FFT Monthly Summary: October 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
ſ	21	13	1	2	5	2	0	0	0	44	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:	289						
Responses:	44						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	21	13	1	2	5	2	44
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	21	13	1	2	5	2	44
Total (%)	48%	30%	2%	5%	11%	5%	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 (%) = $\frac{extremely\ unlikely\ +\ unlikely\ +\ unlikely\ +\ extremely\ unlikely\ +\ don't\ know} \times 100$ $extremely\ likely\ +\ likely\ +\ neither\ +\ unlikely\ +\ extremely\ unlikely\ +\ don't\ know} \times 100$

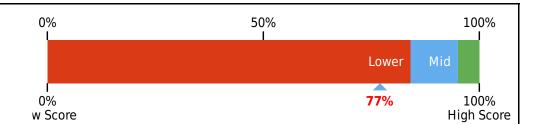
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

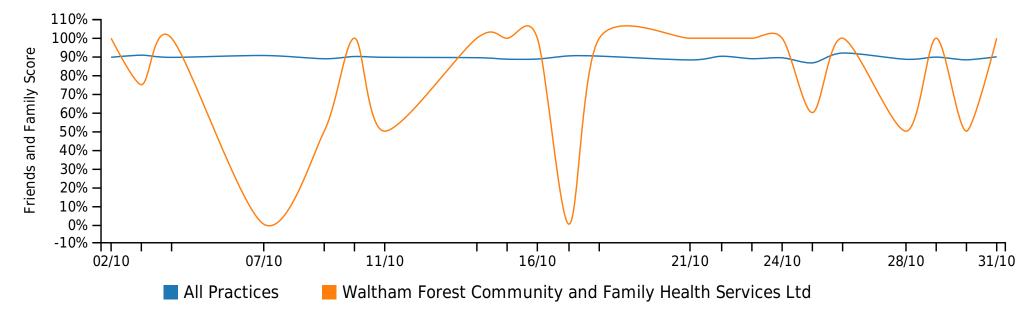
Your Score: 77%
Percentile Rank: 15TH



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



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%						
Waltham Forest Community and Family Health Services Ltd	80%	75%	92%						

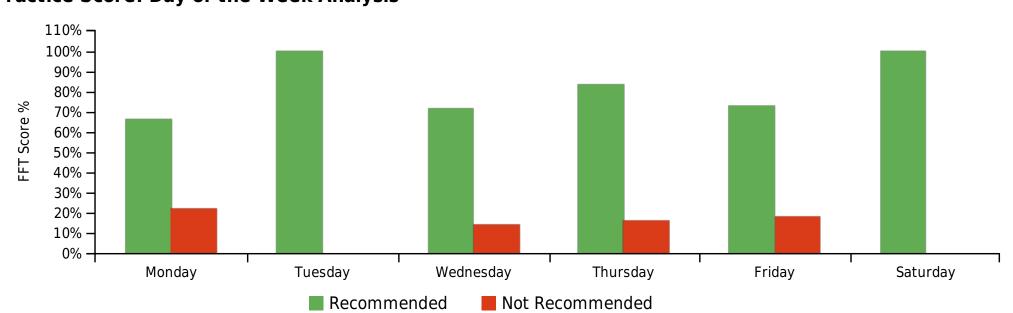




Notes: 1. Scores for current reporting month.

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

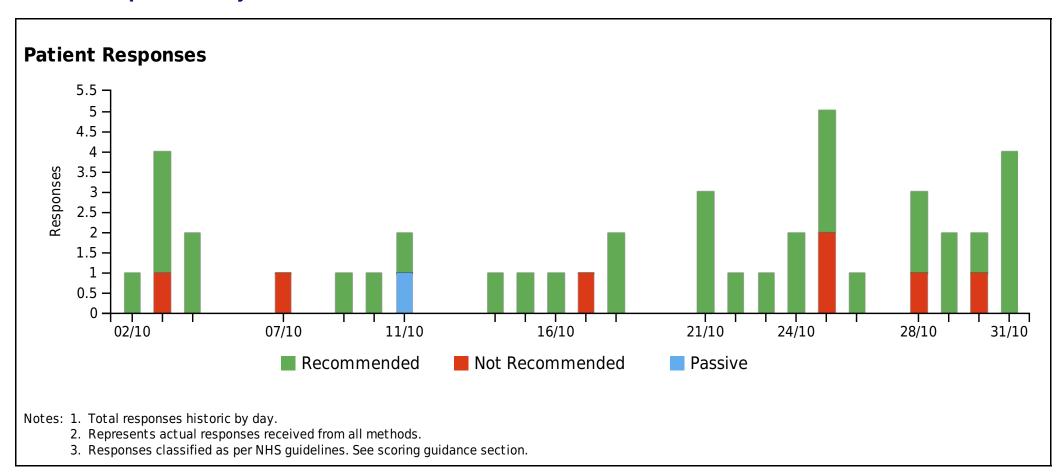
Practice Score: Day of the Week Analysis



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



Tag Cloud Thematic Reception Experience 5 Arrangement of Appointment 9 Reference to Clinician 7 comfortable Notes: 1. Thematic analysis for current reporting 2. Thematic analysis covers the most discussed themes by analysing sentence fragements and is not an exhaustive analysis of all talking 3. Tag cloud is rendered using the most used present participle verbs, gerund empathetic 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

- ✓I found the Dr, Dr Anna Liebmann very helpful and empathetic, as I think a doctor should be.
- ✓ Because I have always received good treatment and the people who I I dealt with were nice.ce.
- ✓ The difficulty of arranging an appointment.
- ✓ Appointment on time
- ✓ Happy with service
- ✓ Happy and comfortable visit
- ✓ The appointment for certain reason R not necessary.
- ✓ Helpful reception staff, good drs impossible to get a convenient appointment if you are a working person
- ✓I find the service very helpful and supportive
- ✓ Very happy with all the staff, Polite helpful and put you at ease
- \checkmark The nurse was great but the process of getting an appointment is long and unreliable
- ✓ Great service
- ✓ The GP I saw was very professional, thorough and reassuring.
- ✓ I saw the pharmacist today and he took the time to talk through with me. He wasn't in a rush and made me feel as though I had time to ask questions.
- ✓ Lady at reception is very helpful.
- ✓ My reasons is because I had to wait a whole month before having the appointment
- ✓ The I saw was very attentive.
- ✓ Reception staff are very helpful and respectful to the patients and doctors are also good and professionally explaine what they think might be the prob@ problem and if need be they recommend further tests to be done before treatment can commence @ence
- XGood communication at reception because I am deaf
- X Keep Forest Rd open

Not Recommended

- ✓ Booked for a smear test with the nurse for 11.45am I was told the appointment with the nurse should be swift but 12.20pm, I was still waiting to be seen.@seen. I had to cancel and leave as I had A meeting at work. Better communication would have helped.@lped.
- ✓ My appointment was over half an hour late than it suppose to. I diddidn't like manager's tone when she spoke to me. It seemed a bit rude.de.
- ✓ You can never get an appointment You are told to ring at 8am or 1pmBut can never get through And if your ever lucky enough to get through after waitin@aiting for at least 25-30 mins your told all the appointments have gone!!So I would never recommend this GP surgery as they can't manage with the amount of p@ of patients they already have!!@ave!!
- ✓ Visit for doctor

Passive