

FFT Monthly Summary: March 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
33	12	1	0	0	0	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:	199						
Responses:	46						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	33	12	1	0	0	0	46
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	33	12	1	0	0	0	46
Total (%)	72%	26%	2%	0%	0%	0%	100%

Summary Scores

 98%
  0%
  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:

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

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

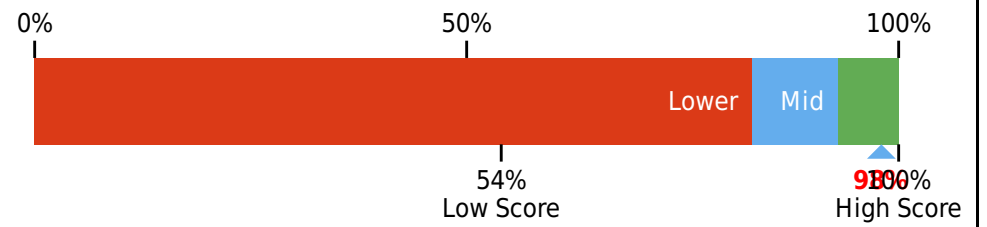
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

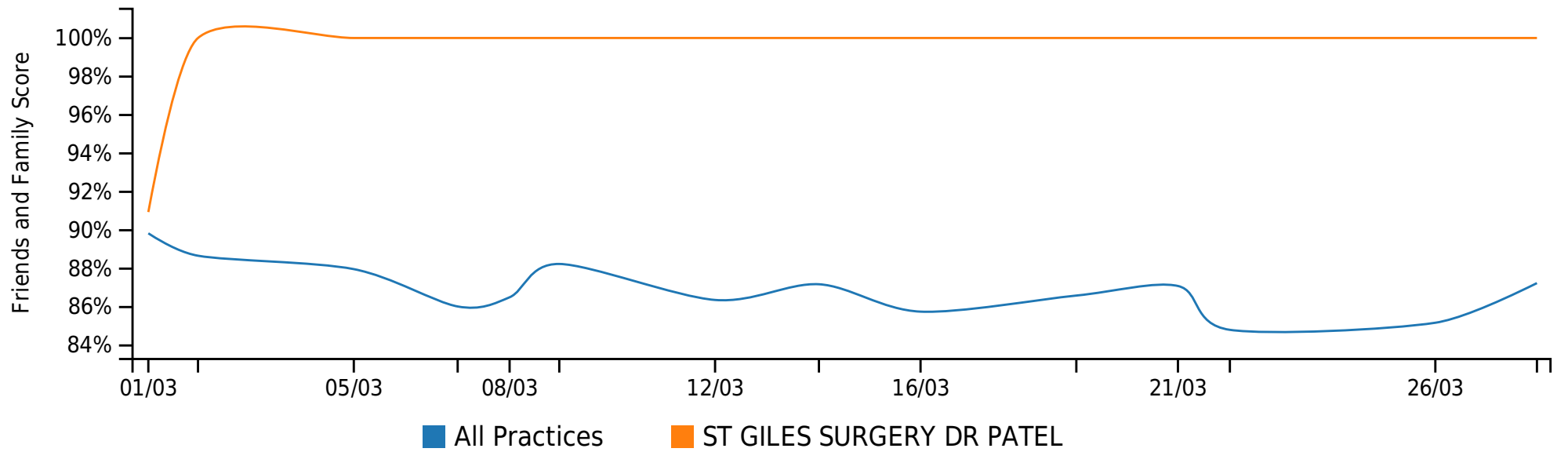
Practice Score: 'Recommended' Rank

Your Score: **98%**
Percentile Rank: **100TH**



- 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 100th percentile means your practice scored above 100% 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.

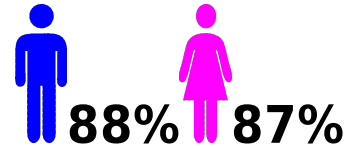
Practice Score: 'Recommended' Demographic Analysis

Age

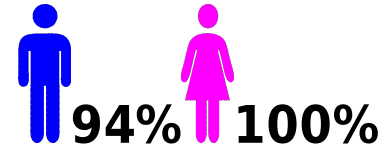
	< 25	25 - 65	65+
All Practices	80%	87%	92%
ST GILES SURGERY DR PATEL	0%	97%	100%

Gender

All Practices

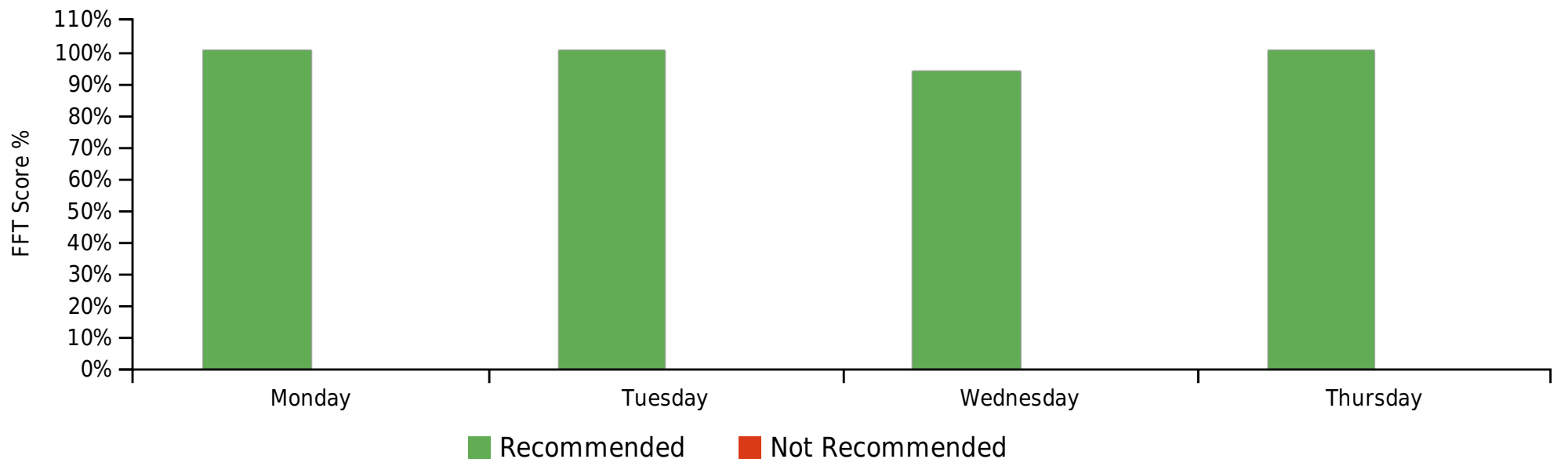


ST GILES SURGERY DR PATEL



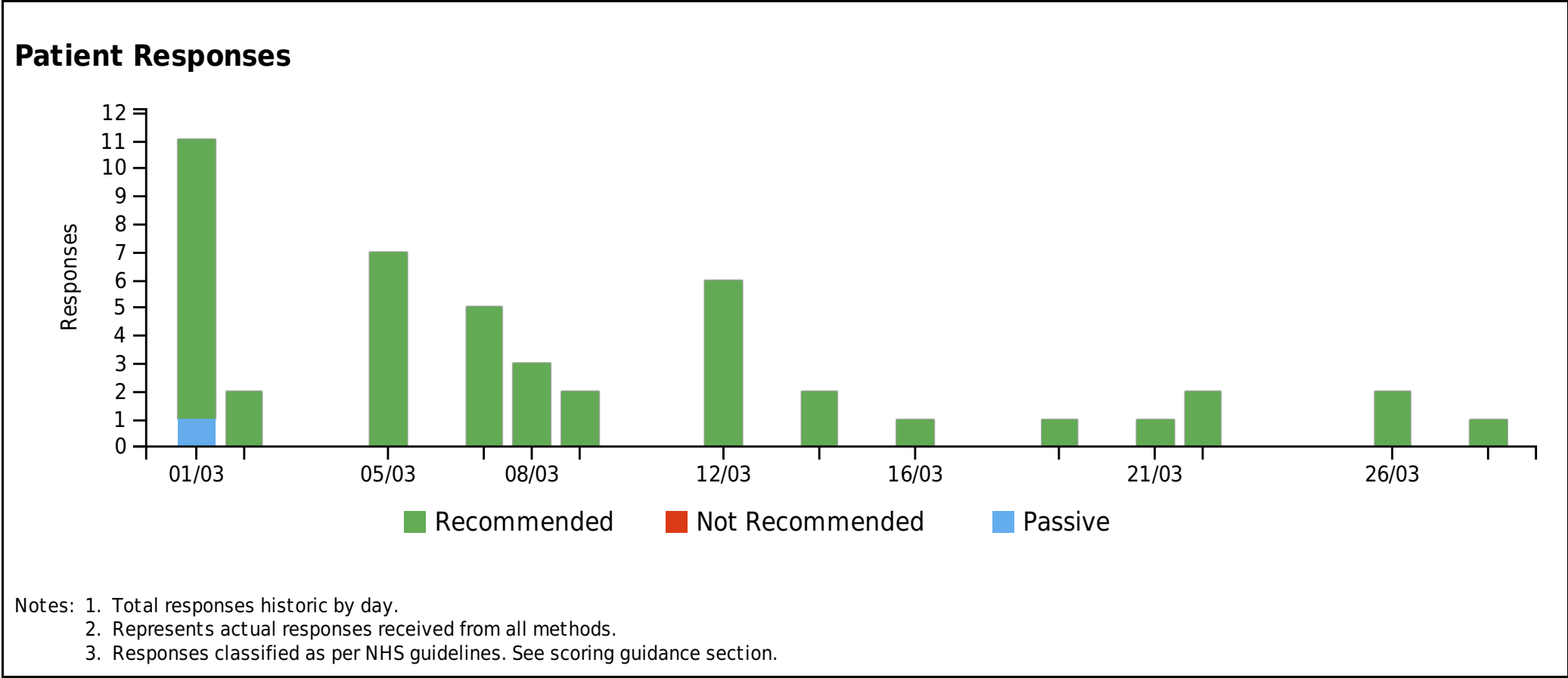
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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 5	
Arrangement of Appointment 3	
Reference to Clinician 12	
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

- ✓ All your staff are doing good services. Communication skills are extremely good and very helpful if you need help.
- ✓ I'm always seen on time Everyone at the front desk is so friendly and helpful Dr Mathe is amazing and always takes her time with me
- ✓ Excellent service from receptionist, nurse and doctor. Thank you
- ✓ Reason I chose answer 1, Is because the telephone consultation lead to me receiving an appointment the same day, as the GP don't want to take any changes@anges with my Lung condition. Thank you@k you
- ✓ I am happy with my GPS services.
- ✓ Courteous staff, very professional and welcoming. Couldn't do enough to help.
- ✓ Dr Mather was friendly and personable and made me feel at ease. No delays.
- ✓ The booking on system and comfortable waiting area.
- ✓ The service you provided is too good. From the front counter to the doctors, you're all marvellous people. So keep up the good work.
- ✓ Took time to listen
- ✓ Thorough & excellent care
- ✓ Both reception staff and doctor were very understanding of concerns
- ✓ Responsive, knowledgeable and helpful.
- ✓ Dr roseman is always helpful and listens well and always has the patients best interests at heart
- ✓ Everyone is very helpful.
- ✓ Really happy with the service
- ✓ Very polite staff and fast service, considering the wait that I was on the way to work.
- ✓ I've been so well looked after by my doctor when I was in the hospital 2 years ago I can't fault the service just think it's excellent
- ✓ The appointment happened on time and the nurse was quick and efficient
- ✓ Was on time and dr vasant number one
- ✓ The doctor was really nice and it's easy to sort appointments
- ✓ Fast and efficient
- ✓ Because I always get a good service from all they staff from st GIIS SUGERY Thank you
- ✓ I recommended your surgery to a friend recently.
- ✓ Quality of service.
- ✓ Was very help full and really nice
- ✓ Very satisfied with the service

Not Recommended

Passive