me see the doctor. Please fix your touch screen registration. Regards@gards