FFT Monthly Summary: February 2020

Red Lion Road Surgery Code: H84054



SECTION 1 **CQRS Reporting**

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
34	12	1	0	1	0	42	0	0	6	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**

78 Surveyed Patients:

Responses: 48

	Extremely Likely	Likely	Neither Likely nor	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	1	2	Unlikely 0	0	0	0	6
SMS - User Initiated	4	2	U	U	U	U	0
Tablet/App							
Web/E-mail							
Manual Upload	30	10	1	0	1	0	42
Total	34	12	1	0	1	0	48
Total (%)	71%	25%	2%	0%	2%	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 (%) =
$$\frac{extremely\ unlikely + unlikely}{extremely\ likely + likely + neither + unlikely + extremely\ unlikely + don't\ know} \times 100$$

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

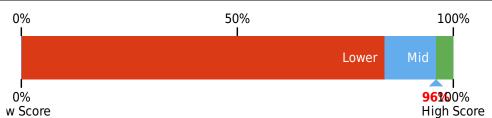
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3 **Practice Scoring**

Practice Score: 'Recommended' Rank

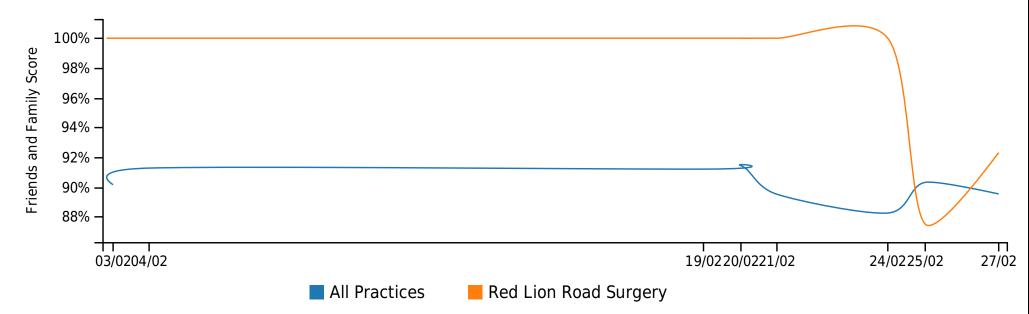
96% **Your Score:**

Percentile Rank: 75тн 0%



- 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 75th percentile means your practice scored above 75% of all practices.

Practice Score: 'Recommended' Comparison



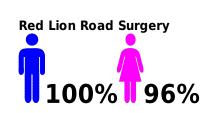
Notes: 1. Practice score comparison of 'recommended' scores only.

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

Practice Score: 'Recommended' Demographic Analysis

Age < 25 25 - 65 65+ **All Practices** 85% 89% 94% Red Lion Road Surgery 100% 97% 100%

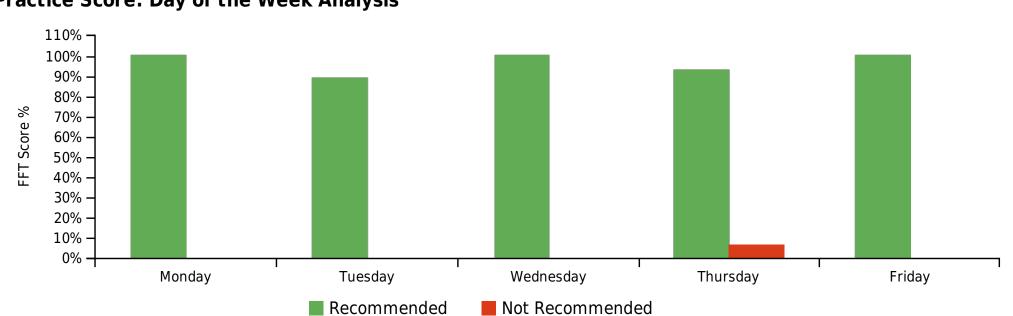




Notes: 1. Scores for current reporting month.

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

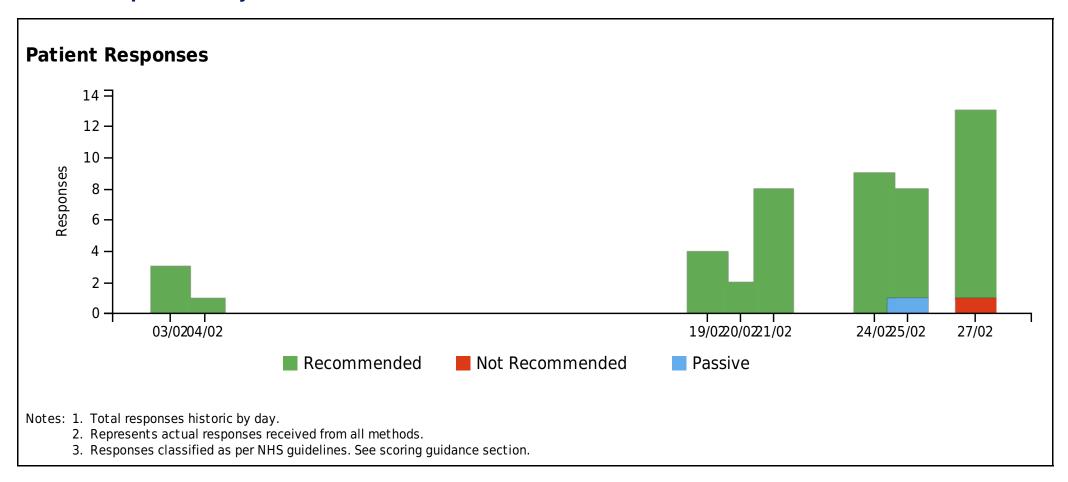
Practice Score: Day of the Week Analysis



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



SECTION 5

Patient Free Text Comments: Summary

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

- ✓ My family are not here and most friends have there own doctor surgery.
- ✓ Really good advice and on time
- ✓ Easy to get an appointment same day, nice staff
- ✓ Great Service
- ✓ Good and Quick service
- ✓ Good approach and Teatment
- ✓ Because extremely happy with this surgery and doctor
- ✓ Good experience when i visited with chest pain rapid action
- ✓ Because its true and i feel i have friends at the surgery. Please put ID photos for all staff on notice board please
- ✓ Staff and Drs ar nice
- \checkmark In case need of referal to the hospital we can always get that
- ✓ I have been with this practice for 20 years and find them kind and very helpful
- ✓I have received all the answers for my questions related to my visit
- ✓ Very happy with my doctor and can always get an appointment when needed
- ✓ we were attended to very efficiently, very good service by the Nurse
- ✓ Lovelly atmosphear caring people nice attitude
- ✓ pisapson, not answer call
- ✓ I love this doctor. Well Done
- ✓ Good Advice by the doctors at the surgery re looking after my health, very friendly receptionists
- ✓ To request a hospital check up due every 5 years
- ✓ All the staff and doctors and nurses are vy helpful. Thankyou
- ✓ Looked after by Dr (Mrs) Agrawal for 20 years
- ✓ very happy with practice
- ✓ The service and response is good
- ✓ It was the care and patience rendered. very thoughtful.
- ✓ because of friendliness and efficiency
- ✓ late time appointment after 6pm
- ✓ late time appointments after 6pm
- ✓i was very pleased with the nursing and reception staff. I think the doctor could demonstrate a little more care and be a bit more amiable
- ✓ Always first class consultation and treatment
- ✓ Always very well looked after
- ✓ very happy with the service
- ✓ because i have been visiting this GP for more than 20years and i am very happy
- ✓ I really like this surgery they are competant
- ✓I really like this surgery they are competant
- ✓ very friendly atmosphere
- Xvery good / happy
- X good and caring doctors

Not Recommended

✓ because Dr Agrawal shush me and didnt listen to me. Didnt give me chance to talk

Passive