

FFT Monthly Summary: February 2020



Acocks Green Medical Centre
Code: M85736

SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
4	5	0	1	1	0	0	0	0	11	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:		50						
Responses:		11						
		Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll		4	5	0	1	1	0	11
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
Total		4	5	0	1	1	0	11
Total (%)		36%	45%	0%	9%	9%	0%	100%

Summary Scores

82% 18% 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:

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

Practice Score: 'Recommended' Rank

Your Score:82%

Percentile Rank:20TH

0%50%100%

0%w Score100%High Score

LowerMid

82%

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 20th percentile means your practice scored above 20% of all practices.

Practice Score: 'Recommended' Comparison

Friends and Family Score

110%100%90%80%70%60%50%40%30%20%10%0%-10%

03/0206/0211/0217/0225/02

All Practices

Acocks Green Medical Centre

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%
Acocks Green Medical Centre	100%	100%	0%

Gender

All Practices

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90%89%

100%71%

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

FFT Score %

110%100%90%80%70%60%50%40%30%20%10%0%

MondayTuesdayWednesdayThursdayFriday

Recommended

Not Recommended

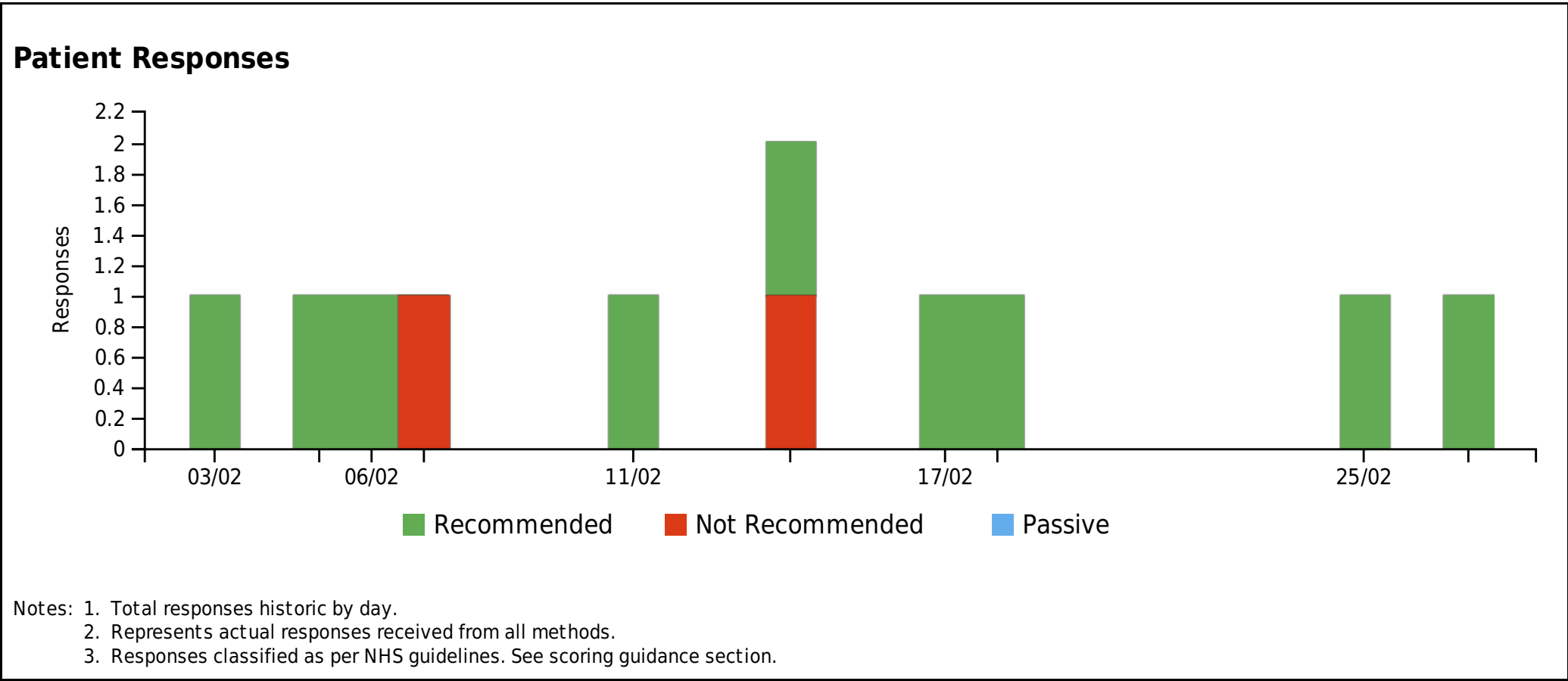
Notes:

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.

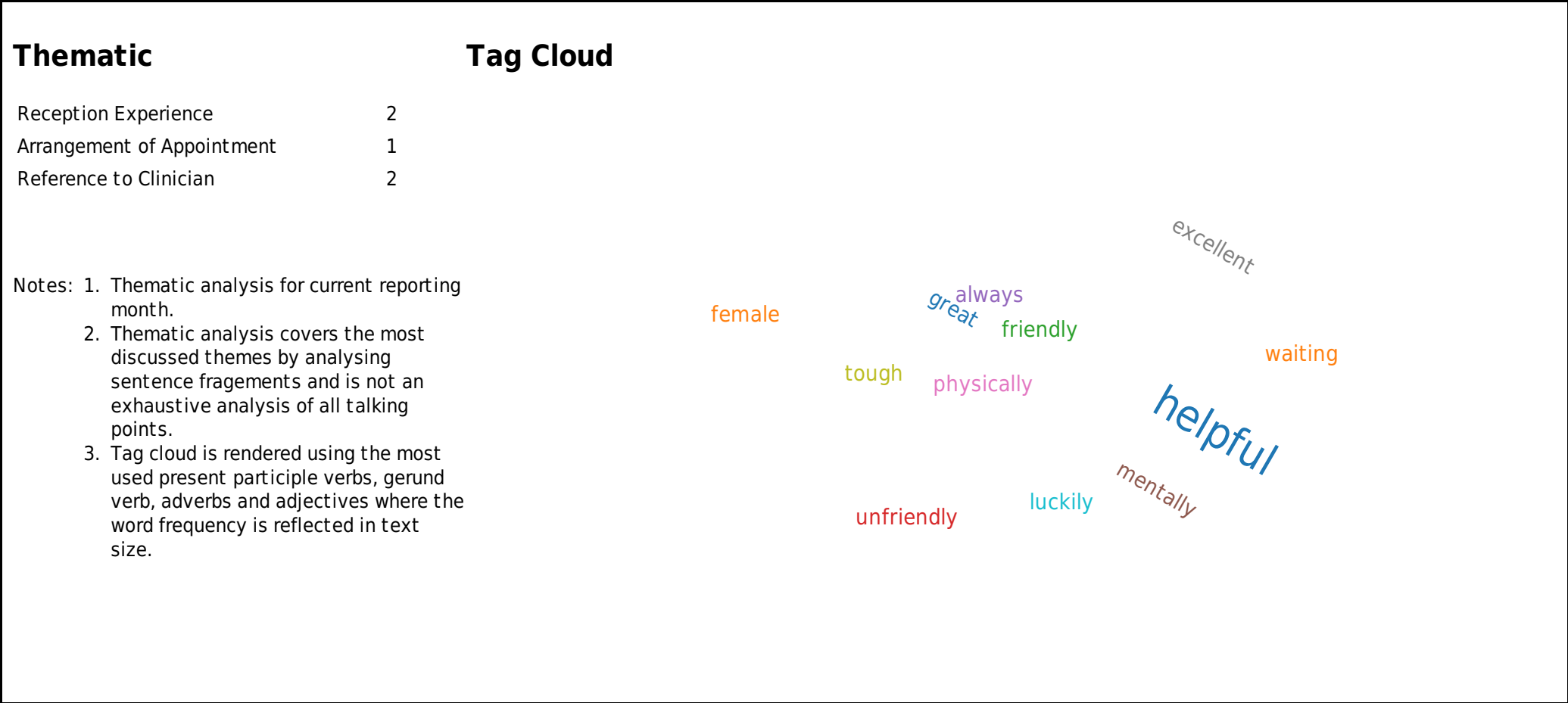
SECTION 4

Patient Response Analysis



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

- ✓ All the staff were very helpful

✓ Bloods taken no waiting time and receptionist very friendly and helpful

✓ Because they have always looked after me, mentally and physically. Excellent service

✓ Didn't know how the system work here as I'm from Italy, had an appointment at 4.30 but didn't know I had to sign in so had to wait till 5.15, my doctor d@tor didn't see me because he tough I didn't show up, luckily a great female doctor saw me and help me with all my concerns. @rns.

Not Recommended

- ✓ Went for a blood test today, the nurse was most "unfriendly", couldn't take the blood - was she qualified??? And sent me to hospital to have bloods don@s done!!!!!!@!!!!

Passive