FFT Monthly Summary: April 2023

Betts Avenue Medical Centre
Code: A86030

SECTION 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
41	6	0	1	1	1	0	0	0	50	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: **131**

Responses: **50**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	41	6	0	1	1	1	**50**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**41**	**6**	**0**	**1**	**1**	**1**	**50**
Total (%)	*82%*	*12%*	*0%*	*2%*	*2%*	*2%*	*100%*

Summary Scores

👍 94% 👎 4% ☜ 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:

$$\text{Recommended (\%)} = \frac{very\ good + good}{very\ good + good + neither + poor + very\ poor + don't\ know} \times 100$$

$$\text{Not Recommended (\%)} = \frac{very\ poor + poor}{very\ good + good + neither + poor + very\ poor + don't\ know} \times 100$$

For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:
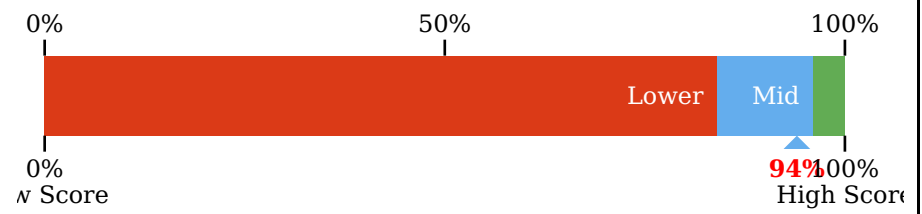
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Practice Score: 'Recommended' Rank

Your Score: **94%**

Percentile Rank: **70TH**

0%   50%   100%

Lower   Mid

0%   **94%** 100%
N Score   High Score

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 70th percentile means your practice scored above 70% of all practices.

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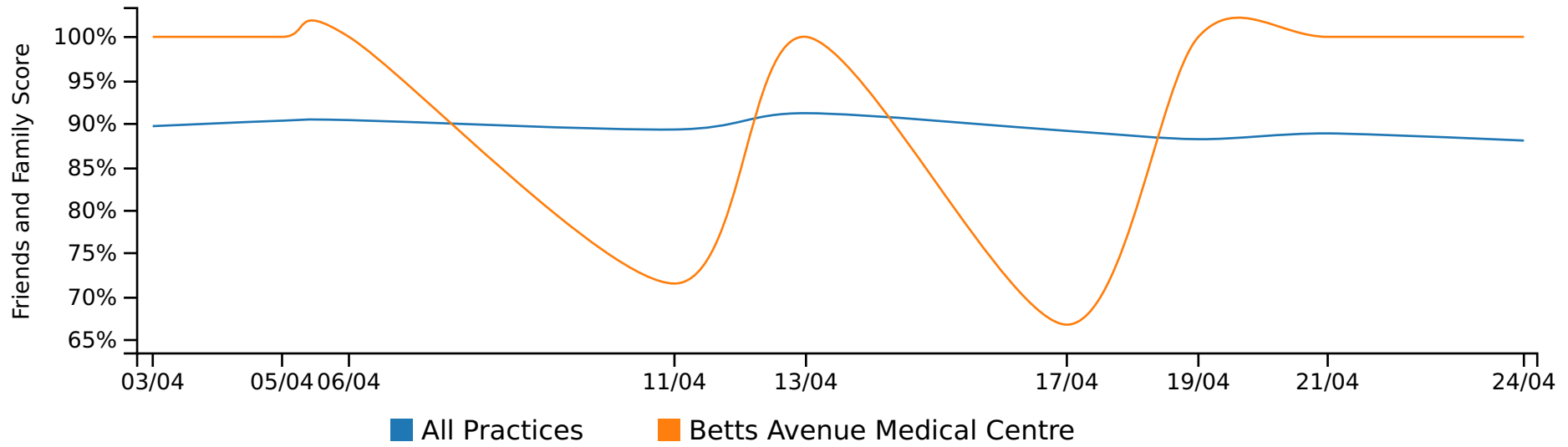
Notes:
1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	84%	89%	91%
Betts Avenue Medical Centre	100%	94%	92%

Gender

All Practices

89% 90%

Betts Avenue Medical Centre

95% 93%
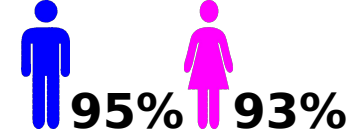
Notes:
1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis
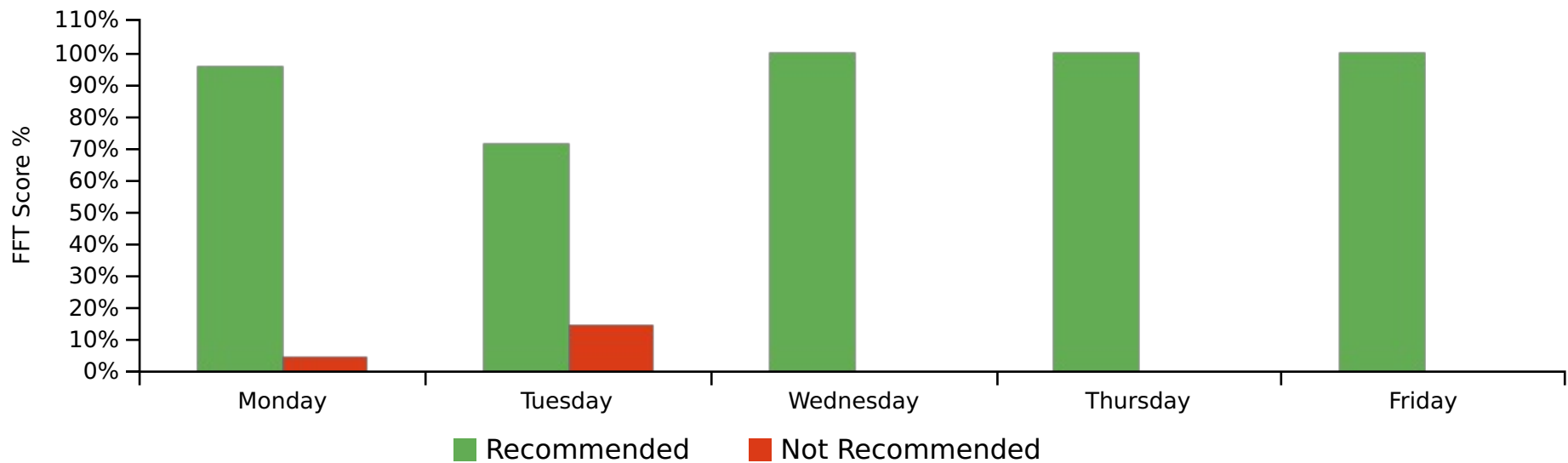
Notes:
1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

Patient Responses
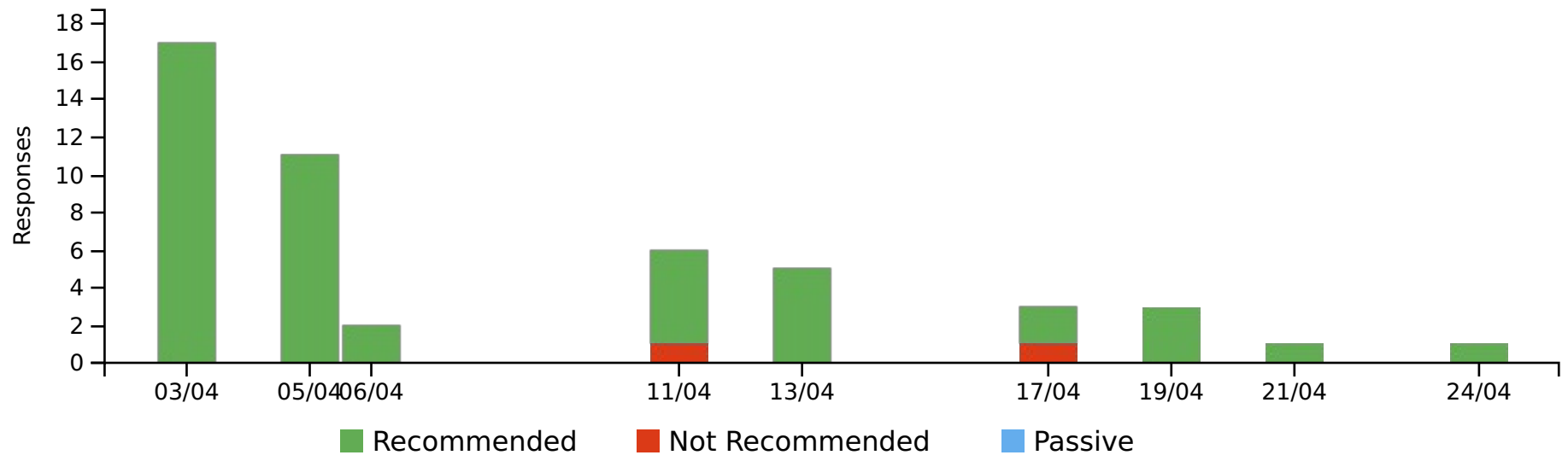
Notes: 1. Total responses historic by day.
2. Represents actual responses received from all methods.
3. Responses classified as per NHS guidelines. See scoring guidance section.

Patient Free Text Comments: Summary

Thematic

Reception Experience	10
Arrangement of Appointment	8
Reference to Clinician	10

Notes: 1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragements 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.

Tag Cloud

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

✓Was dealt with very politely and the nurse who took my bloods was lovely

✓*Appointment on time very nice staff*

✓Nice and helpfull staff

✓*I was seen at my appointment time and the nurse was very pleasant and reassuring*

✓Appointment on time nurse very friendly

✓*Greet us with a lovely smile, very accommodating all the questioned given and answered clearly*

✓Did not have to wait was seen quite fast

✓*Very professional*

✓The staff at the practice, from reception to the nurses and Doctors

✓*Quick efficient and staff superb*

✓Consultation with a trainee, she was very good, asked lots of questions, was genuinely interested, took blood very painlessly.

✓*All the staff were very pleasant and professional and my appointment was on time. Thank you all so much.*

✓I didn't wait long,& was happy with my consultation.

✓*The environment is so friendly and helpful*

✓The nurse was very professional and very pleasant

✓*Just been to doctors and had a great experience with my weight loss again so happy*

✓Because I always get good attention from doctors & the staff

✓*Booked last week,seen student doctor today who was really nice and examined me and discussed everything with me then I seen my practice doctor who decided what to do next and they also booked my appointment with the nurse for next week.the surgery was also clean and tidy*

✓Very professional & helpful

✓*Friendly staff and doctors that want to help*

✓I was pleased with the text reminders, appointment times available and the appointment itself

✓*Good service no waiting around*

✓No complaints. Self check in worked but no one on reception today, which is why I didn't give it very good

✓*No waiting to be seen caring and helpful staff*

✓I like the text to remind me as I am forgg or

✓*Friendly staff*

✓Very good service

✓*Can't see a doctor that you want to see. Have to explain to new doctors apart your disabilities whe' they should be looking at your records first*

✓Nathan was polite and friendly, quickly established the reason for the call and promptly booked me in for an appointment

✓*On time, very professional and very thorough !*

✓Had no problems

✓*Yes they are really good people and they look after people*

✓good service and clear

Not Recommended

✓Lack of available appointments, including telephone consultations. Seems to often have a locum, no continuity.

Passive