

FFT Monthly Summary: October 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
30	13	2	1	0	1	0	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:	193						
Responses:	47						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	30	13	2	1	0	1	47
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	30	13	2	1	0	1	47
Total (%)	64%	28%	4%	2%	0%	2%	100%

Summary Scores

 **91%**
 **2%**
 **7%**

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:

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

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

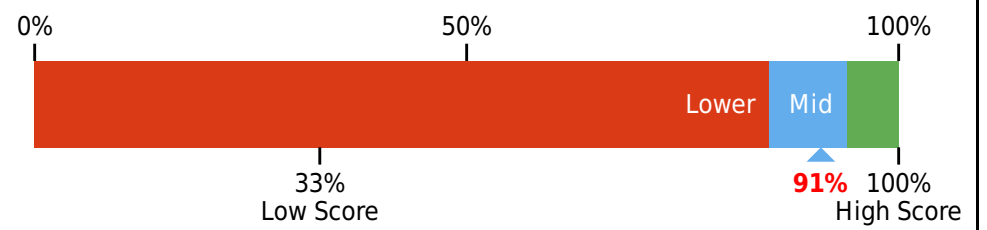
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

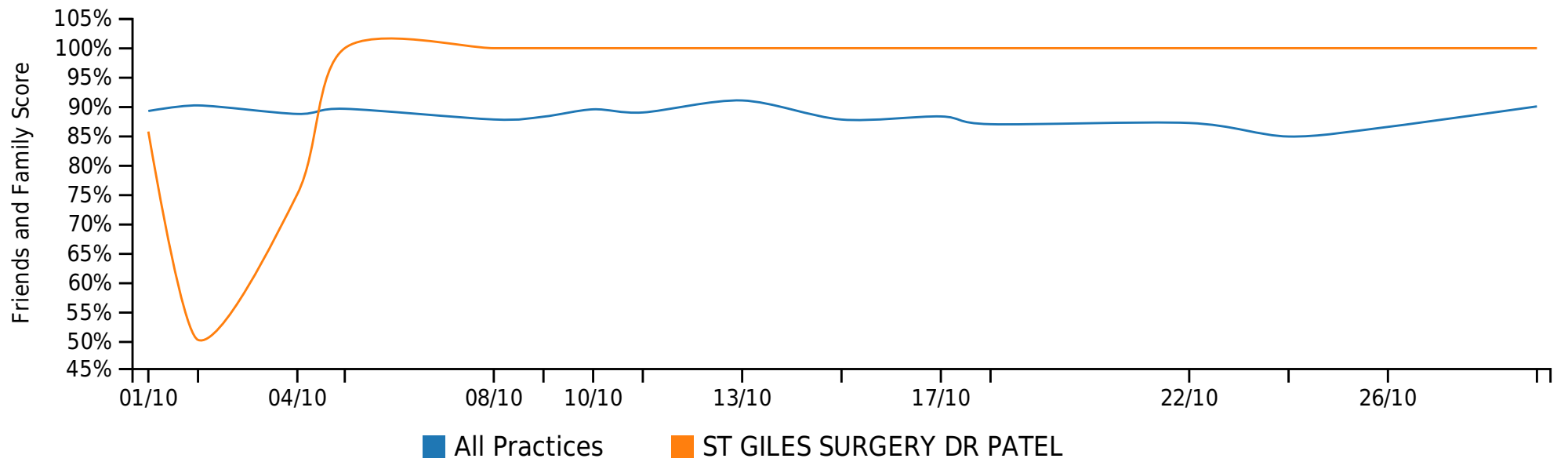
Practice Score: 'Recommended' Rank

Your Score: **91%**
Percentile Rank: **55TH**



- 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.

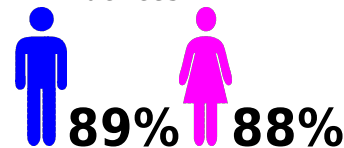
Practice Score: 'Recommended' Demographic Analysis

Age

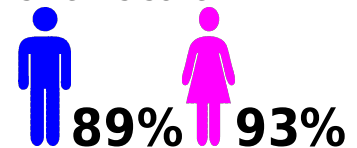
	< 25	25 - 65	65+
All Practices	83%	88%	92%
ST GILES SURGERY DR PATEL	100%	91%	83%

Gender

All Practices

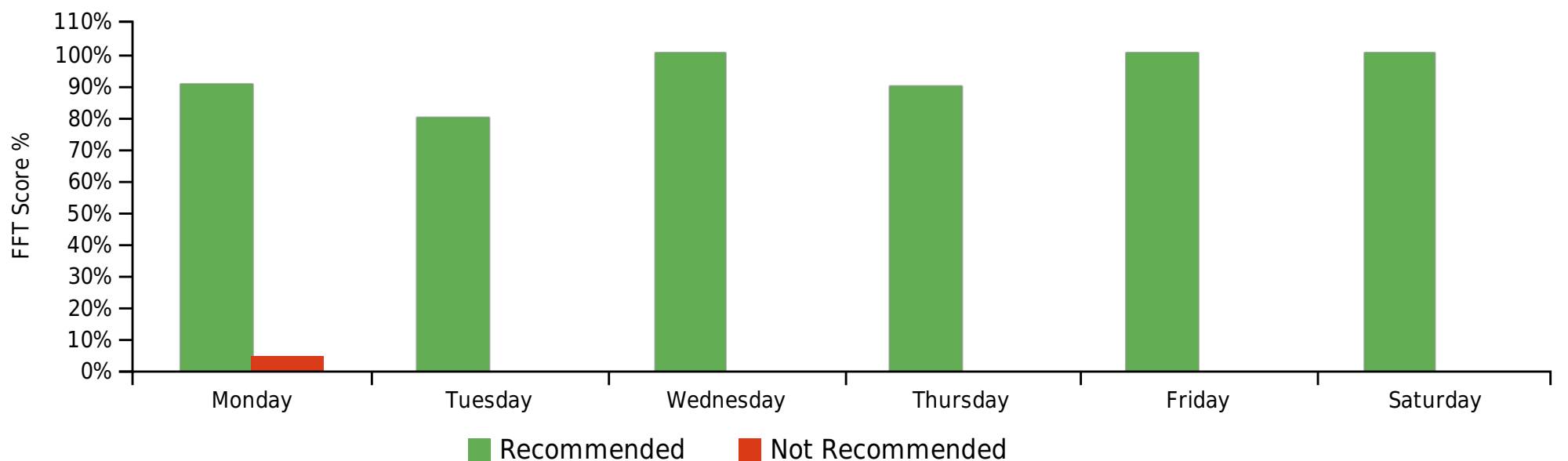


ST GILES SURGERY DR PATEL



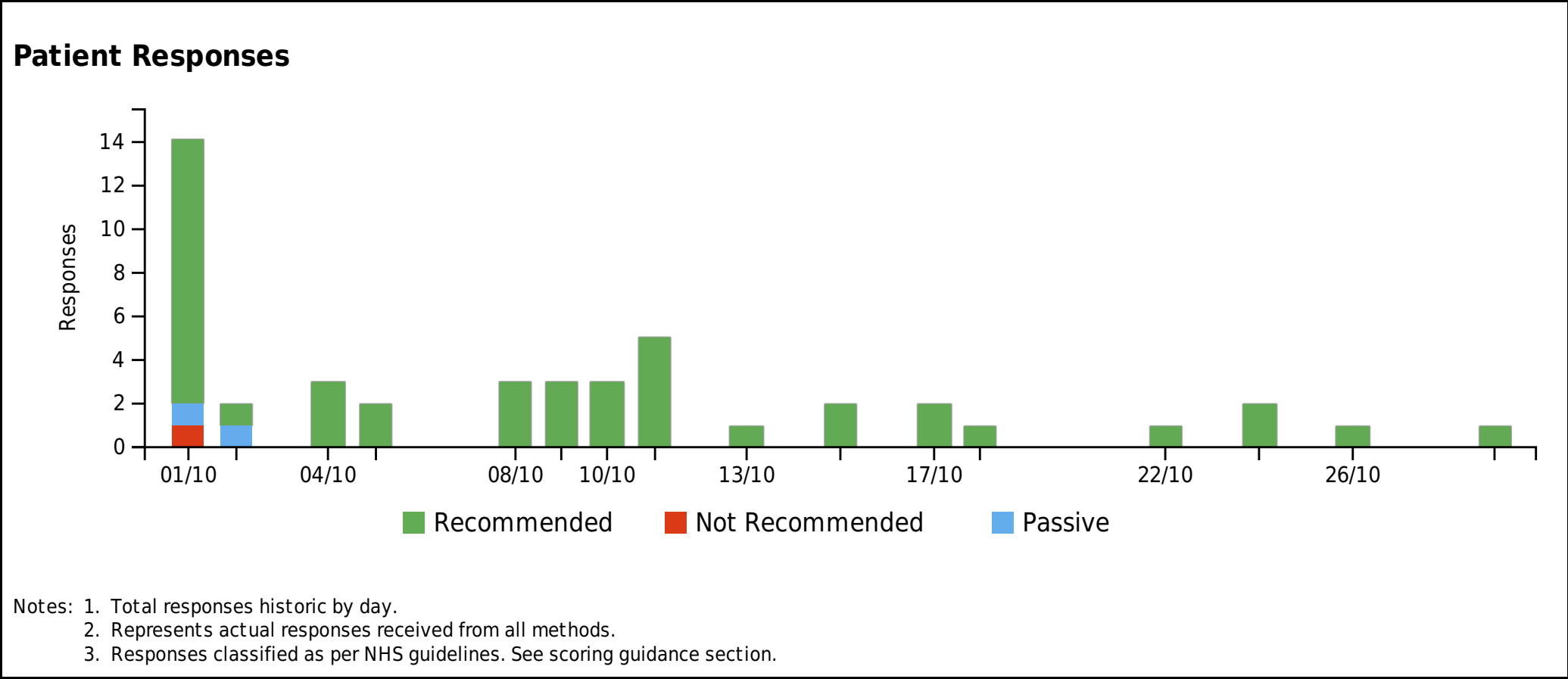
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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 6	
Arrangement of Appointment 3	
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

- ✓ Dr Gambin was really kind & efficient
- ✓ Because the doctor I see is very good and polite and most of your staff are polite too
- ✓ You give a good service and all your staff are very polite and helpful and understanding when dealing with patients. Thank you for being good at @od at all Jobs. @obs.
- ✓ I like your service
- ✓ Efficient
- ✓ The reception staff continually are the most professional and most welcoming I have experienced in any GP practice. The GPs' similarly, are the best I ha@ I have dealt with in any GP surgery or hospital. The doctor I dealt with yesterday being a prime example of how good a GP can be and how much of a difference@rence a good GP can make.@make.
- ✓ The Dr was extremely helpful explained the medication and the care I should take to minimise the discomfort
- ✓ I find the surgery very efficient and all doctors I have visited are very polite.
- ✓ They tend to listen
- ✓ Clean and quiet and friendly (sent with Confetti)
- ✓ Brenda on reception is awesome and the doctor i saw today really listened
- ✓ Staff pleasant-however I can rairly see GP when is convenient. Such long waiting times. When one is ill one doesn't want to sit for a long time for an em@an emergency appointment. So likely to tell people to register but a warning you are too busy and not enough GP 'S to client ratio. And not enough staggered @ered cover for early or late in day. If you had that it would mean more appointments would be freed up usual hours..@urs..
- ✓ Good service
- ✓ Today my experience was efficient and appropriate, the GP listened and gave me considered information. Even the receptionist was helpful in registering m@ing me for online access - a change in staff?@taff?
- ✓ My reason is I can see a Doctor when ever a make an appointment
- ✓ The doctor was very polite and helpful
- ✓ Helpful services
- ✓ The GP listened, offered extra information and support regarding exercise, smoking and blood pressure. I didn't feel rushed.
- ✓ The attendant consultant was efficient in offering solutions, knowledgeable, clearly communicated options and kind and empathetic in their practice.
- ✓ Very efficient and professional. Maintaining friendly manner.

Not Recommended

- ✓ Not enough decent bicycle parking. Please get a few more stands of the 'Sheffield stand' design.

Passive

- ✓ Very difficult to contact the surgery and book appointments.