

FFT Monthly Summary: September 2019



Acocks Green Medical Centre
Code: M85736

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
23	6	2	0	0	0	0	0	0	31	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: 133

Responses: 31

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	23	6	2	0	0	0	31
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	23	6	2	0	0	0	31
Total (%)	74%	19%	6%	0%	0%	0%	100%

Summary Scores

94%

0%

6%

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:

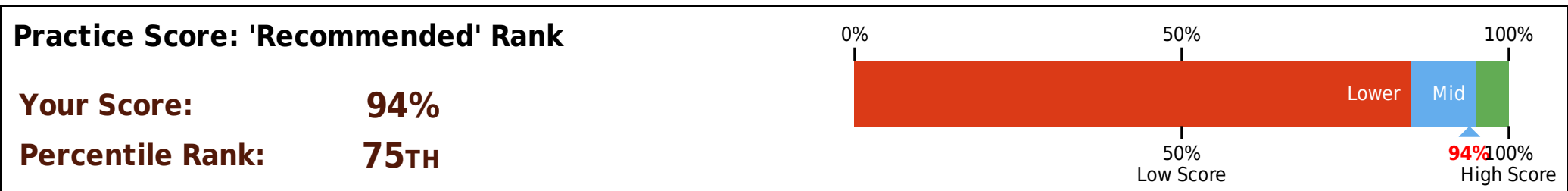
Recommended (%) = $\frac{\text{extremely likely} + \text{likely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$

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

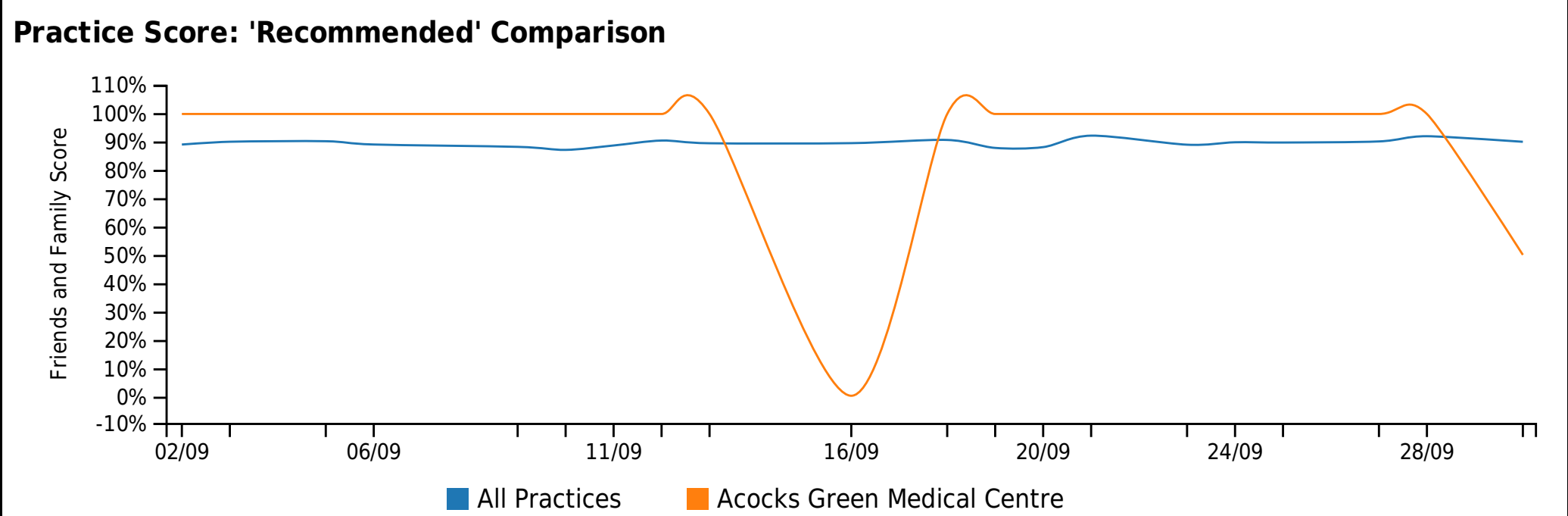
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3
Practice Scoring

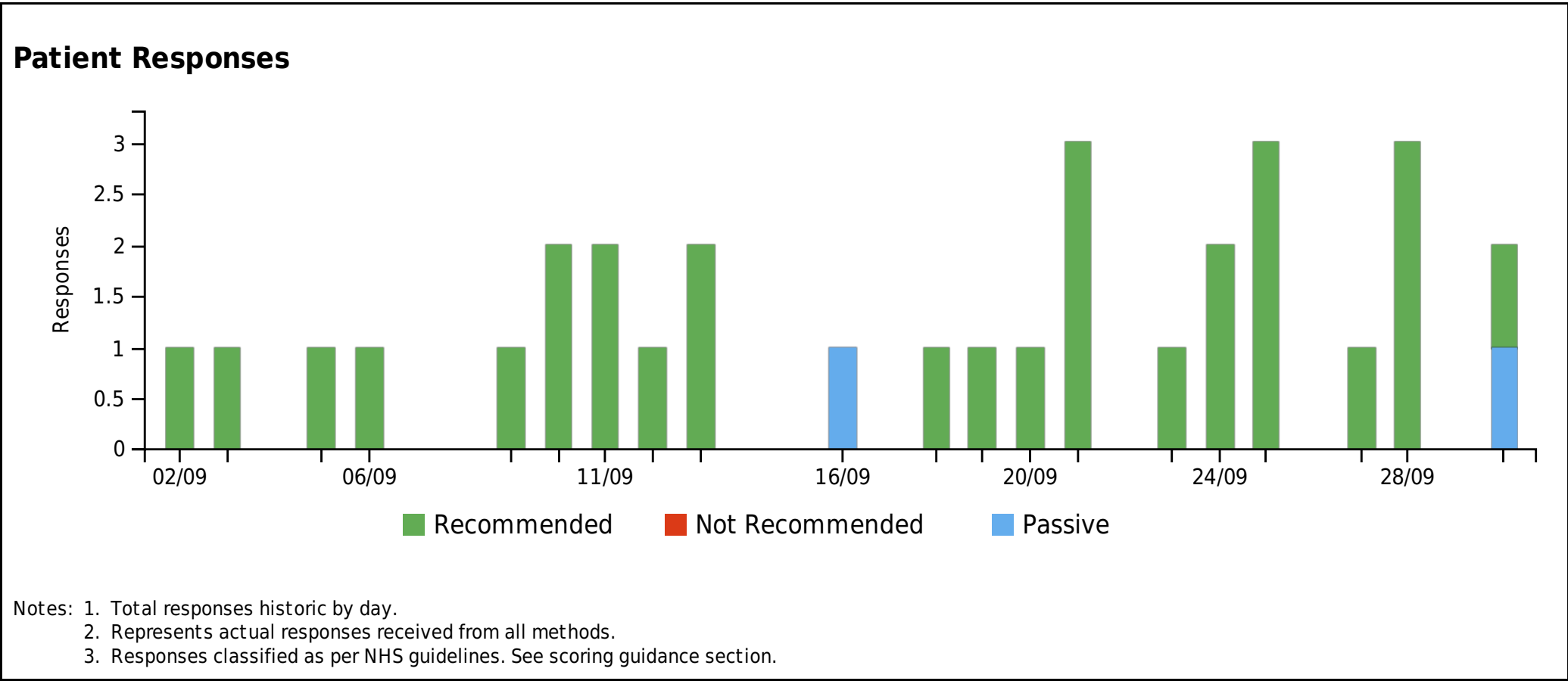


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 75th percentile means your practice scored above 75% of all practices.



SECTION 4

Patient Response Analysis



SECTION 5

Patient Free Text Comments: Summary

Thematic

Reception Experience7

Arrangement of Appointment4

Reference to Clinician4

Tag Cloud

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

- ✓feel comfortable with doctors and staff and you know who your going to see
- ✓Waiting 4 weeks for an appointment to see a doctor
- ✓Good staff and friendly staff
- ✓Been with this surgery over 20 years with not one complaint
- ✓Simple check in, friendly Staff, good Consultation, with clear explanations.
- ✓This centre has been my doctors for all my life and know the GP well and his father who was a great man and GP
- ✓Waiting times and lack of appointments available
- ✓The staff are always friendly and helpful, they have a smile and never seem to get angry ,even when I have heard some patients have a go because of no ap@no appointment to be had .@had .
- ✓Helpful friendly staff and a doctor that I have a good relationship with.
- ✓TSG has looked afer me so well for many years now combined with a polite and helpful team running his surgery. Thanks
- ✓Apart from the frustration of arranging an appointment at the stroke of the clock, I have found the advice/diagnosis/treatment to be correct, to the poin@ point which has put me back on my way to recovery. @ery.
- ✓all staff are always friendly and ready to help nothing is too much trouble and they always give 110%
- ✓Extremely likely
- ✓All ways helpful and friendly
- ✓The staff's warm bedside manner.

Not Recommended

Passive