FFT Monthly Summary: August 2019

Waltham Forest Community and Family Health Services Ltd Code: F86644



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
38	19	8	4	7	0	0	0	0	76	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:	410						
Responses:	76						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	38	19	8	4	7	0	76
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	38	19	8	4	7	0	76
Total (%)	50 %	25%	11%	5%	9%	0%	100%

Summary Scores

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:

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

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

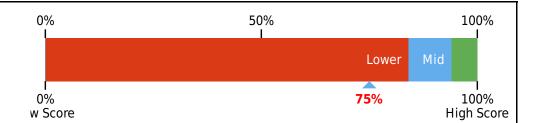
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3 **Practice Scoring**

Practice Score: 'Recommended' Rank

75% Your Score:

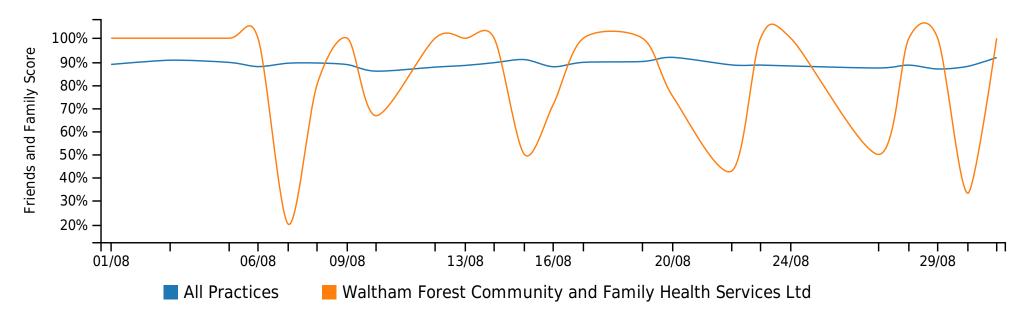
Percentile Rank: 10TH



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 10th percentile means your practice scored above 10% 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 **All Practices** 81% 88% 92% Waltham Forest Community and 77% Family Health Services Ltd

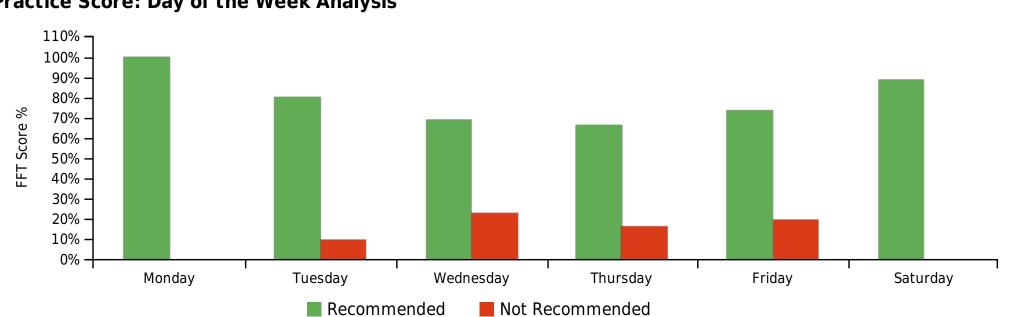




Notes: 1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

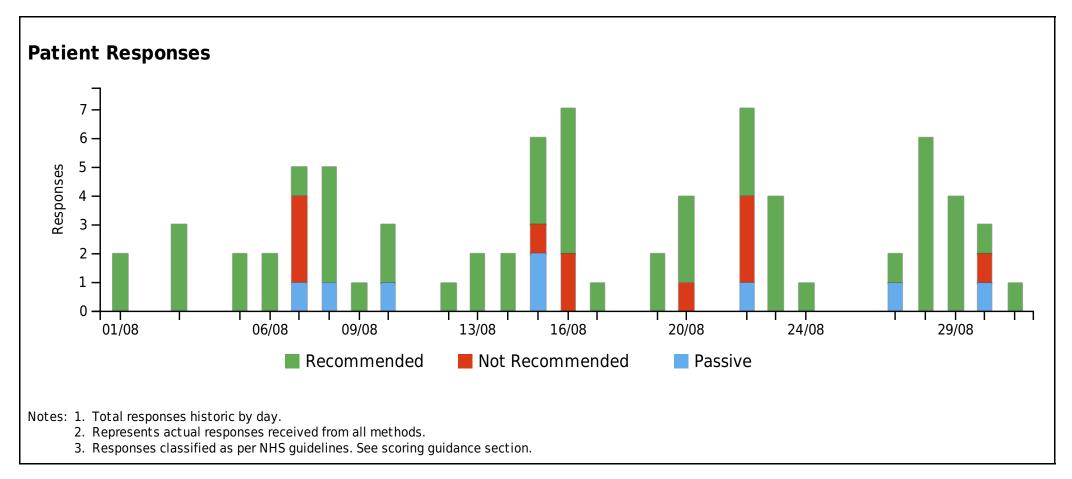
Practice Score: Day of the Week Analysis



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 Free Text Comments: Summary

Thematic **Tag Cloud** Reception Experience 13 Arrangement of Appointment 13 Reference to Clinician 15 instead slowly excellent Notes: 1. Thematic analysis for current reporting thoughtful just 2. Thematic analysis covers the most incredibly discussed themes by analysing sentence fragements and is not an exhaustive analysis of all talking possible points. expecting present 3. Tag cloud is rendered using the most adifferent human free used present participle verbs, gerund verb, adverbs and adjectives where the word frequency is reflected in text size. bad apàrt refreshing

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

- ✓ It's a good GP
- ✓ The wait times, other than that fine
- ✓ Staff always helpful and medical staff very thorough.
- ✓ You are close to my home so easy to get to you and much more helpful than any other local GP You are a much needed service in the area...
- ✓ The practice staff are all very responsive and they prioritise very well.
- ✓ Friendly and helpful .from the Doctors and Nurses
- ✓ The doctor I saw was very helpful not a clock watcher like sone doctors I saw before. Treat you like another human not just a number that you can spar@ spare only 10 mins. Each patient is different depending on the ailments. Wish more doctors are more caring which i sadly noticed is lacking in our present NH@nt NHS.@?S.
- ✓ I always have a pleasant experience when visiting the practice. All my queries were addressed today and I felt like I was being listened to.
- ✓ The service is good but the appointment system is ridiculous! Not being able to make an appointment in advance but only on the day which is nearly impos@impossible: (@e:-(
- ✓ The reception team went above and beyond in their service especially a lady called Laura. After an upsetting call, I turned up at the surgery expecting m@ing more problems but she had spent the short time between my call and arrival at the surgery to resolve nearly all the problems. She was kind and thoughtful @tful and really listened. Very refreshing.@hing.
- ✓ Very good service at Wood Street. Apart from one receptionist who is a let down. Very rude and ignores you when you come to the desk to sign in for your @your appointment. I can't quiet believe she's a receptionist. She lacks people skills and is very unfriendly. I would avoid her at all costs when I return to @n to the practice in the future @ture
- ✓ Extremely likely
- ✓ The practise great the only down side is you can't get appointments over the phone you have to wait for a really long time until your call is answered
- ✓ The doctor was patient, listener, and helpful. She was calm and professional.
- ✓ The receptionist who I have seen this morning was very nice, smiley and Dr M. Patel was very kind and helpful in explaining my problem, most of all I was@I was seen in time as my appointment. Thanks @anks
- ✓ The 2 receptionists I dealt with were extremely helpful, patient and kind. The one today sat facing my mother at eye level and spoke slowly to my mother @ther giving her time to answer her questions. She also spent time with me explaining how to register for on line bookings.Dr Liebman as always shows kindnes@ndness, caring and compassion for both me and my mother. @her.
- ✓ Your front line staff are brillant But u need more people on the phone at 0800
- ✓ Very nice and profy attitude
- ✓ Gp Response quickly to both children and adults especially in an emergency and services to patients are good and the staff too are helpful with information
- ✓ The lady's reaction on a Forest Rd. reception was very good. The situation was emergency and I receive appointment for the same day! Today! The doctor wa@or was very nice and friendly. I hope medication's who prescribe me, will help to my allergy reaction.@tion.
- ✓I was listened to, action was taken. I did not feel rushed
- ✓ Prompt and excellent service
- ✓ Lovely doctor
- ✓ Receptionist was v friendly and helpful . No GP available but offered for me to see the nurse . So I came back an hour and half later . It is so nice to@ce to finally have friendly people in the practice @tice
- ✓ The service was attentative and I did not feel rushed out the door
- XNice and stress free appointment
- X because the workers god
- X Difficulty in making appointment to see GP long wait
- X because i was seen on my appointment time.

Not Recommended

- ✓ It was a good service .don't have to wait to long
- ✓ The receptionist are extremely grumpy and rude
- ✓ The system seems to be geared towards making it as difficult for people as possible. It's almost as if it's designed to make people give up, or not bothe@bother in the first place.@lace.
- ✓ Because it's so hard to get an appointment

- ✓ The doctor was really friendly and helpful
- ✓ Getting through on the phone. Length time it takes to get appointment even if you book online. Not all elderly people have access to the net.
- ✓I had an appointment today which I have tried to get for a week to get the medication I need for my acid reflux. I went in to the consultation stating wh@ng which medication I need and was given a prescription. When I got home I noticed I didn't get the medication I went in to get instead of my acid reflux medi@ medication I was given medication for cholesterol @erol
- ✓ Very bad customer service, they ask you to call at 8am to get same day appointment, once you dial the number queuing up till 8.30 than they will say it's@ it's all booked up ,call another day. @ay.
- XAII receptionists were INCREDIBLY rude when checking in at 4pm, doctor was unfriendly and rather unhelpful

Passive

- ✓ Friendly staff, quick service however sometimes difficult to get an appointment
- ✓ Everyone I know has their own gp