

# FFT Monthly Summary: December 2019

Upton Lane Medical  
Code: F84014

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
12	6	1	3	6	0	0	0	0	28	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

<b>Surveyed Patients:</b>	<b>208</b>							
<b>Responses:</b>	<b>28</b>							
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total	
SMS - Autopoll	12	6	1	3	6	0	<b>28</b>	
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
<b>Total</b>	<b>12</b>	<b>6</b>	<b>1</b>	<b>3</b>	<b>6</b>	<b>0</b>	<b>28</b>	
<b>Total (%)</b>	<b>43%</b>	<b>21%</b>	<b>4%</b>	<b>11%</b>	<b>21%</b>	<b>0%</b>	<b>100%</b>	

### Summary Scores

 64%
  32%
  4%

## 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:

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

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

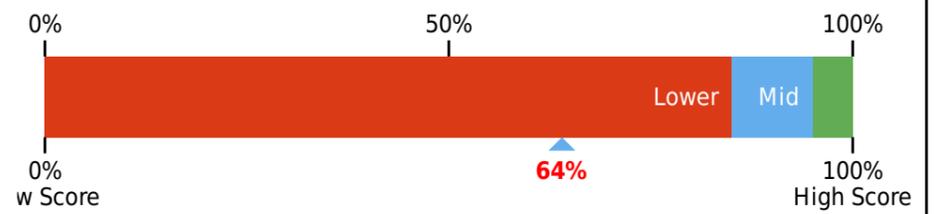
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

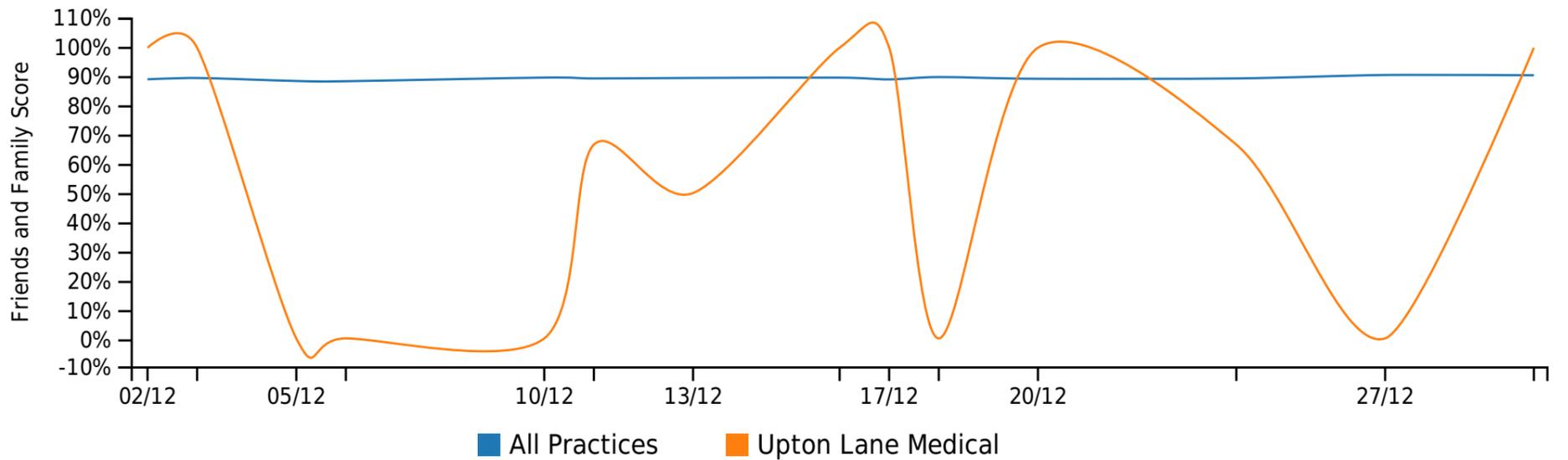
### Practice Score: 'Recommended' Rank

**Your Score:** **64%**  
**Percentile Rank:** **0th**



- 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 0th percentile means your practice scored above 0% of all practices.

### Practice Score: 'Recommended' Comparison



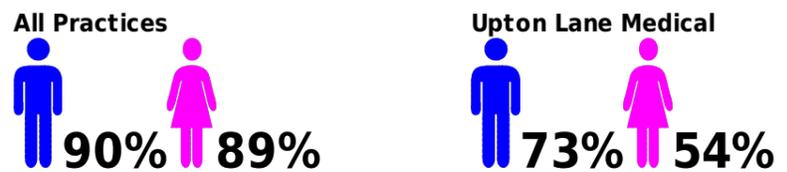
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

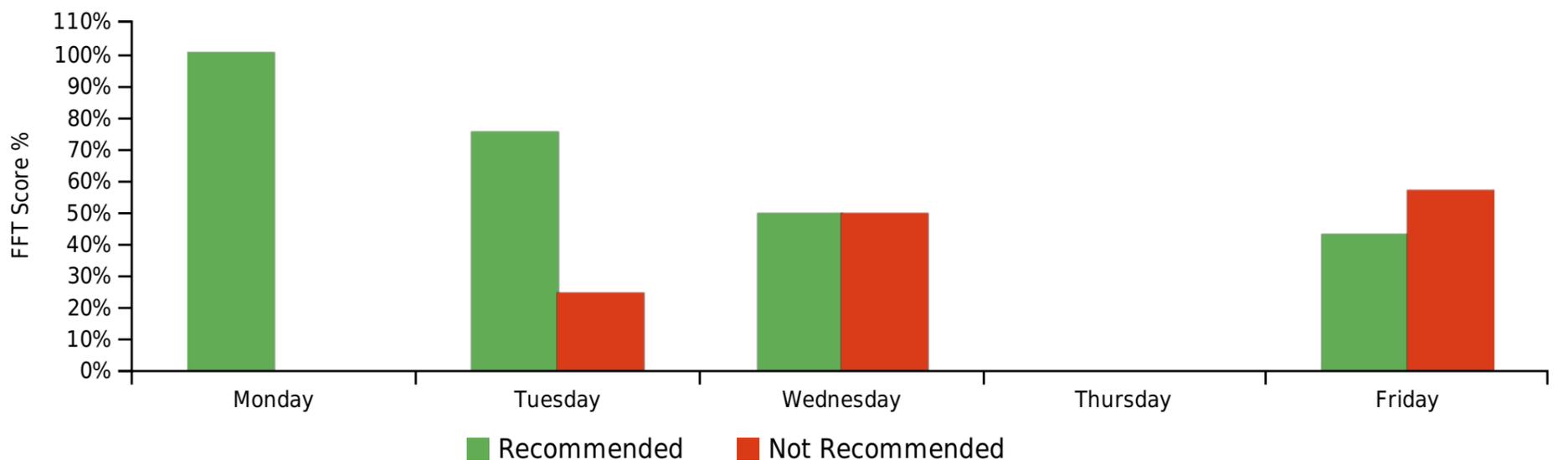
	< 25	25 - 65	65+
All Practices	83%	89%	93%
Upton Lane Medical	80%	61%	75%

#### Gender



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

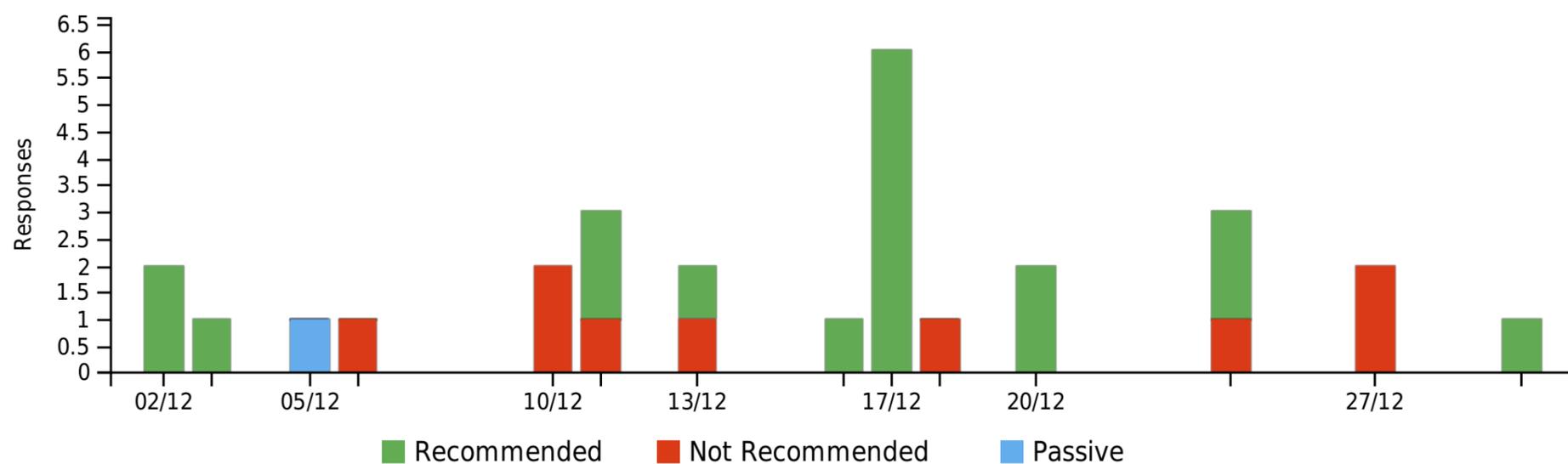
### Practice Score: Day of the Week Analysis



- 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

Thematic	Tag Cloud
Reception Experience 3	
Arrangement of Appointment 6	
Reference to Clinician 5	
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

- ✓ The receptionist who answer my call so helpful .
- ✓ I don't know
- ✓ WeLove medical central
- ✓ Because first time ever Dr Joseph Walker was very sympathetic and didn't rush treated his patient like human being not like file or number.
- ✓ Felt understood by DR. Thomas Walker, first time in this surgery and treated me as a patient with empathy, genuinely wanted to help my condition. He help@ helped solve some of my problems and felt happy that I was getting somewhere. Unlike others doctors who treat you as an object and dont even try to help you@p you and leave you feeling very frustrated with no answers. I hope he stays in this surgery and we need more doctors like him.@ him.
- ✓ Very difficult to get early appointments when you are suffering from pain or could get worst so you should consider the reasons and advice us.
- ✓ Good service and very help full

#### Not Recommended

- ✓ There's never any emergency on the day appointment. The doctors are not good
- ✓ All the doctors in this medical centre are rude. All they want to do is get rid of you. I've timed how long I stay in the doctors room for and on 3/4 of @4 of my recent visits I was in the room for less than a minute. The only one exception was with Dr Alfie Balston who no longer works there but he was the only@ only one who showed he cares. @res.
- ✓ Awful service. Never any appointments available. And when you are given an appointment you are still made to wait an hour until you are seen. The service@rvice provided here is unacceptable @able
- ✓ Not enough appointments, no organisation of medical system. Really unsatisfied.
- ✓ The receptionists are rude and there are NEVER any appointments available
- ✓ I'm in pain and was asked if that's the reason why I booked the emergency appointment and if I was being honest as if I'm lying how often do I even go th@go the surgery @gery

#### Passive

- ✓ Incompetent/ unprofessional doctors and Reception staff. But the Nurse Rukia was extremely competent and professional.