FFT Monthly Summary: February 2020

Upton Lane Medical
Code: F84014

SECTION 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
11	5	0	1	2	0	0	0	0	19	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: **160**

Responses: **19**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	11	5	0	1	2	0	**19**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**11**	**5**	**0**	**1**	**2**	**0**	**19**
Total (%)	*58%*	*26%*	*0%*	*5%*	*11%*	*0%*	*100%*

Summary Scores

👍 84% 👎 16% ☝ 0%

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:

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

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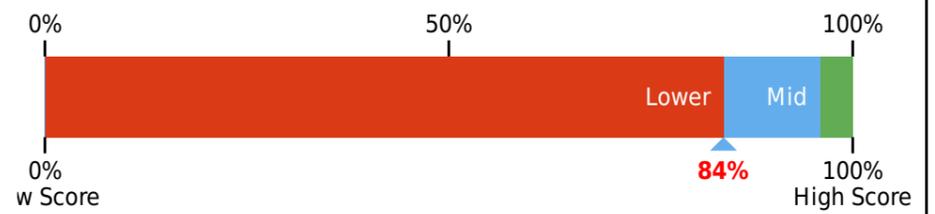
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

Practice Score: 'Recommended' Rank

Your Score: **84%**

Percentile Rank: **25TH**

| 0% | 50% | 100% |

Lower | Mid

| 0% | **84%** | 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 25th percentile means your practice scored above 25% of all practices.

Practice Score: 'Recommended' Comparison


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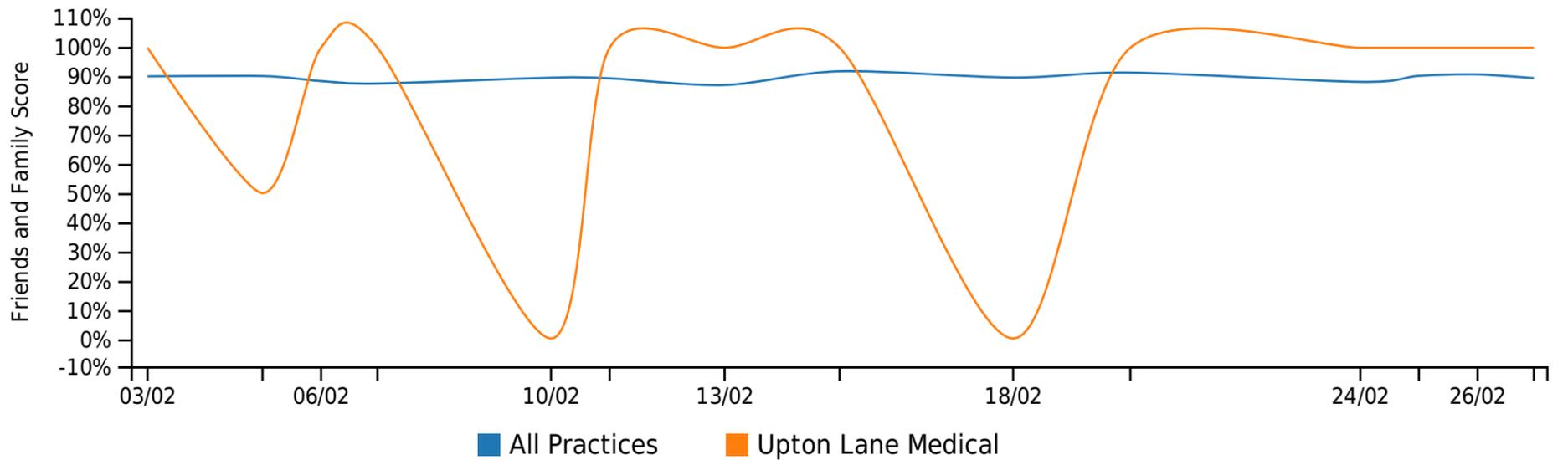
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

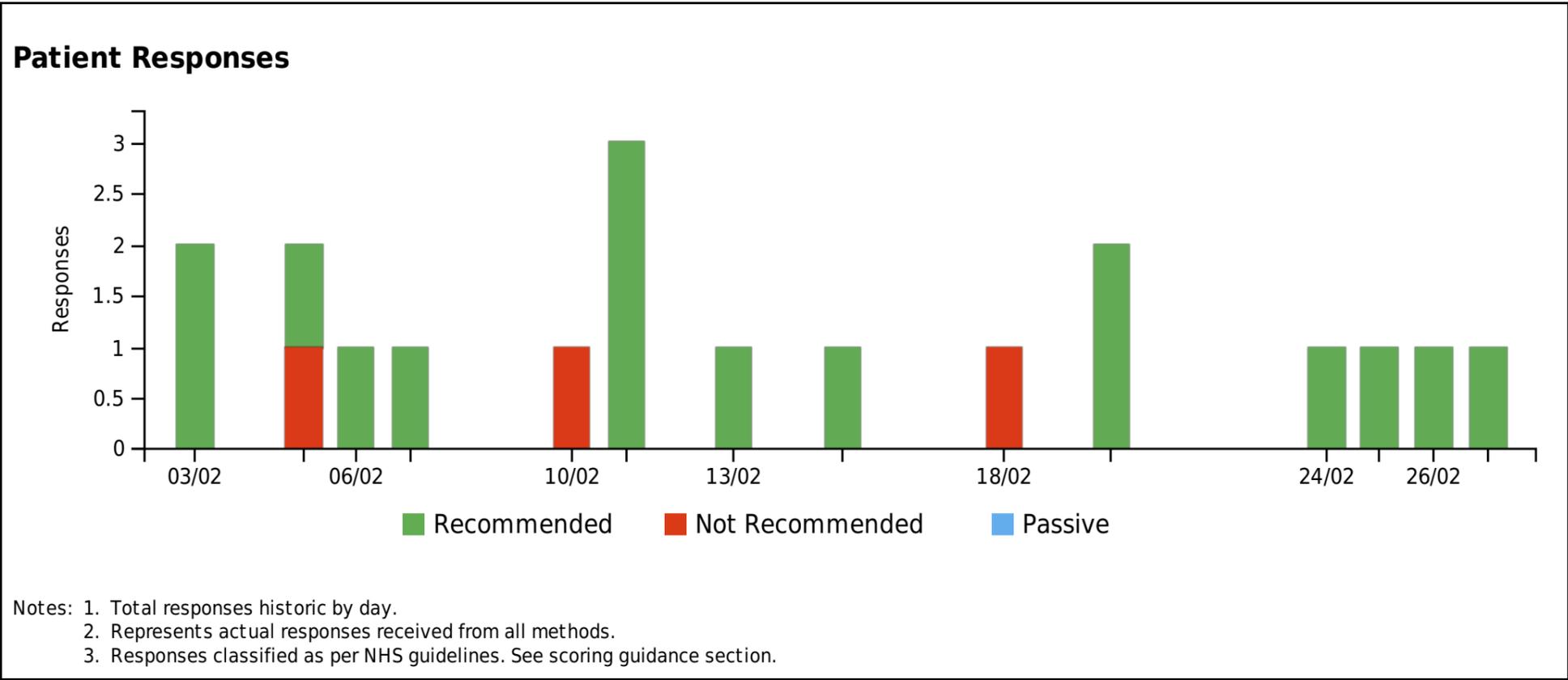## Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	85%	89%	94%
Upton Lane Medical	67%	93%	50%

Gender

All Practices

90% 89%

Upton Lane Medical

88% 82%

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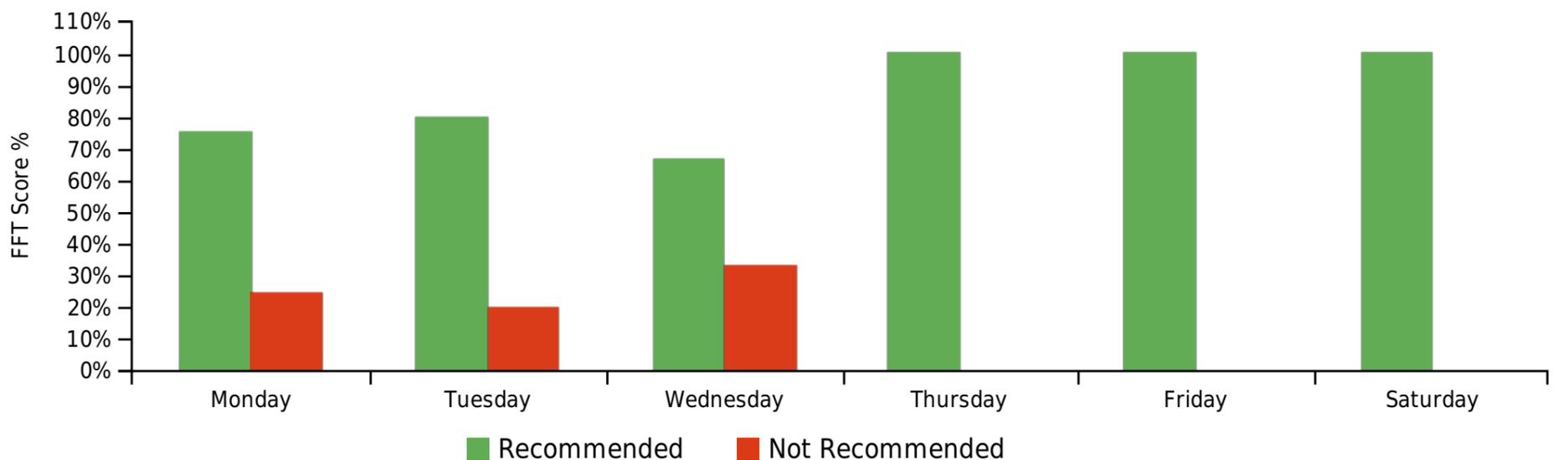
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

Patient Responses

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	1
Reference to Clinician	4

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

excellent medical quite good just carefully happy taking going anyway walking else properly late really stupid much running silly empathetic professional sorry last however

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

✓Doctor Rajendra Bishnoi, Dr kohli and all Drs take really good care and attention and listen to your issues carefully, to then provide excellent medical @ical advise and support in the best professional way.God bless them all.Aamenn@amenn

✓*I was very pleased that although I had been caught up in traffic and was running late I was given the opportunity to see some one else*

✓However there are a few doctors and nurses and receptionists who let the practice down a lot and ask the patient silly and stupid questions

✓*Tahku.all.dr.and.stafe.very.good.lookafter.*

✓Very pleased with my medication reviewHe was profession , empathetic, understanding and gave good advice

✓*The pharmacy was very good and understanding, thank you very much.*

✓I was happy with service today because i was checked properly and was adviced how to improve my health,she talked about my diet and exercise and how to t@ to take my medication,i was quite satisfied with the doctor and i am going to do my best to improve my health by walking taking medication on time and chang@change my diet @iet

✗*Receptionist was very disengaged. I wanted to make an appointment. She told me I either do it with her or call in at 10am. It was 5mins to 10am. She shou@ should just offer anyway.@yway.*

Not Recommended

✗I'm sorry to say last few years things have changed

Passive