# FFT Monthly Summary: June 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
29	19	3	4	10	0	0	0	0	65	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:	449						
Responses:	65						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	29	19	3	4	10	0	65
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	29	19	3	4	10	0	65
Total (%)	45%	<b>29</b> %	5%	<b>6</b> %	15%	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:

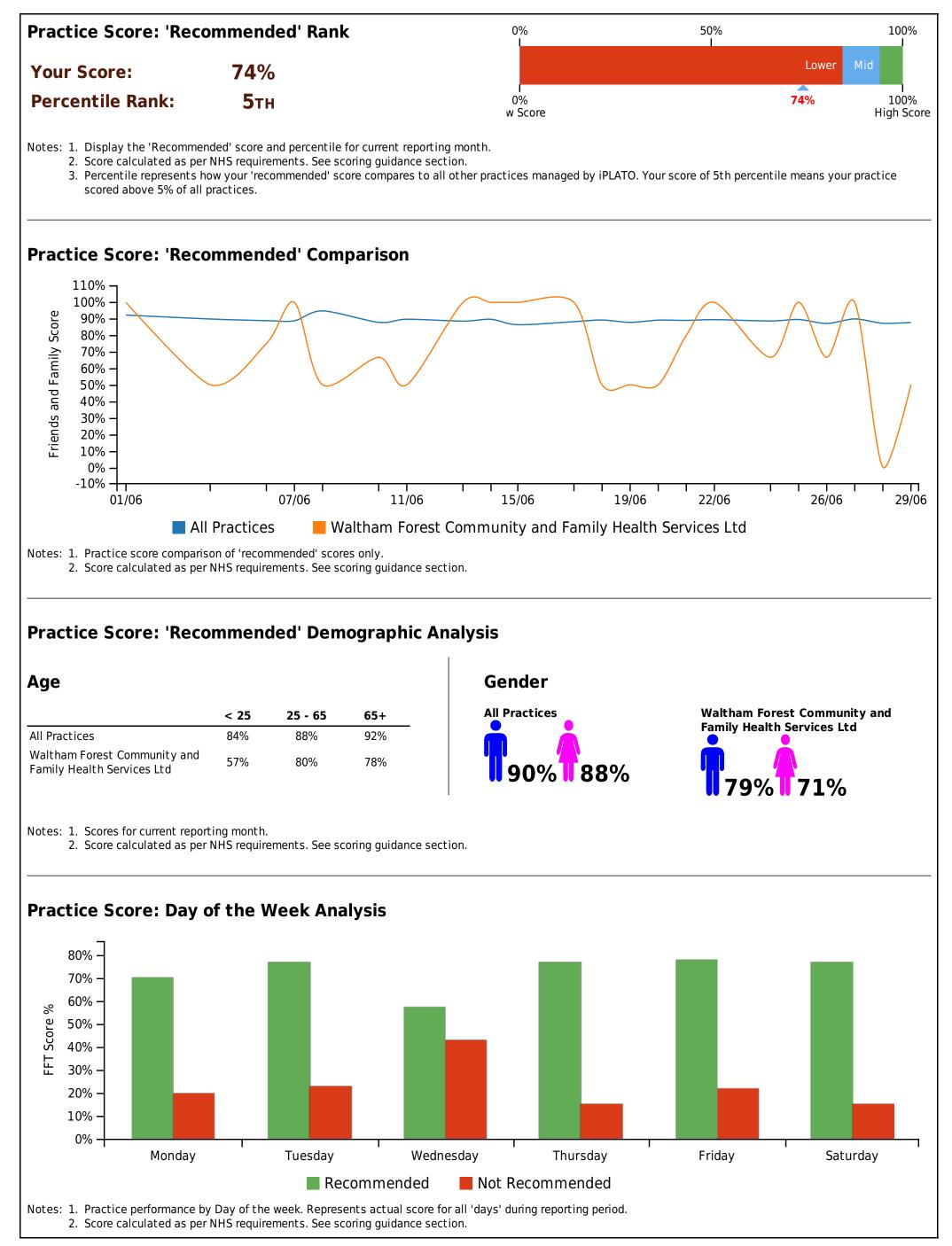
$\mathbf{D}$ accommonded (0() –	extremely likely + likely
Recommended (%) =	extremely likely + likely + neither + unlikely + extremely unlikely + don't know × 100
Not Recommended (%) =	extremely unlikely + unlikely x 100
Not Recommended (%) =	extremely likely + likely + neither + unlikely + extremely unlikely + don't know

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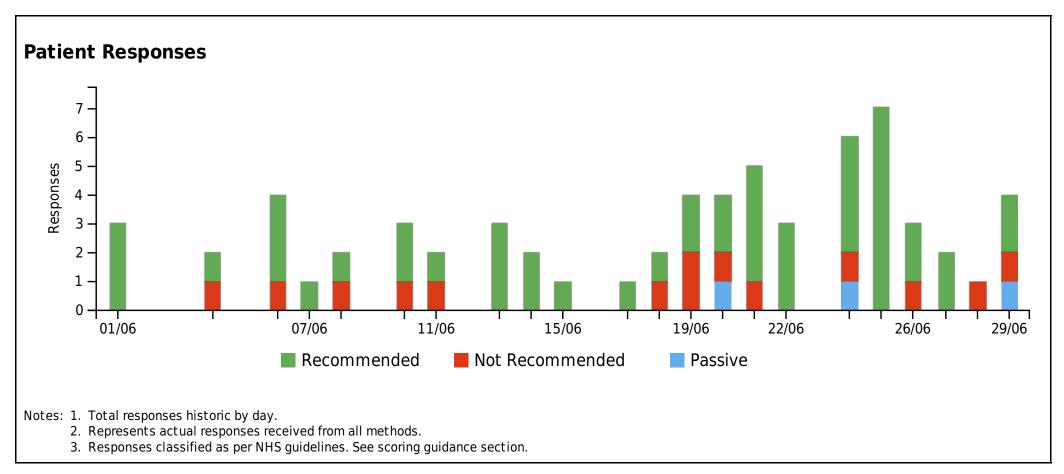
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

# SECTION 3 Practice Scoring



# SECTION 4 Patient Response Analysis



# SECTION 5 **Patient Free Text Comments: Summary**

#### Thematic

Reception Experience	10
Arrangement of Appointment	13
Reference to Clinician	12

- Notes: 1. Thematic analysis for current reporting month.
  - 2. Thematic analysis covers the most discussed themes by analysing sentence fragements 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

- ✓ Good services!!
- The appointment late 30 min but the doctor was very good
- ✓ Great team, especially for nurse Stella!
- ✓ Dr LIEBMANN was very thorough. I did not feel rushed, despite the fact i had a few gueries. She answered them all, and out my mind at ease regarding my s@ my son. She also enquired how i was, even though it was not my appointment. It was an absolute pleasure @sure
- The nurse I saw listen ed to me are my health issues.
- ✓ I've been with you guys for over 20 years and you have always helped me and my family
- ✓ I really like my GP she helps alot
- ✓ Well I've haven't had to sit around for ever only 20 min wait this time and the reception have been very helpful

Tag Cloud

- ✓ Was very helpful and polite and recieved all necessary advice
- The receptionist was very helpful and managed to get me an appointment for today when I called in this am. Appointment was very punctual. For this practi@ractice an appt on the day without being on the phone for ages or being asked to call the next day is unusual. @ual.
- The doctor was very kindly and helpful
- ✓ Nurse is always pleasant and friendly and very helpful
- ✓ It would be nice not having to wait so long for an appointment. But apart from that I was very happy with the care I got.
- ✓ The Professional care received
- ✓ Is an likely to get an appointment
- ✓ Reception staff
- I'm just grateful to have a NHS.
- ✓ She was very knowledgeable polite and professional

XBecause the staff at reception has always been helpfull. The Dr took time to listen to my problems and showed empathy . Overall I always leave feeling be@ng better that my health needs have been met. (please do not expose any part of name if this is to be shared or printed thanking you)@ you)

Because they work well and are extremely insightful...

#### Not Recommended

Most of the receptionists are rude to you, can never get through on the phone, and can never get an appointment.

I have no friends or family in the borough I live so no point recommending

Impossible to get an appointment...need to take time off work to even try. Difficult even for urgent appointments for newborn. Rude reception staff.

Failure to answer phone, failure to keep phone appointment, apathy, indifference & rudeness of most staff.

Online appointment booking doesn't work, takes 10-15mins to get someone on the phone and no guarantees for appointment unless you can convince them you a@you are in dire need which means telling a non medical professional personal private details about your health @alth

I would suggest that you exhaust all methods of communication before reducing medication. Know that you are being ignored to cover yourself.

✓ tors are rude and nasty!! Christabell tattersall to name one!! The he only doctor I've seen there that was brilliant was draimiee Henderderr a better dr surgery as I've never

felt like such a burden then at at this doctors surgery and considering pregnant the reception staff ff didn't care and made me wait till I was already 3months gone beforeore I saw a doctor!! When I told dr why I only come now he said "the re reception staff are rubbish! And they are wrong I should of been givgiven a priority appointment!! Ffs!! So that's a very short story if wf why I would never recommend this shit arse practice ce

✓ It is extremely difficult to get an appointment to see a GP and some of the receptionists are extremely rude and as they are the first people you talk t@alk to this is very off puttina @tina

Waited 45 mins for my mums apt over my apt time.

Very rude and unhelpful reception staff. Almost impossible to get an appointment

XMy appointment was cancelled without me being notified

#### Passive