

# FFT Monthly Summary: May 2017

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
38	7	2	0	0	1	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

**Surveyed Patients: 176**

**Responses: 48**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	38	7	2	0	0	1	48
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>38</b>	<b>7</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>48</b>
<b>Total (%)</b>	<b>79%</b>	<b>15%</b>	<b>4%</b>	<b>0%</b>	<b>0%</b>	<b>2%</b>	<b>100%</b>

### Summary Scores

 94%  0%  6%

## 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:

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

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

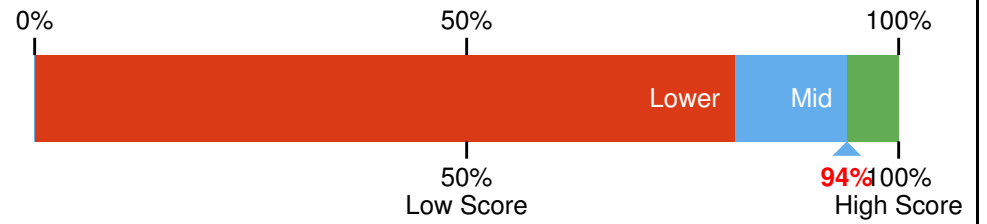
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

### SECTION 3 Practice Scoring

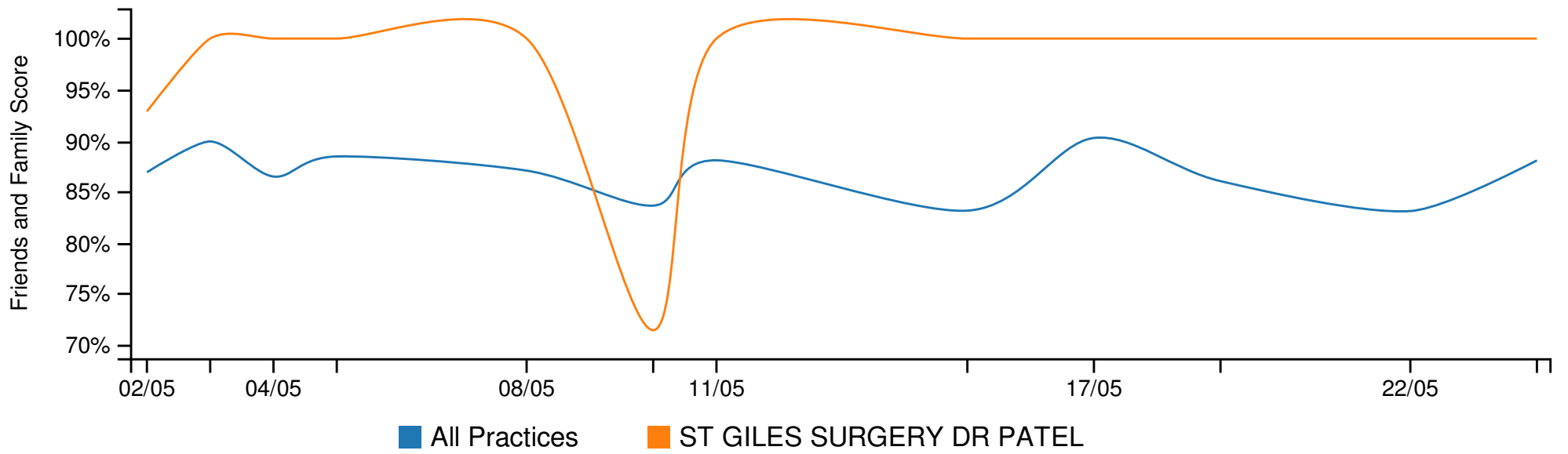
#### Practice Score: 'Recommended' Rank

**Your Score:** **94%**  
**Percentile Rank:** **85<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 85th percentile means your practice scored above 85% of all practices.

#### Practice Score: 'Recommended' Comparison



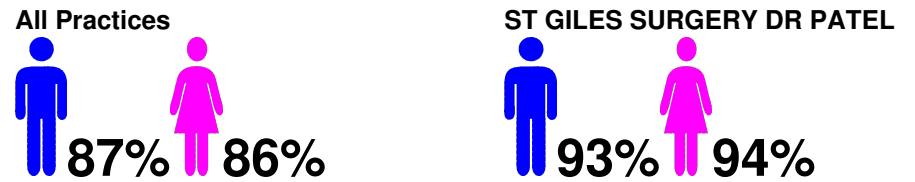
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

#### Practice Score: 'Recommended' Demographic Analysis

##### Age

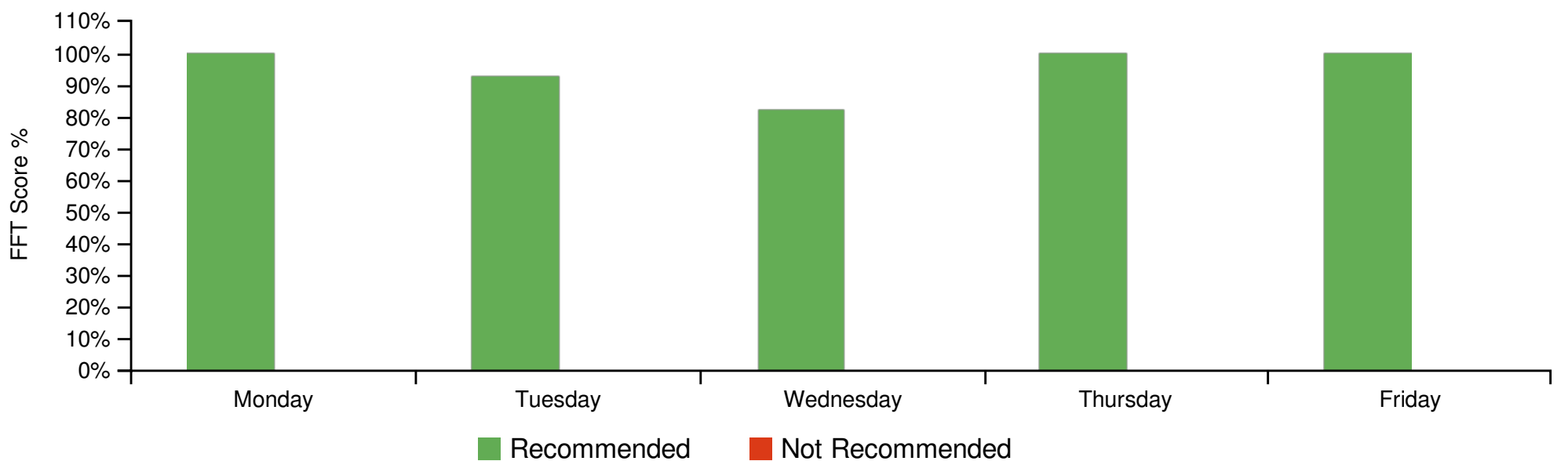
	< 25	25 - 65	65+
All Practices	80%	87%	91%
ST GILES SURGERY DR PATEL	80%	97%	100%

##### Gender



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

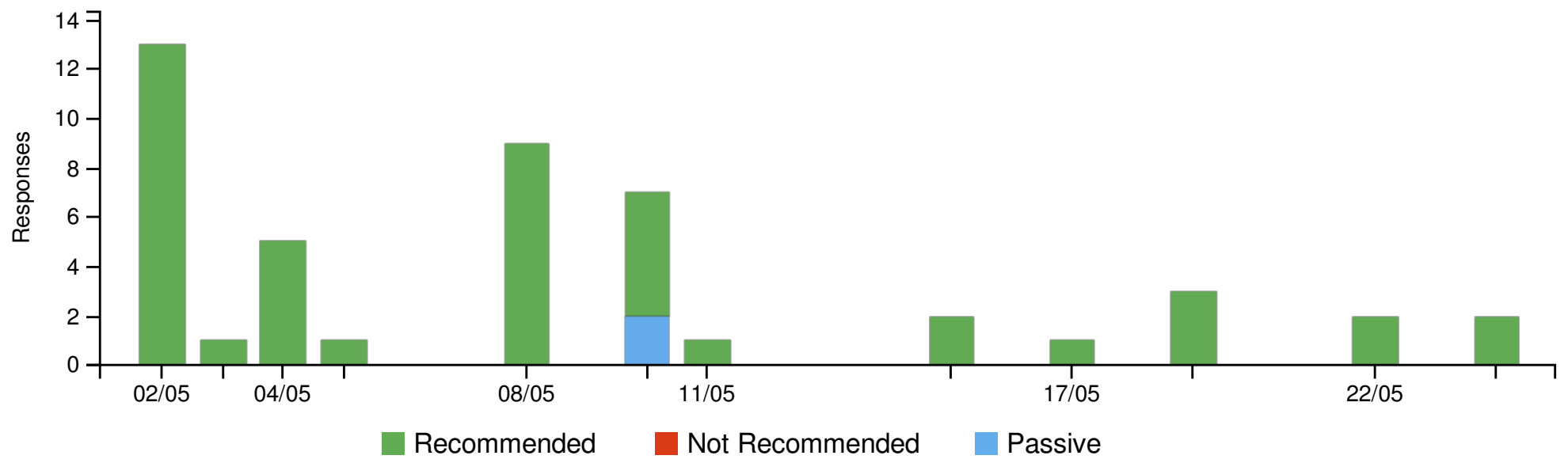
#### Practice Score: Day of the Week Analysis



- 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

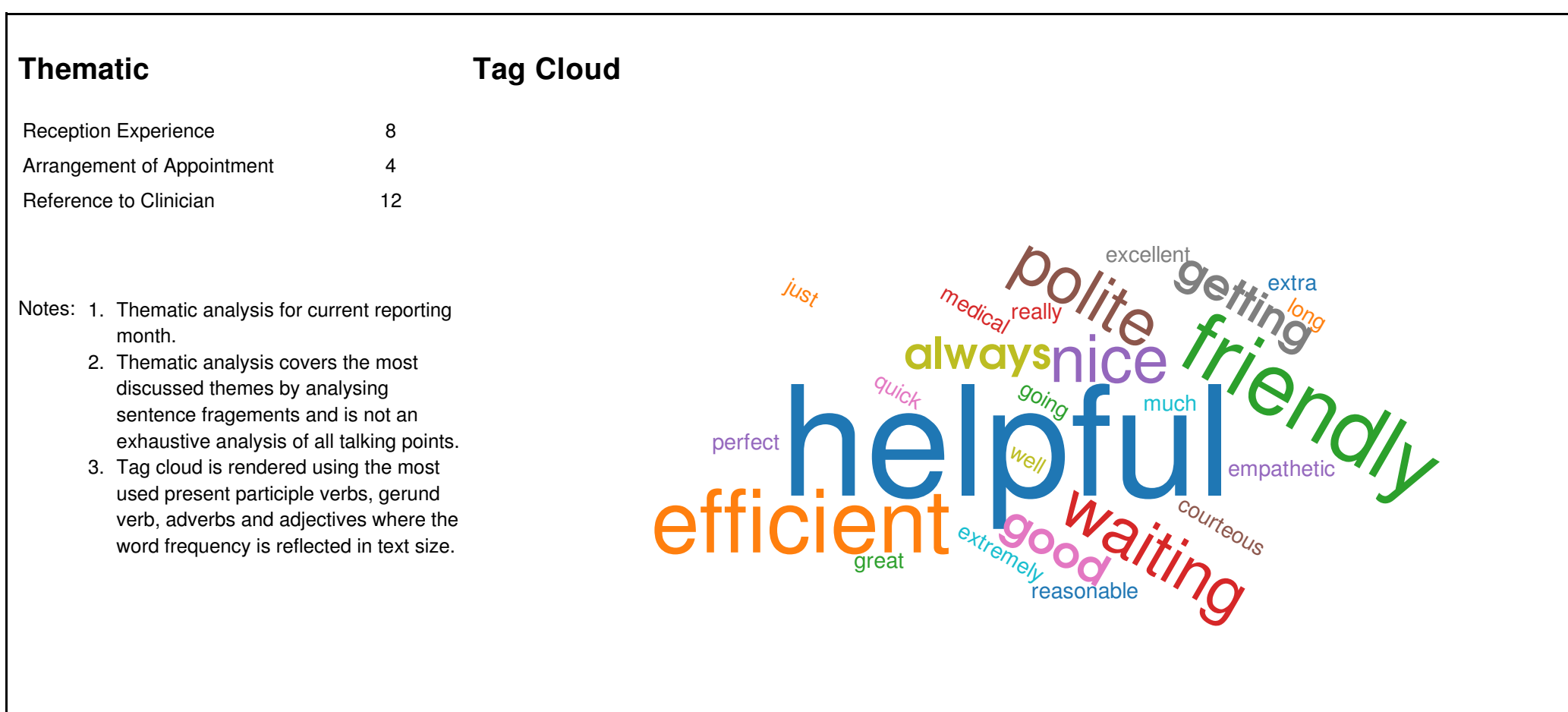
### Patient Responses



- 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.

## SECTION 5

### Patient Free Text Comments: Summary



### 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

- ✓ Extremely efficient and professional, friendly and helpful staff, the waiting time was reasonable !!
- ✓ *Waiting time . Waited over half an hour for an appointment I had booked*
- ✓ Not too long waiting time.Helpful Doctor.
- ✓ *Because the atencion is good and efficient*
- ✓ Explained what was going to happen.Very helpful
- ✓ *Nice to me whenever am attended to*
- ✓ I was listened to and my problem handled with empathy.
- ✓ *The nurse I saw was really helpful, professional and kind*
- ✓ What do u mean? I replied 1 the highest score :)
- ✓ *The doctor was very friendly and helpful*
- ✓ Perfect doctors, nurses, receptionists. Have time for the patients and care for them .Thank you!
- ✓ *Very professional and nice staff*
- ✓ Speed of getting an appointment and getting seen by a doctor.
- ✓ *The doctor was very polite, professional and courteous*
- ✓ My doctor has time for me
- ✓ *Because the service is so quick and the doctor is very polite.*
- ✓ Excellent service and well organised surgery
- ✓ *Because the staff are always polite, helpful, efficient and helpful.*
- ✓ Appointments are adhered to and staff are very professional.
- ✓ *The nurse has been very kind with my son and with us.*
- ✓ Appointment on time, friendly and professional doctor and reception staff
- ✓ *The time and the care Dr Hunt give you. He always have time to listen to your problems nothing is too much for him, he goes extra miles for his patients.*
- ✓ Just a good service
- ✓ *Great reception staff*
- ✓ The helpfulness of the reception staff and the professionalism of the medical staff
- ✓ *Saw very nice, empathetic nurse and doctor.*
- ✓ Its friendly and efficient.

#### Not Recommended

#### Passive