FFT Monthly Summary: January 2020

Upton Lane Medical
Code: F84014

SECTION 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
13	16	0	1	5	1	0	0	0	36	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: **201**

Responses: **36**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	13	16	0	1	5	1	36
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**13**	**16**	**0**	**1**	**5**	**1**	**36**
Total (%)	*36%*	*44%*	*0%*	*3%*	*14%*	*3%*	*100%*

Summary Scores

👍 81% 👎 17% ☞ 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.
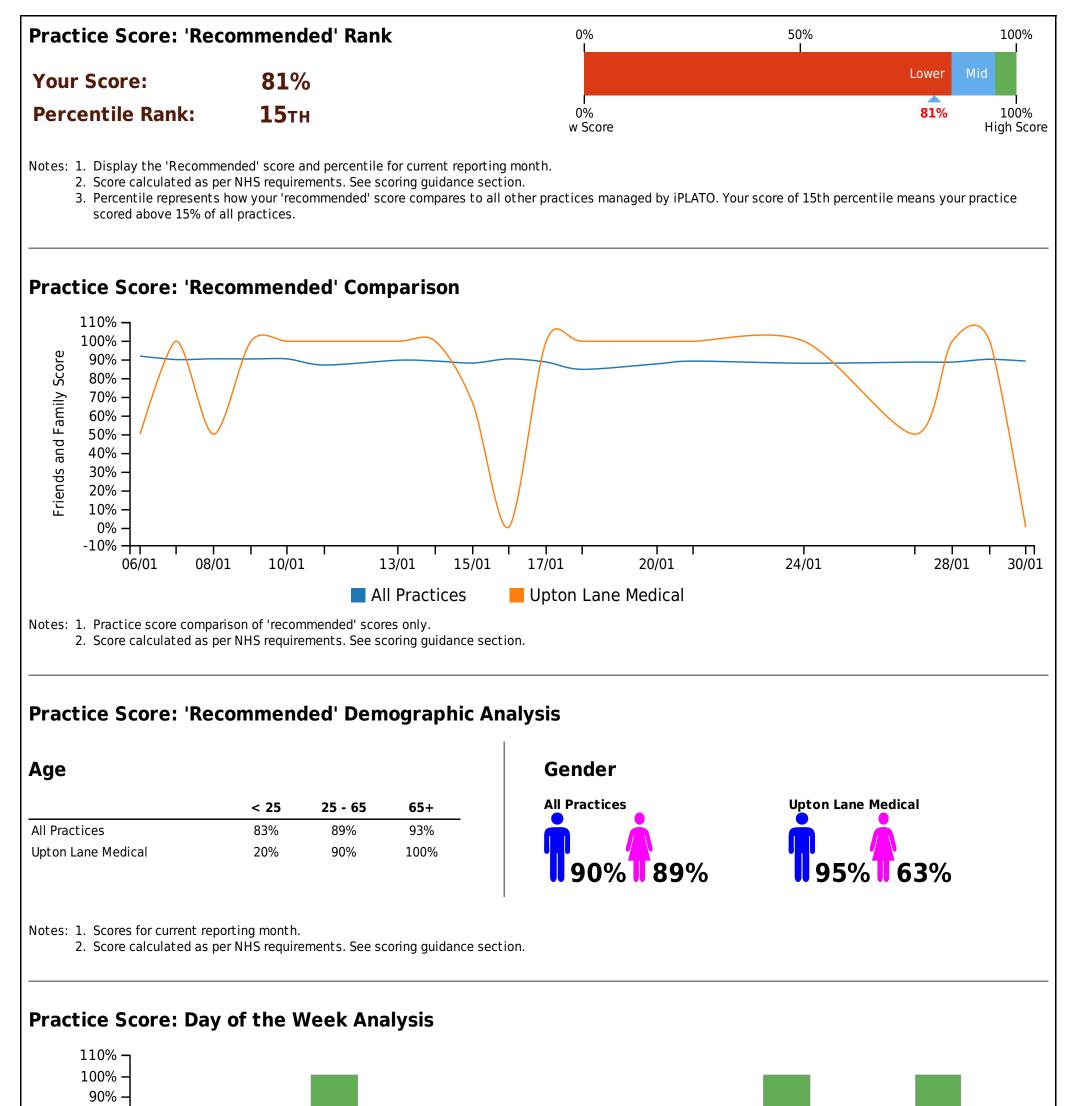
The percentage measures are calculated as follows:

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

$$\text{Not Recommended (\%)} = \frac{extremely\ unlikely + unlikely}{extremely\ likely + likely + neither + unlikely + extremely\ unlikely + don't\ know} \times 100$$
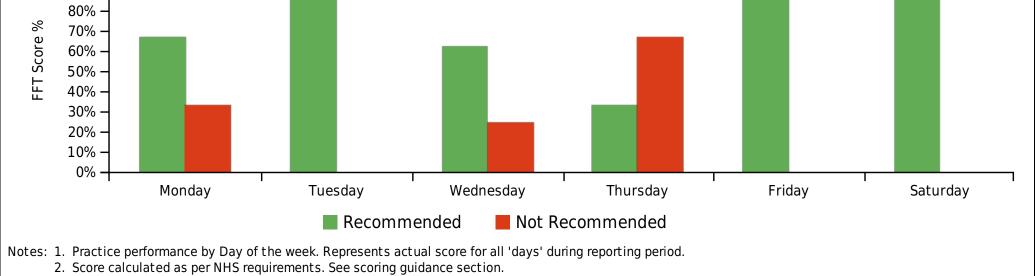
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

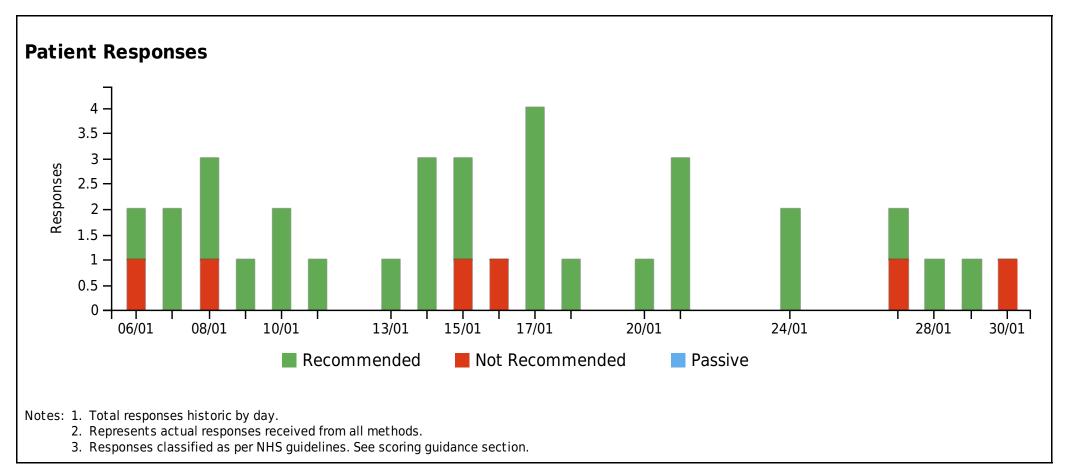http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Practice Score: 'Recommended' Rank

Your Score: **81%**

Percentile Rank: **15TH**

0%	50%	100%

Lower Mid

0%   81%   100%
w 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 15th percentile means your practice scored above 15% of all practices.

Practice Score: 'Recommended' Comparison

■ All Practices ■ Upton Lane Medical

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	20%	90%	100%

Gender

All Practices

90% 89%

Upton Lane Medical

95% 63%

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

■ Recommended ■ Not Recommended

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

Responses (y-axis): 0, 0.5, 1, 1.5, 2, 2.5, 3, 3.5, 4

x-axis: 06/01, 08/01, 10/01, 13/01, 15/01, 17/01, 20/01, 24/01, 28/01, 30/01

Legend: ■ Recommended ■ Not Recommended ■ Passive

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

Reception Experience	2
Arrangement of Appointment	6
Reference to Clinician	11

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.

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

✓Nurse was very helpful and met all my enquirers.
✓*Doctor was very polite and listened very carefully*
✓Because I find it good hopefully others will as well
✓*The doctor was very helpful*
✓Convenient
✓*Had to wait a week to get the appointment, unable to choose time*
✓I been with your GP all my life & never had any problems
✓*Appointment was 30 minutes late. Dr Kohli was excellent - thank you.*
✓For the first time I was the first patient because of the appointment time, which was 8:30 am for a routine checkup. The nurse was friendly.
✓*Quick and efficient*
✓I've been a patient for many years and the staffs is perlite when I asked to see a dr or get information always helps me .
✓*Extremely helpful and understanding doctor*
✗Quickest service
✗*Doctor Thomas followed procedure*

Not Recommended

✓It's very difficult to get a appointment and by the time you speak to someone all the appointment are gone,you have to call at 10am
✓*Reception doesn't take anything seriously. I was asking couple of time for ultrasound appointment but each time they said they will update me after conta@contact with doctor. And it's takes more than 2 weeks and still same. Thanks @anks*
✓can't get appointments with this practice always asked to call out of hours to get appointments else where.Have to wait a long time on telephone.Need m@eed more experienced GP's in this practice. @ce.
✓*The lady was so nice and kind*
✓Poor unprofessional staff. Have had several negative experience

Passive