

FFT Monthly Summary: September 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
37	10	0	0	1	0	0	0	0	48	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:	167						
Responses:	48						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	37	10	0	0	1	0	48
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	37	10	0	0	1	0	48
Total (%)	77%	21%	0%	0%	2%	0%	100%

Summary Scores

 98%
  2%
  0%

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:

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

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

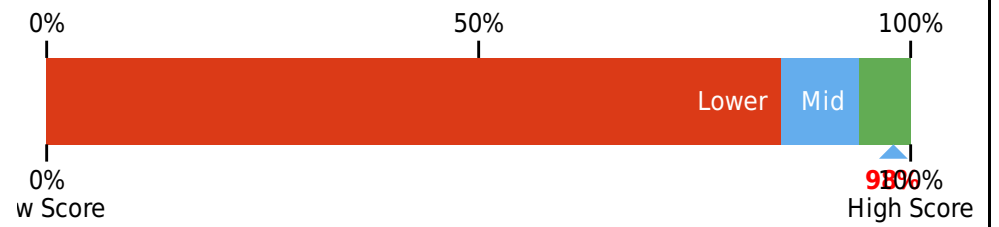
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

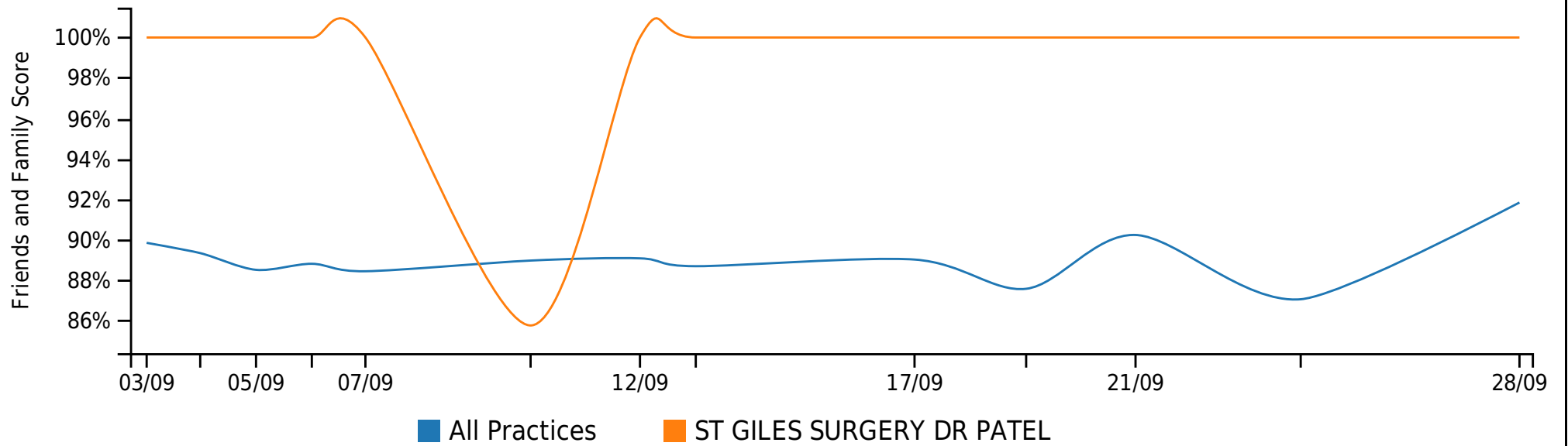
Practice Score: 'Recommended' Rank

Your Score: 98%
Percentile Rank: 95TH



- 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 95th percentile means your practice scored above 95% 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.

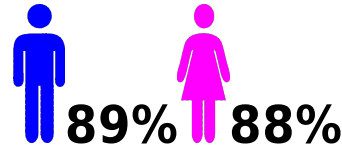
Practice Score: 'Recommended' Demographic Analysis

Age

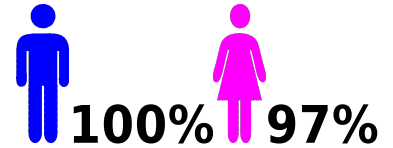
	< 25	25 - 65	65+
All Practices	82%	88%	92%
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Gender

All Practices

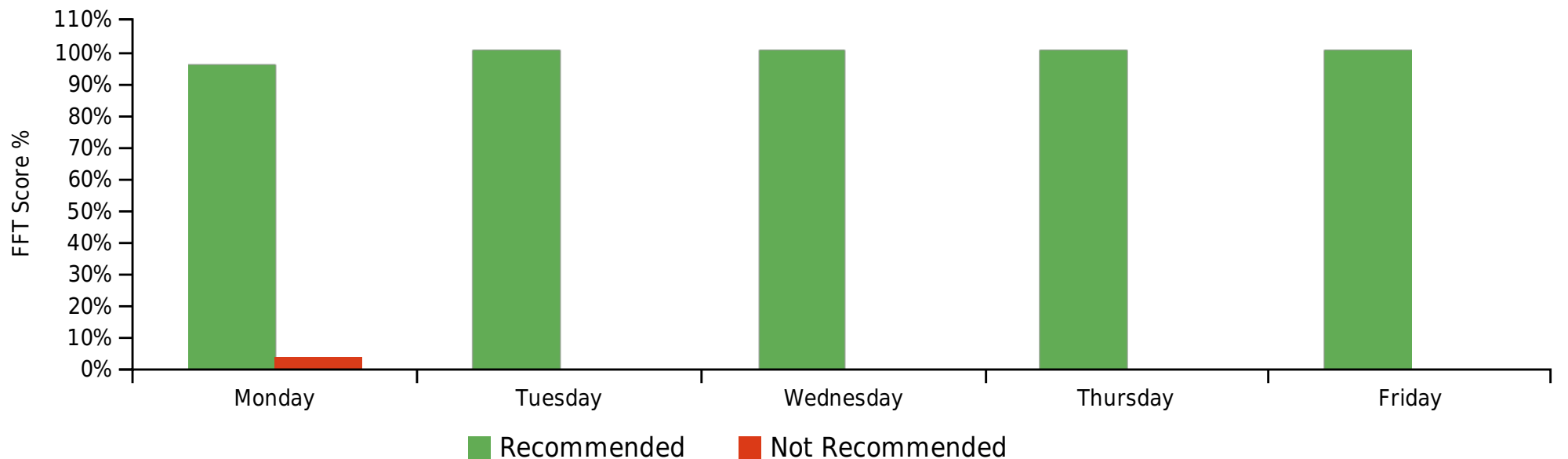


ST GILES SURGERY DR PATEL



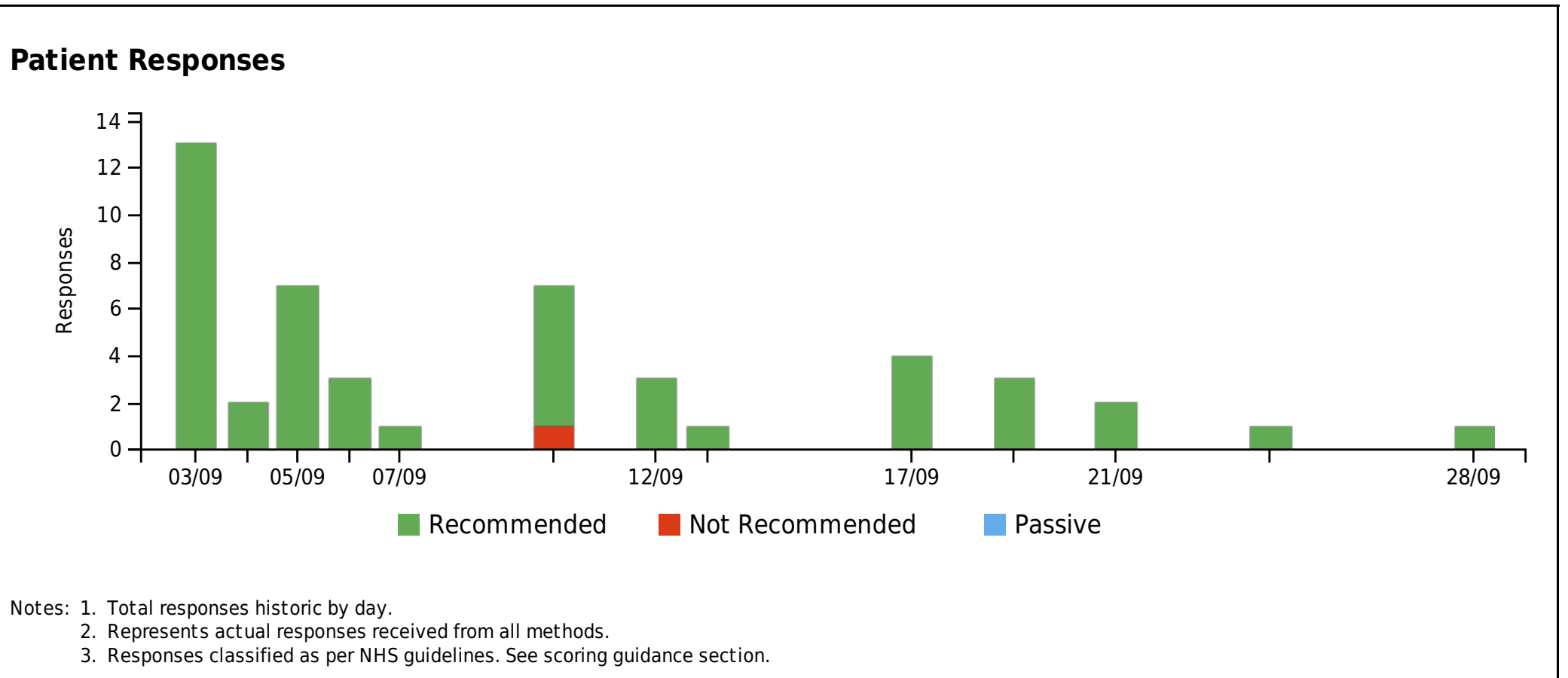
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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	2
Arrangement of Appointment	2
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

- ✓ I have beenst Giles for over 20 years and can day I have never had any problems with service provided
- ✓ Service was excellent.
- ✓ I was called for My appt dead on time
- ✓ Jackie is great, the check in service is easy and the location suits me
- ✓ Because. I received an Excellent service even by phone... Last week I arrived 1pm to the GP really bad looking for attention . I have had a pain in my b@ my back . Someone there told me. Don't worry go to your home and a Doctor will call you as soon as possible and that's how it was. DR. ALEXANDER HUNTE call@ called me and gave a prescription. Today I went to do blood test, scanner . I' m really gratefull. So sorry i know my English is broken..@en..
- ✓ The service and the prompt response when needing to see a doctor urgently
- ✓ Excellent reponse with general advice and booking appointment's. The doctor's and nurse's as done a good job by treating the patients with care and commi@commitment. Thank you for having me as one of your patients and for your time.@time.
- ✓ I have been with surgery for about 40 years I've never had any major issue with the service I received
- ✓ Because the doctor is very clearly helpful and patient thank very much for have a good doctors in you surgery I'm so please to have my name in there. @ere. I'll recommend you @ you
- ✓ Always found this Doctor approachable with really good listening skills.
- ✓ Because my family do not live around here sorry about that
- ✓ Very helpful staff, doctor Rosement is very caring and amazing
- ✓ GP listened and appeared to understand issues / symptoms raised. Gp also took time to research right treatment for me and has carried out any action agre@ agreed within quite timely timescale.@cale.
- ✓ Prompt service
- ✓ The doctor I saw was lovely. Through and helpful
- ✓ Excellent Care Services. I think that you are giving me the services I require.
- ✓ The doctor made me feel comfortable and communicated what was happening clearly
- ✓ The service provided by yourstaff at St Giles Surgery is 2nd to none.
- ✓ My surgery and I have always got the best service and care
- ✓ I've been with them for more than 15 yrs means I'm happy with them with their help I'm getting when I need it even by phone still is worth it
- ✓ Because I was served well today by both the receptionist and the Doctor
- ✓ Friendly and easy to talk to
- ✓ Impressed by the surgery, everybody I have dealt with has been helpful and efficient.
- ✗ Need to reduce the waiting list for an appointment

Not Recommended

Passive