

FFT Monthly Summary: June 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
31	9	4	1	0	1	0	0	0	46	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:	212						
Responses:	46						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	31	9	4	1	0	1	46
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	31	9	4	1	0	1	46
Total (%)	67%	20%	9%	2%	0%	2%	100%

Summary Scores

 87%
  2%
  11%

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:

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

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

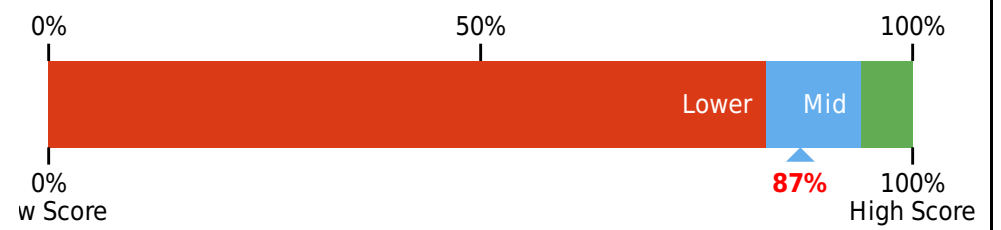
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

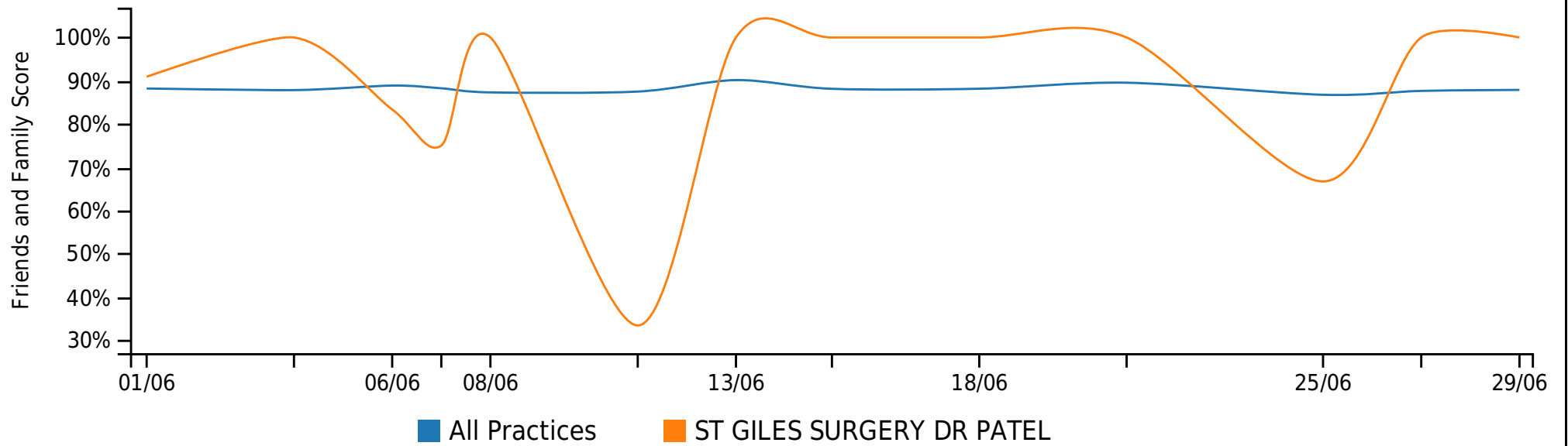
Practice Score: 'Recommended' Rank

Your Score: 87%
Percentile Rank: 40TH



- 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 40th percentile means your practice scored above 40% 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.

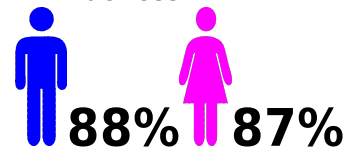
Practice Score: 'Recommended' Demographic Analysis

Age

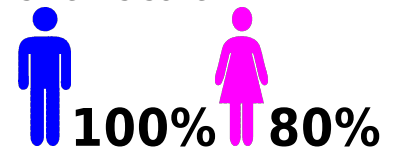
	< 25	25 - 65	65+
All Practices	79%	88%	92%
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Gender

All Practices

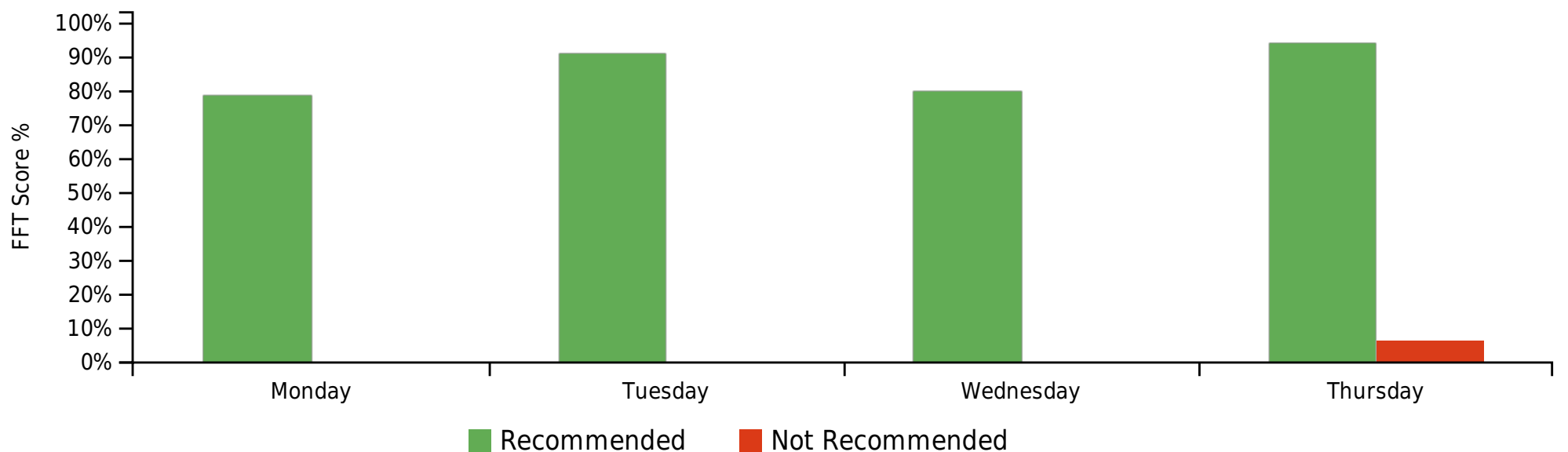


ST GILES SURGERY DR PATEL



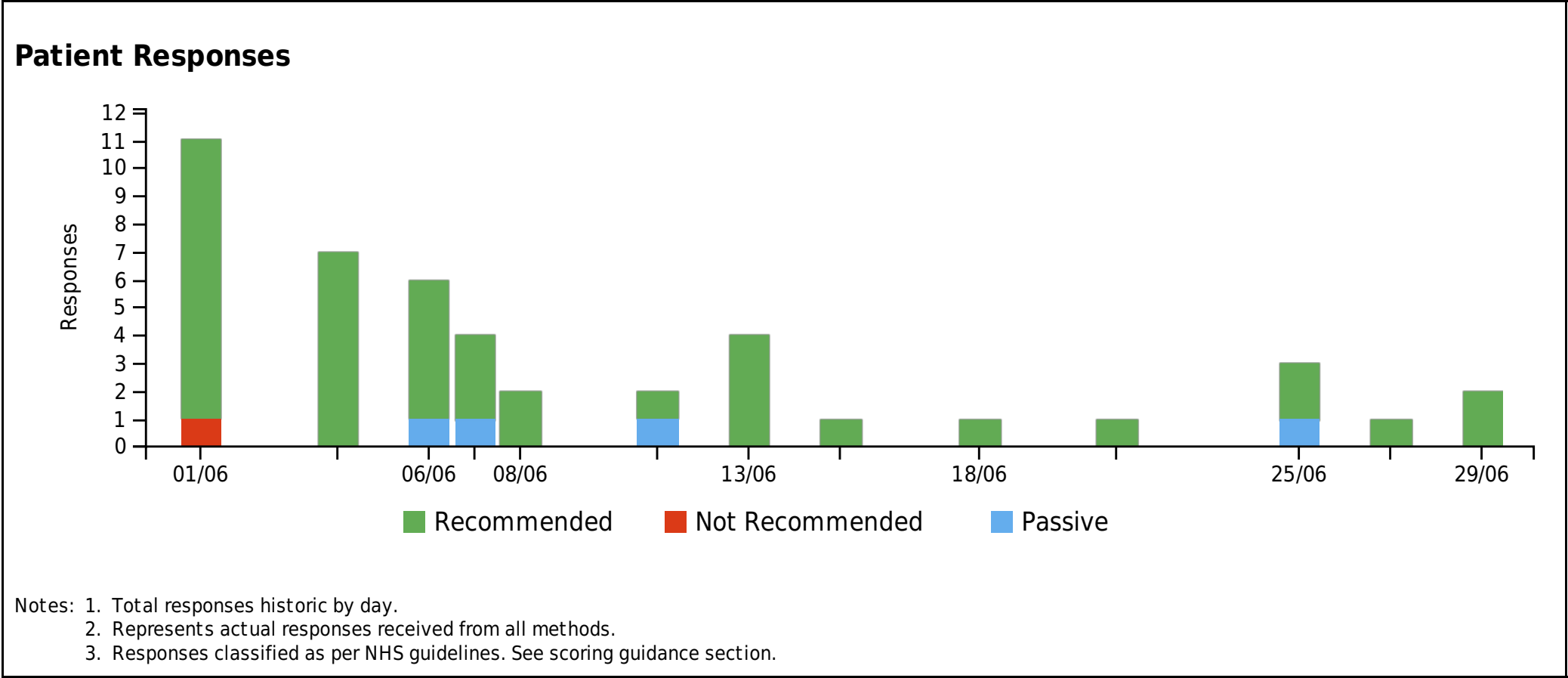
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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



SECTION 5

Patient Free Text Comments: Summary

Thematic	Tag Cloud
Reception Experience	3
Arrangement of Appointment	4
Reference to Clinician	9
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

- ✓Doctors and nurse listen and decide on wot action to take, and show care
- ✓Before i registered with st Giles surgery did look at feedback online it was great exactly how describe online is the service I received. Staff are ca@re calm and friendly welcoming. Very good @good
- ✓Quality care with service
- ✓Happy with the care I get with doctor Hunt
- ✓I have known Dr Roseman for very long time now that is the reason,
- ✓Because I am happy with the service and the treatment
- ✓Very good organisation ,aptm reasonable good advice everything ok! No need waiting . good costumer service! Friendly!
- ✓Helpfulness and kindness of doctors and receptionists. They fitted in a blood test for me as soon as I came out of an appointment which was really amazing!
- ✓I hope that I have given you the best answer because I have always been happy and satisfied
- ✓Excellent, caring
- ✓The attention is excelent
- ✓GP was very supportive, informative, listen. I did not feel rushed
- ✓I had to wait 20 minutes to be seen.
- ✓The service was superb and professional
- ✓Experienced, knowledgeable and compassionate doctor
- ✓Consistency in the area of patient care where every person is listened to.

Not Recommended

- ✓It is very difficult to get an appointment and some of the reception staff are less than accommodating or helpful. They tend to have a bit of an attitude@itude too. I was also left to wait for over an hour and a half to see the GP despite asking for an update at reception. Turned out the doctor was not informed@ormed I was waiting. @ing.

Passive

- ✓To get an appointment on the same day you need to call at 8 am
- ✓Too difficult to get an appointment