

FFT Monthly Summary: March 2018

Red Lion Road Surgery
Code: H84054



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
15	8	0	1	5	0	0	0	0	29	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 cqrservicesdesk@gdit.com. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients: 150

Responses: 29

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	15	8	0	1	5	0	29
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	15	8	0	1	5	0	29
Total (%)	52%	28%	0%	3%	17%	0%	100%

Summary Scores

👍 79% 👎 21% ➡ -0%

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:

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

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

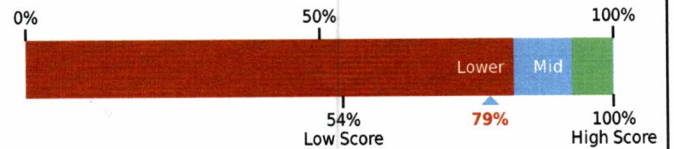
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

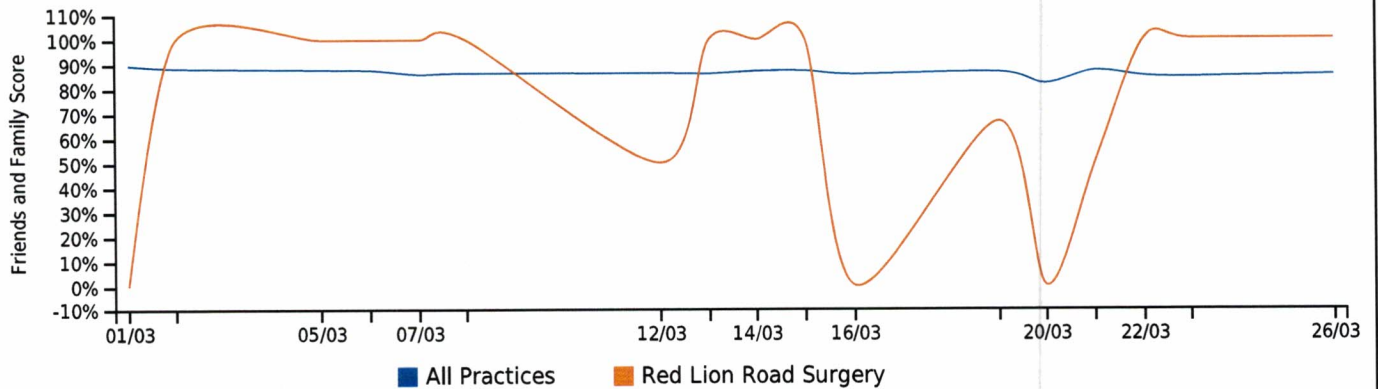
Practice Score: 'Recommended' Rank

Your Score: 79%
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	80%	87%	92%
Red Lion Road Surgery	67%	77%	100%

Gender

All Practices

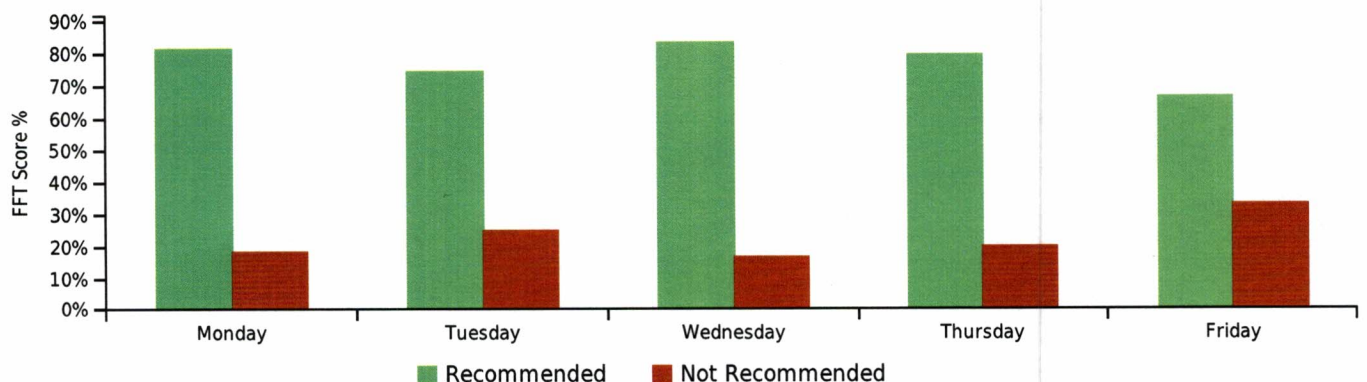


Red Lion Road Surgery



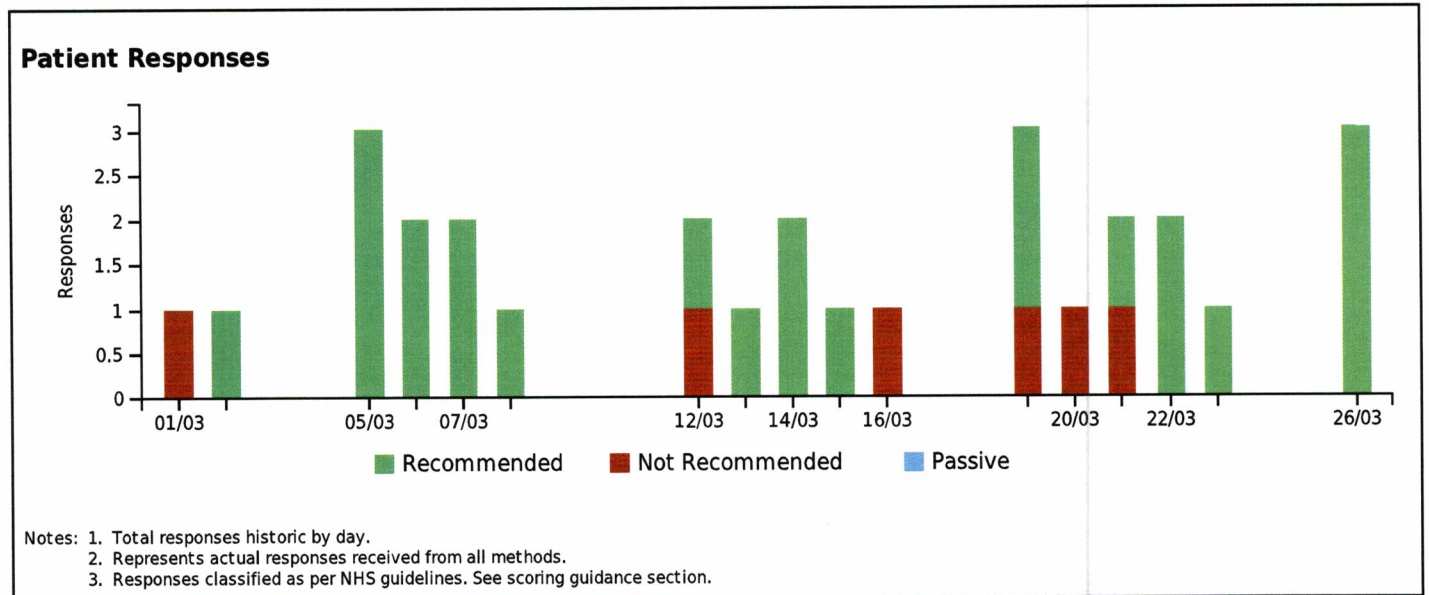
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis



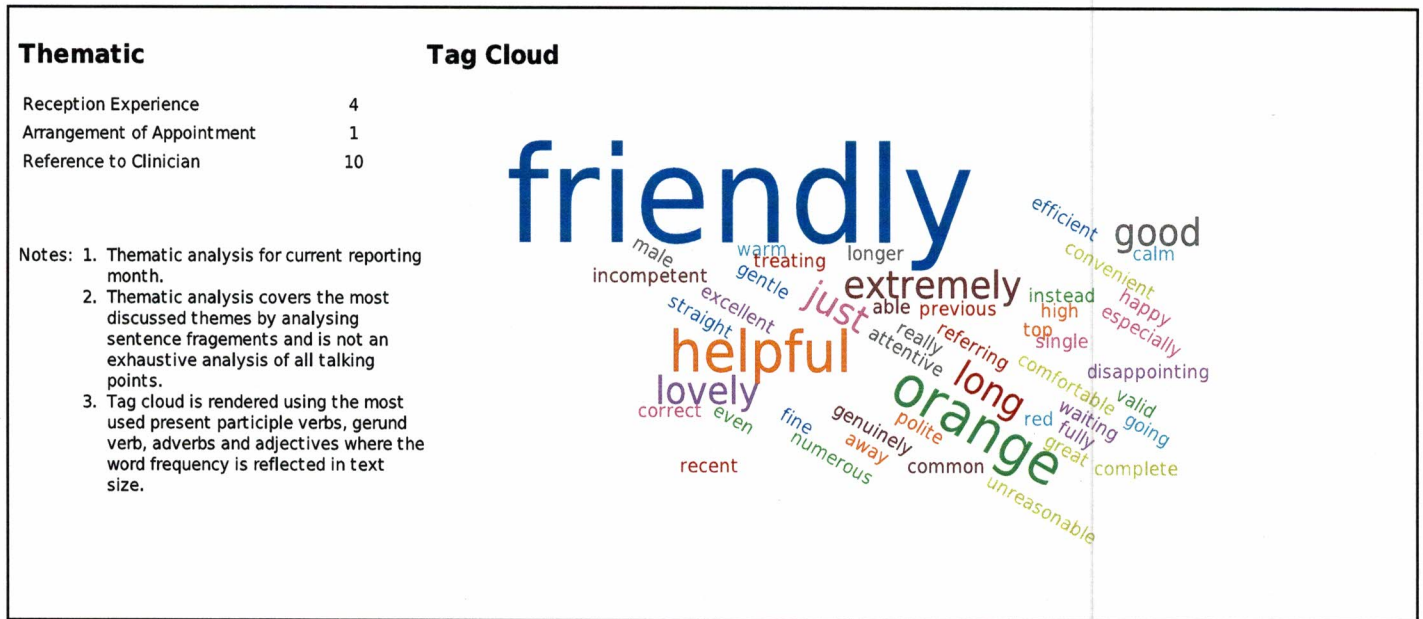
- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4 Patient Response Analysis



SECTION 5

Patient Free Text Comments: Summary



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

- ✓ Because we are satisfied with the service / treatment we get there.
- ✓ I feel comfortable with the Dr. Very friendly and diagnosed an ailment.
- ✓ Very friendly
- ✓ When i 1st and EVERY other visit i feel i am meeting life long friends the greeting is so warm. Thats before i see a doctor or nurse. I love the feeling @ling i receive. Thank you all. David garnham.@nham.
- ✓ Friendly and efficient
- ✓ Every one was very polite and friendly
- ✓ Because we didnt have to wait for a long time and the doctor was vs very kind and helpful ul
- ✓ The reception lady was so helpful and happy. The nurse and the other lady were attentive and gave me great advice. The nurse was calm and gentle with the@h the smear. She was such a lovely lady too as were the other lovely ladies there today. Top service thank you @ you
- ✓ Friendly receptionist and Doctor
- ✓ Recent visit with the practice nurse was excellent.We did not wait at all.I admire her skill and professionalism.But less friendly receptionists bring th@ng the rating down.@down.
- ✓ Friendly and helpful staff and good surgery hours.
- ✓ 1 Extremely like
- ✓ Good communication with doctor and no unreasonable delays in appointments

Not Recommended

- ✓ I don't feel like most of the dr care on numerous time been told not to worry about treating something or fully explain the common side effects of the me@he medicines @ines
- ✓ I've sent you an Orange Photo/Video Message. Go to <https://orange.mms.ee.co.uk/orange/> Your message is valid for 7 days
- ✓ Seen on time
- ✓ The two doctors there are extremely incompetent and especially the male one. Every time it is a complete waste of time to go there for whatever health pr@th problem you might have. I start going straight away to the Teddington walk in centre instead of referring to my GP as (despite waiting 2-3 hours) at least@least in there they know how to do a check up and then are able to send me to the correct place.... it's a longer procedure and is not convenient location but@n but at Red Lion road surgery for a broken finger they told me to do exercises and take paracetamol as they couldn't understand the X-ray and said that they @they think it should be fine.... for a high blood pressure and dizziness again they said paracetamol... they even refused to give me the results of the chest @hest X-ray and head scanner that I did in the West Middlesex university hospital so I could find specialists to check them because as with my previous experie@perience I know they can't understand it. Very disappointing health care!!! The only answer for everything is drink paracetamol.... and they genuinely don't u@n't understand anything.... without any such education or practice and just with help of internet every single person could become a better GP!!! @P!!!
- ✓ Doctor could not be bothered, did not really get to know what or if I had. This is the worst surgery I have been to in all my life, I just wonder if u ha@ u have trained doctors @tors

Passive