

# FFT Monthly Summary: July 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
95	53	7	5	5	2	120	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>	<b>302</b>						
<b>Responses:</b>	<b>167</b>						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	27	13	2	2	3	0	<b>47</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	68	40	5	3	2	2	<b>120</b>
<b>Total</b>	<b>95</b>	<b>53</b>	<b>7</b>	<b>5</b>	<b>5</b>	<b>2</b>	<b>167</b>
<b>Total (%)</b>	<b>57%</b>	<b>32%</b>	<b>4%</b>	<b>3%</b>	<b>3%</b>	<b>1%</b>	<b>100%</b>

### Summary Scores

 89% 
  6% 
  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:

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

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

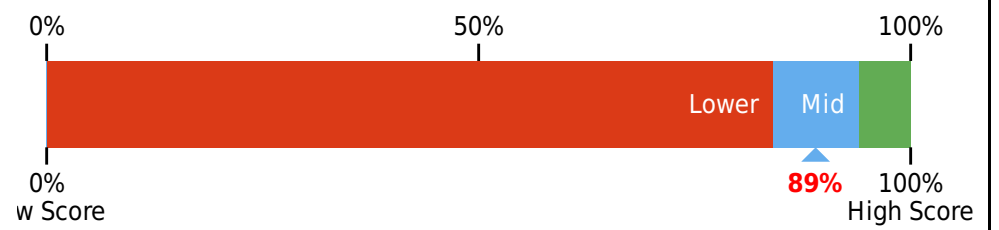
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

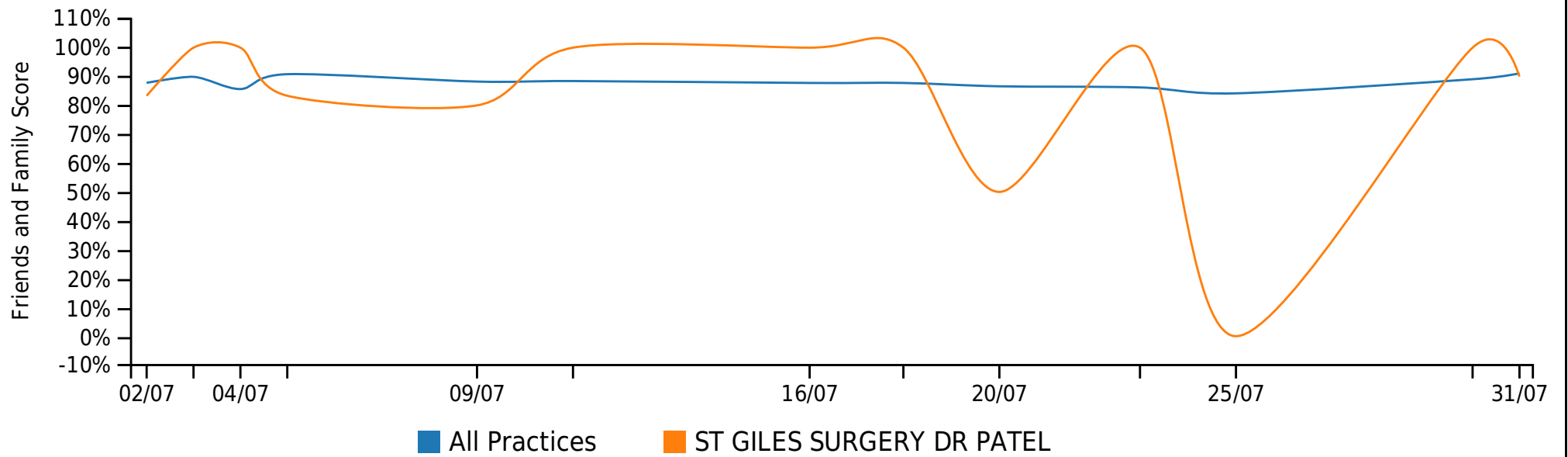
### Practice Score: 'Recommended' Rank

**Your Score:** 89%  
**Percentile Rank:** 55<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 55th percentile means your practice scored above 55% 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.

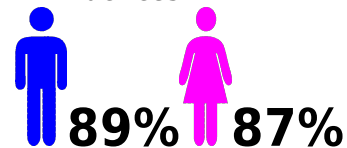
### Practice Score: 'Recommended' Demographic Analysis

#### Age

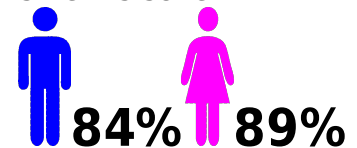
	< 25	25 - 65	65+
All Practices	80%	88%	92%
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#### Gender

All Practices

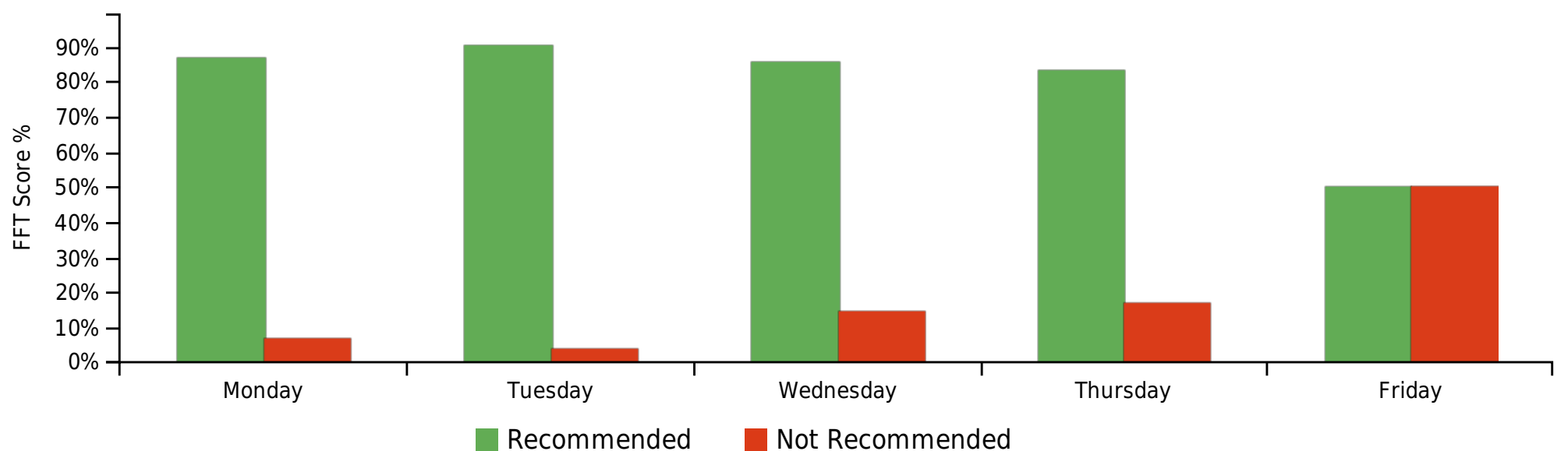


ST GILES SURGERY DR PATEL



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

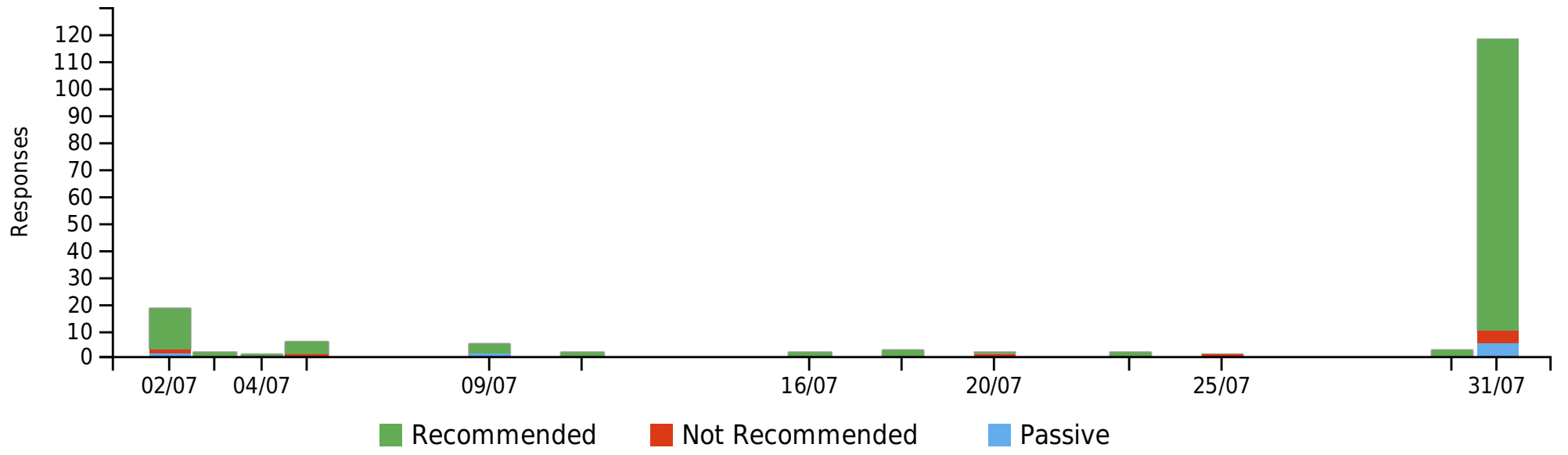
### Practice Score: Day of the Week Analysis



- 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

### Patient Responses



- Notes: 1. Total responses historic by day.  
2. Represents actual responses received from all methods.  
3. Responses classified as per NHS guidelines. See scoring guidance section.



- ✓Efficient and timely service
- ✓Excellent customer service
- ✓Can get appointment quickly
- ✓It is easy to get a last minute appointment
- ✓It is easy to get a last minute appointment
- ✓I have always found it personally very satisfactory
- ✓I have been coming to this GP for over 30years and I am very satisfied.
- ✓Online booking system makes it more convenient to book an appointment and wednesday early morning surgery is excellent.
- ✓Polite, Well Mannered: No concerns.
- ✓Very efficient tried their best
- ✓Great Service on the phone and face to face.
- ✓I have not had any bad experiences with the Doctors /Customer Services
- ✓Very Happy
- ✓Kind, Friendly and helpful staff
- ✓Excellent Doctors. Staff are excellent
- ✓Wait times seem to always be long. Booking appointment in person or via app is fine but over the phone is not
- ✓Excellent Staff
- ✓Always happy with my care
- ✓Really like the service provided.
- ✓I have been with surgery for years and I like their care services they provide, It is Amazing.
- ✓Brilliant Reception staff and Doctors.
- ✓Have had no problem at all
- ✓Everyone is always polite and respectful
- ✗Reliability

### Not Recommended

- ✓Took me three appointments an hours of waiting to get a simple prescription due to lack of communication from doctors, staff and nurses. Female blonde receptionist extremely rude and unhelpful. Seem to be no records of previous doctors visits available to current appointments, making a very unthorough and time wasting experience
- ✓Was told by doctor that I should pay for vaccines but NHS website says I can get them free at gp.
- ✓Because it has taken me nearly 3 weeks to get to see a Doctor.
- ✓I have never booked an appointment and seen by my doctors always different doctors

### Passive

- ✓A bit hard to get an appointment and when waiting to go in you tend to have to wait 30minutes or more over your appointment time to be called by the doctor.
- ✓Difficult to tell at the moment as I have only had an appointment with the practice Nurse.