

FFT Monthly Summary: November 2019

Upton Lane Medical
Code: F84014

SECTION 1 CQRS Reporting

CQRS Reporting




| FFT001 | FFT002 | FFT003 | FFT004 | FFT005 | FFT006 | FFT007 | FFT008 | FFT009 | FFT010 | FFT011 | FFT012 |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 11 | 10 | 2 | 2 | 4 | 1 | 0 | 0 | 0 | 30 | 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: | 205 | | | | | | | |
|---------------------------|------------------|------------|-----------------------------|-----------|--------------------|------------|-------------|--|
| Responses: | 30 | | | | | | | |
| | Extremely Likely | Likely | Neither Likely nor Unlikely | Unlikely | Extremely Unlikely | Don't Know | Total | |
| SMS - Autopoll | 11 | 10 | 2 | 2 | 4 | 1 | 30 | |
| SMS - User Initiated | | | | | | | | |
| Tablet/App | | | | | | | | |
| Web/E-mail | | | | | | | | |
| Manual Upload | | | | | | | | |
| Total | 11 | 10 | 2 | 2 | 4 | 1 | 30 | |
| Total (%) | 37% | 33% | 7% | 7% | 13% | 3% | 100% | |

Summary Scores

 70%
  20%
  10%

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:

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

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

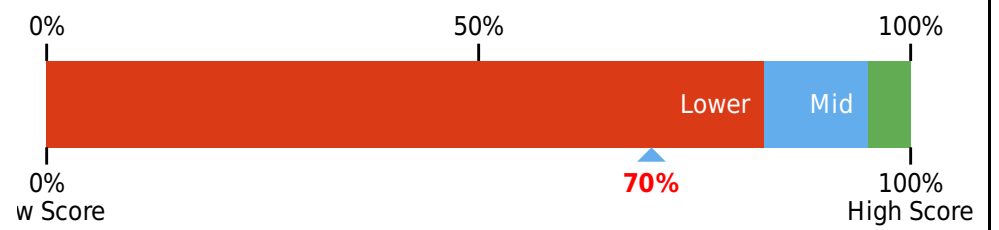
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

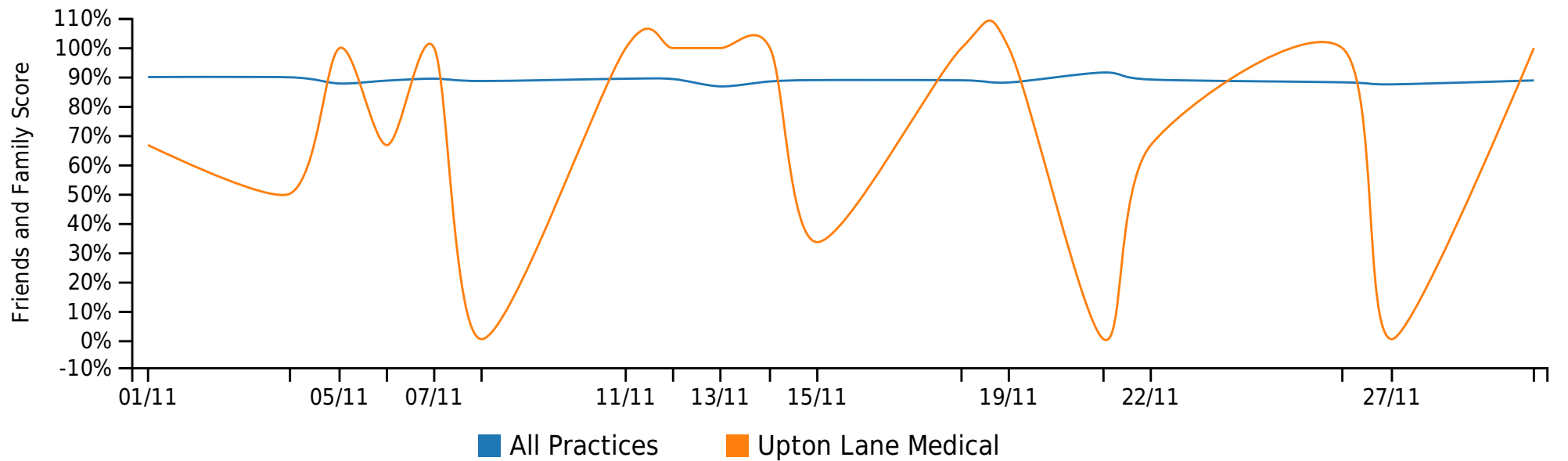
Practice Score: 'Recommended' Rank

Your Score: **70%**
Percentile Rank: **5TH**



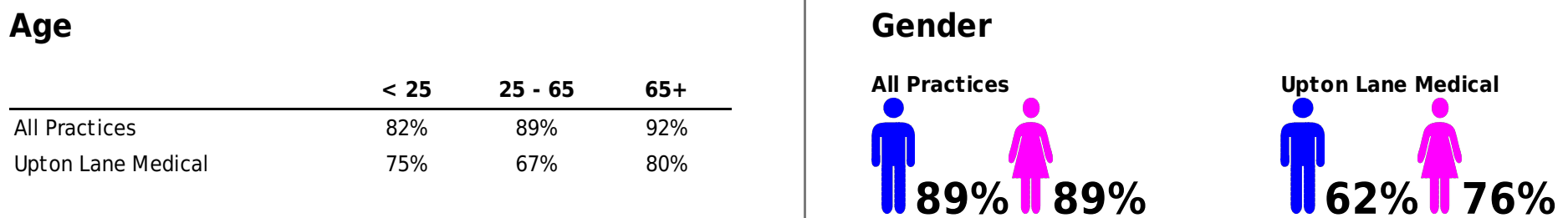
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 5th percentile means your practice scored above 5% of all practices.

Practice Score: 'Recommended' Comparison



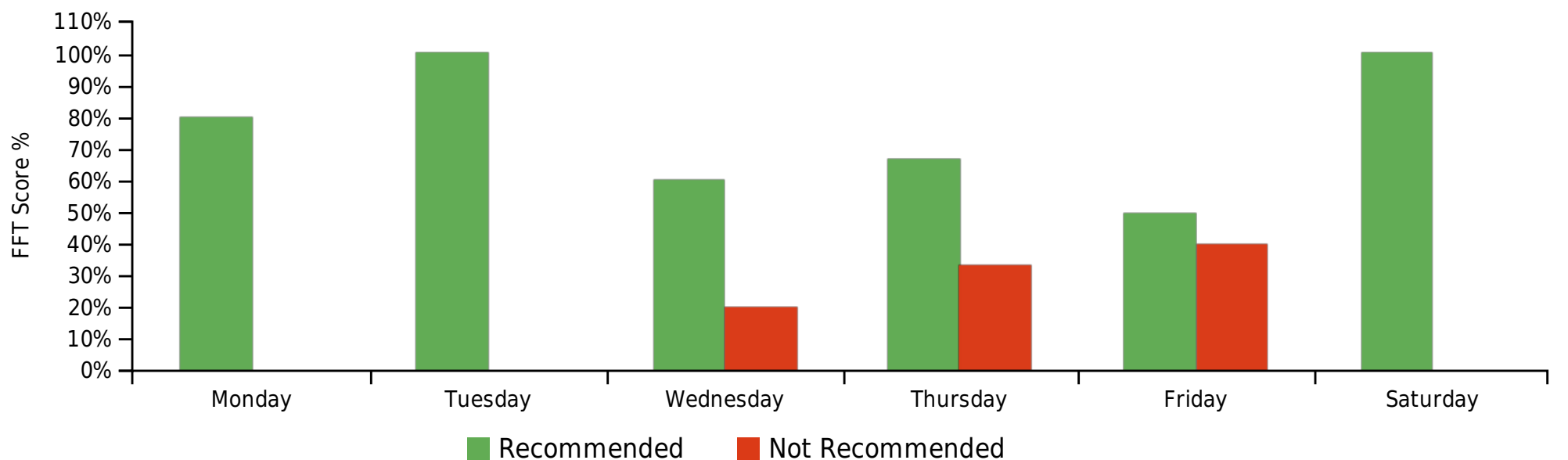
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



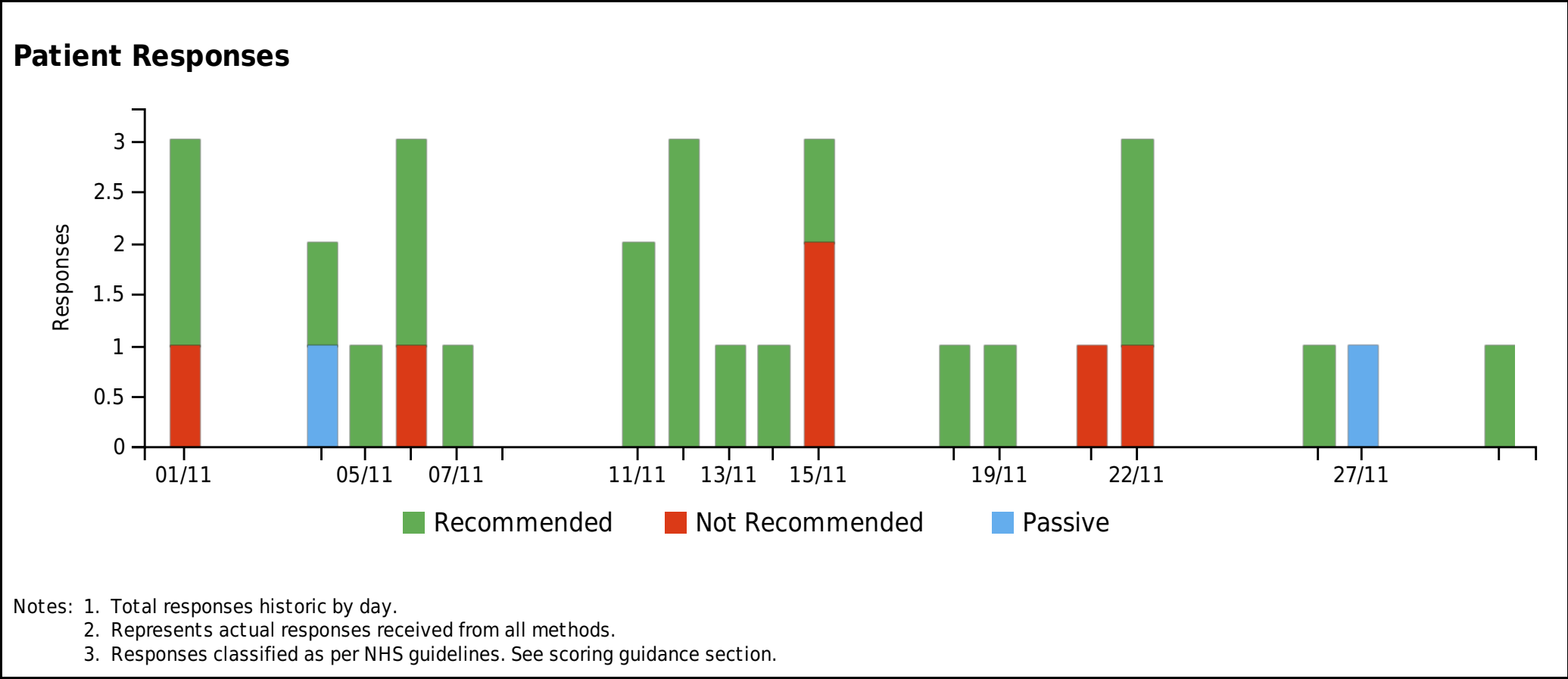
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis



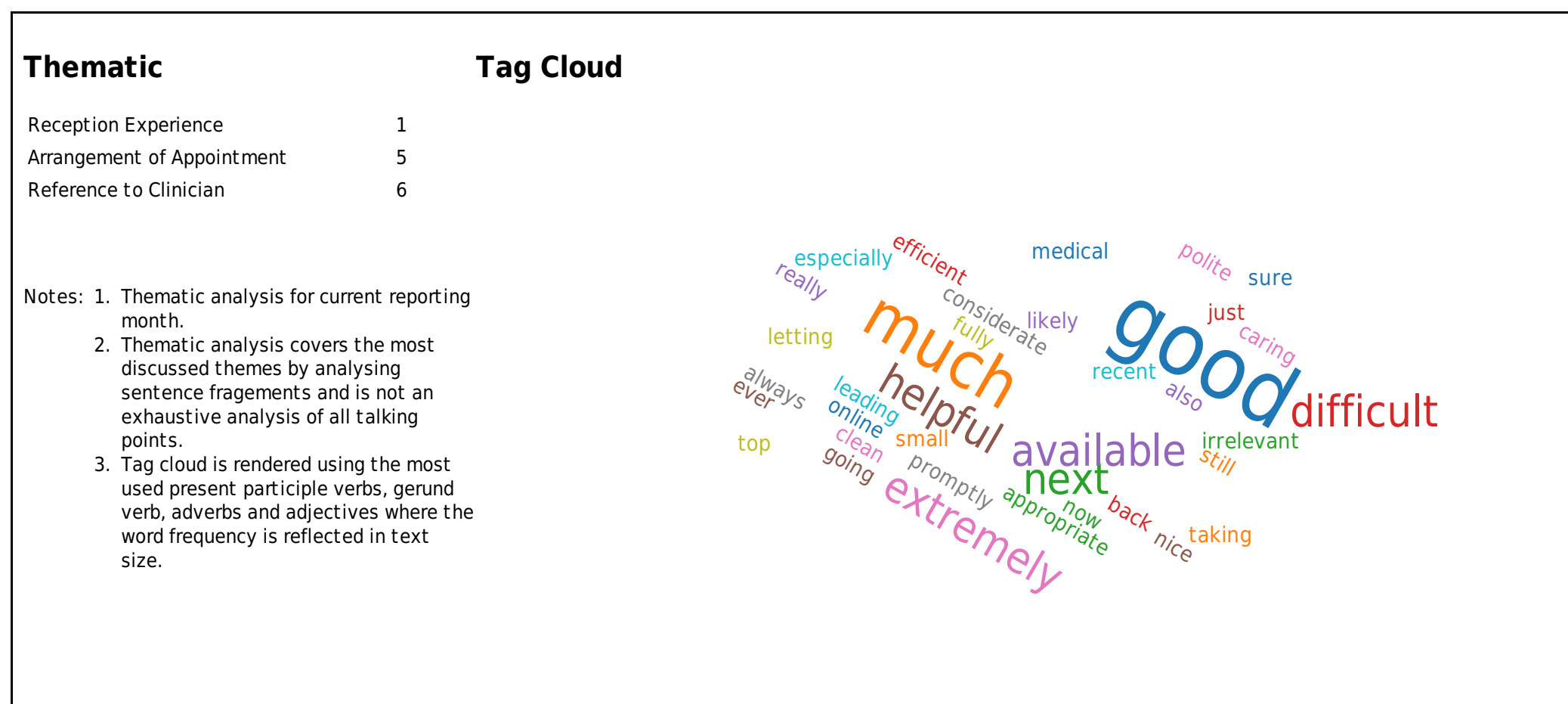
- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4
Patient Response Analysis



SECTION 5

Patient Free Text Comments: Summary



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 was seen to promptly. The Dr. took time to study my records. He was letting me in on the information. That is, I was not treated as though I was ignorant. My questions and concerns were answered. I was examined. He conferred with the leading Dr. to make sure the next step he was taking was appropriate.
- ✓ Appointment was difficult to obtain than material needed to do the job was not available so got to go back again next week
- ✓ I really like how they were nice and caring
- ✓ Most difficult part is appointment. In phone it is always fully booked & on line is same I wonder how can you get Dr appointment especially doctor I want to see. Always appointment is only Dr shina why is there no choice of doctors online.
- ✓ Because still now I got the good services and co operations from my GP.
- ✓ Helpful and efficient
- ✓ I would of said extremely likely but when i need an appointment for the kids there is none ever available!. but today is the only time i got one!.
- ✓ I am going through to much pain and doctor has helped me out
- ✓ Can not get appointment when I like
- ✓ Very satisfied service and clean environment Thank You

Not Recommended

- ✗ The doctor that we had the appointment with was not good and does not talk with respect or listen to what we have to say
- ✗ Staff are very polite and helpful considerate good service that's why I gave 1 extremely good top notch.
- ✗ Very upset with doctor shanker of recent medical report requested by my Solicitor's I paid 150 for one small form, he wrote irrelevant information when the solicitor refused to ask him to change it he refused to change it. I wait to the GP for one month just for the form to change but didn't get any help and lost my money which paid also 150 is too much.

Passive

- ✓ Because reception service is very basic