FFT Monthly Summary: September 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
19	14	4	4	4	1	0	0	0	46	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: **250**

Responses: **46**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	19	14	4	4	4	1	**46**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**19**	**14**	**4**	**4**	**4**	**1**	**46**
Total (%)	*41%*	*30%*	*9%*	*9%*	*9%*	*2%*	*100%*

Summary Scores

👍 72%   👎 17%   ✍ 11%

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:

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

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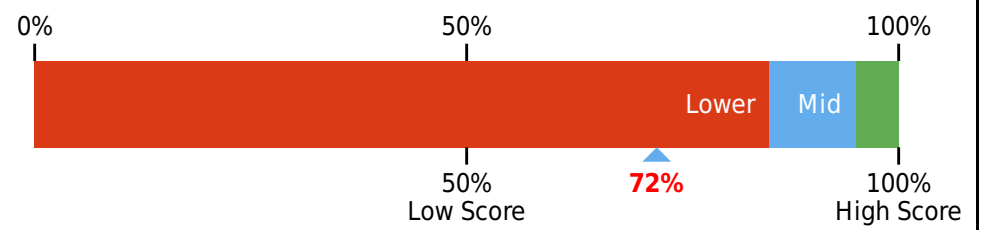
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

Practice Score: 'Recommended' Rank

Your Score: **72%**

Percentile Rank: **5TH**

0%   50%   100%

Lower   Mid

50%   72%   100%
Low 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 5th percentile means your practice scored above 5% of all practices.

Practice Score: 'Recommended' Comparison

■ All Practices   ■ Waltham Forest Community and Family Health Services Ltd
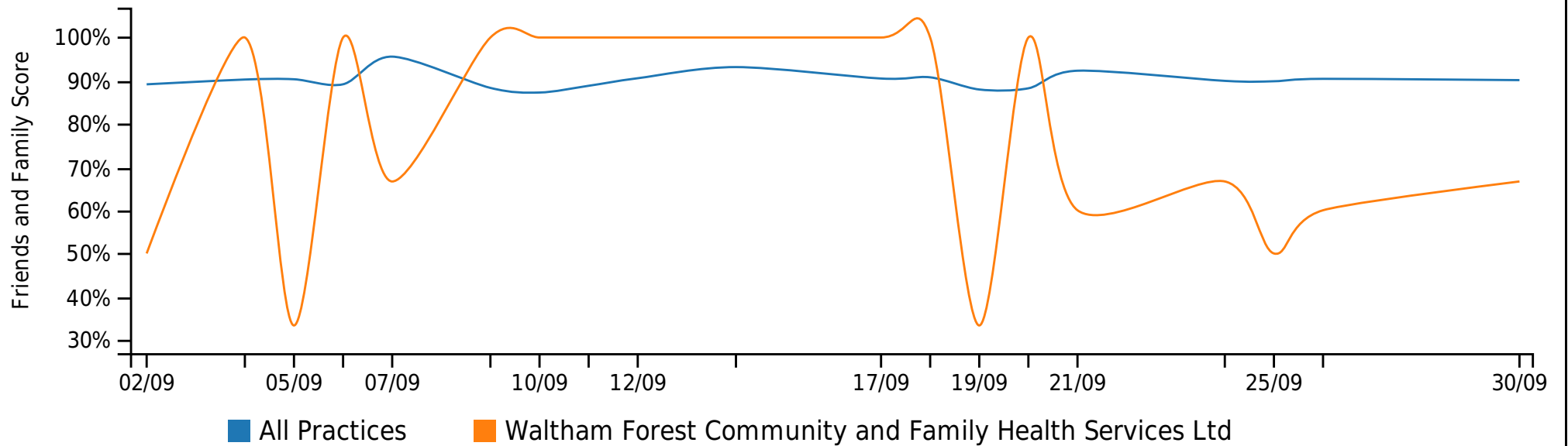
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	82%	89%	93%
Waltham Forest Community and Family Health Services Ltd	33%	81%	67%

Gender

All Practices

90% 89%

Waltham Forest Community and Family Health Services Ltd
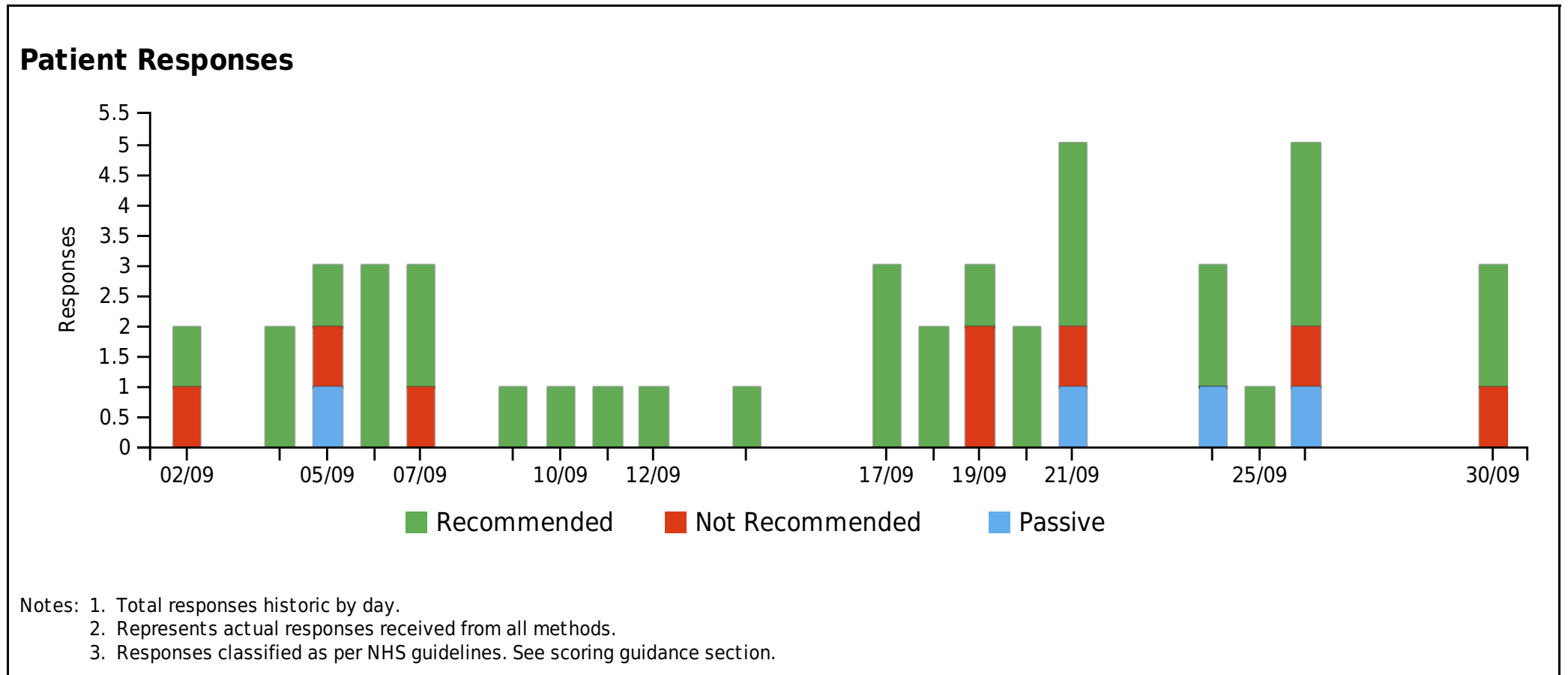
71% 72%
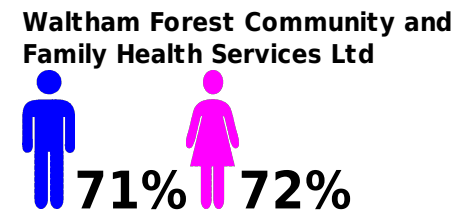
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis
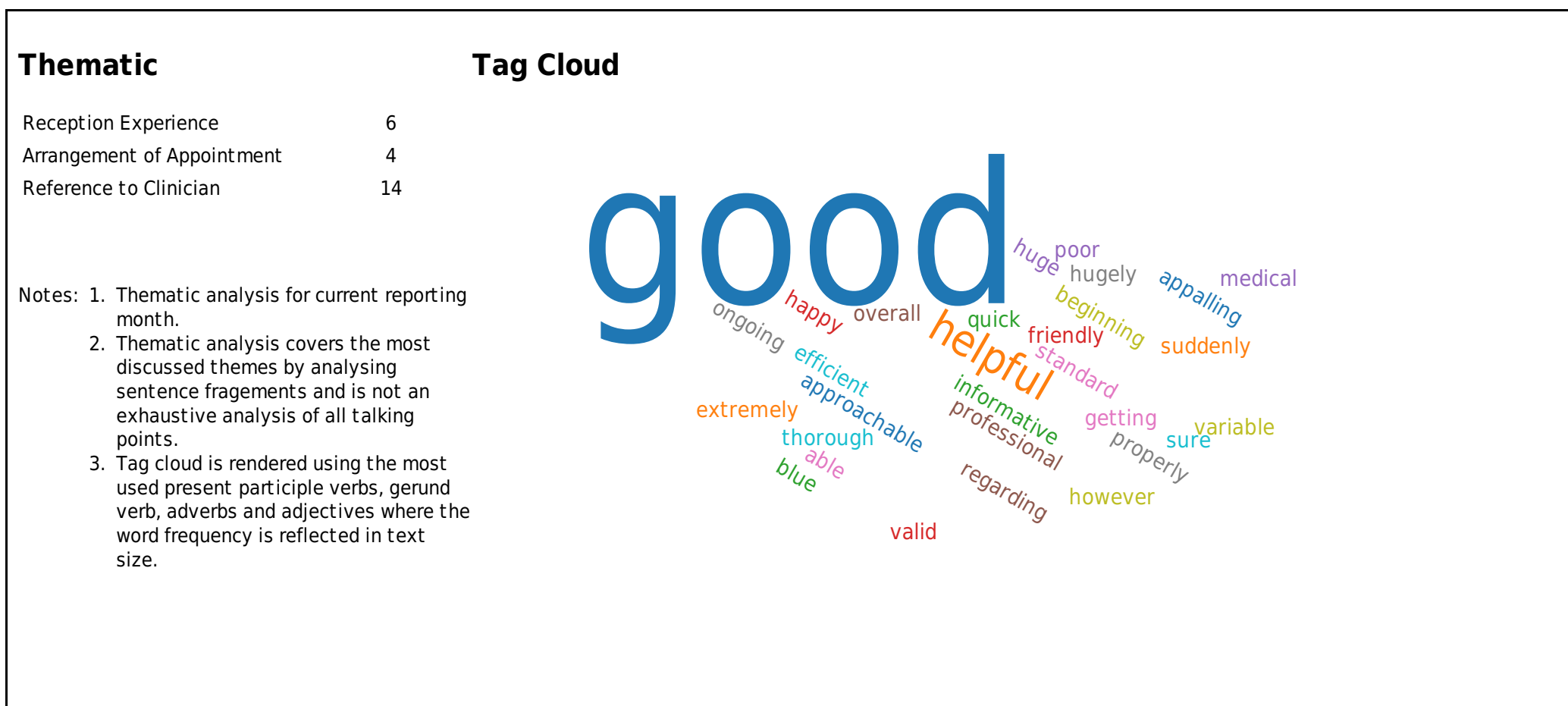

■ Recommended   ■ Not Recommended
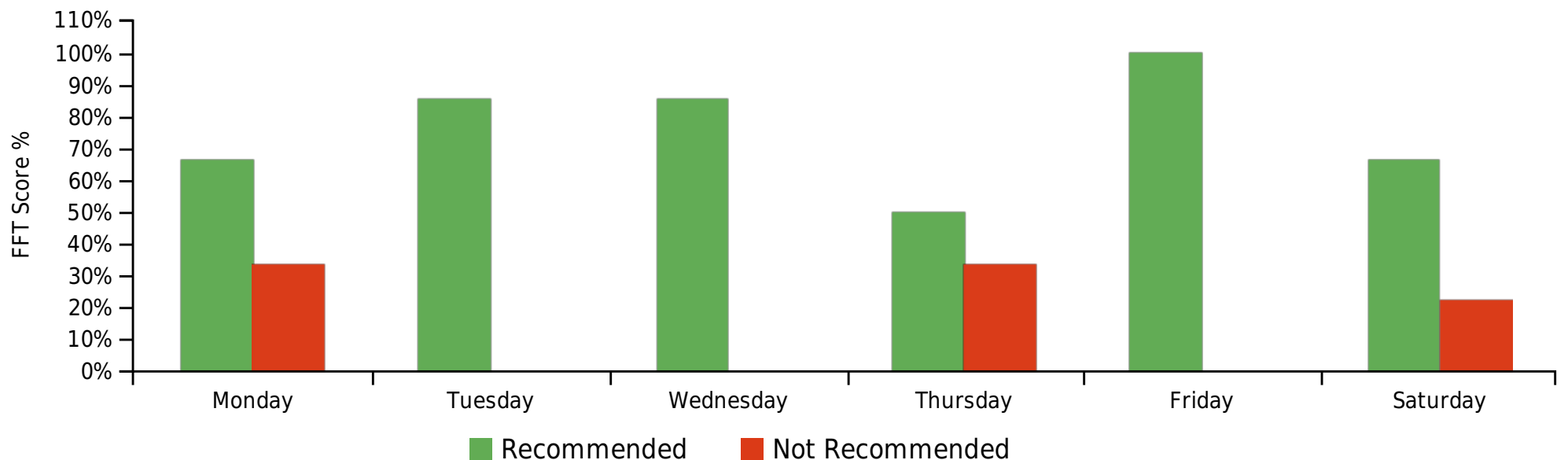
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4
Patient Response Analysis

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.

Patient Free Text Comments: Summary

Thematic		Tag Cloud
Reception Experience	6	
Arrangement of Appointment	4	
Reference to Clinician	14	

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.

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

✓The service and care veer good
✓*Good customers service*
✓Service quick friendly effichent
✓*Because I the service*
✓Is this about Amazon or the GP?
✓*Nurse Yan was thorough approachable i felt content after this consultation*
✓I like the doctor I had to today and II'm please with the service I get with that doctor when I get himWhich is most of the time
✓*The service that I received from the nurse was extremely good. She was very through and informative.*
✓Once i can get an appointment the doctors the receptionists the nurses the pharmacists everyone give good care.The only delay is to get an appointment.
✓*The staff and Doctors at Wood Street Medical Centre are very helpful and professional.I would recommend that Surgery to anybody.*
✓The service is very good and the doctors and staff are helpful
✓*Happy with the service atMy GP surgery*
✓Because the nurse was very kind and answer me for everything that i wanted to know.
✓*I got an appointment and saw a doctor today as I wanted. Efficient front desk staff.*
✗Ihave A good service today when arrive to take the blue jab

Not Recommended

✓Rudeness of reception staff and huge issues regarding getting appointments is ongoing. However the G. P was very good.
✓*I've sent you a Photo/Video Message. Go to https://get.mms.ee.co.uk/legacy/ Your message is valid for 7 days*
✓Appointment system very poor, continuity of care not good, overall standard of treatment hugely variable.

Passive

✓*The doctor was in rush I was not able to explain properly what i feel. She interruopted me in the beginning of every sentence and in the and I was not su@ot sure why I am there. @ere.*
✓*The doctors, nurses and admin staff are good, but your customer services are appalling. I phone the surgery and I'm put on hold and told I'm in a queue, @eue, then suddenly I'm disconnected.@cted.*