

FFT Monthly Summary: October 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
19	2	0	0	3	0	0	0	0	24	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: 125

Responses: 24

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	19	2	0	0	3	0	24
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	19	2	0	0	3	0	24
Total (%)	79%	8%	0%	0%	13%	0%	100%

Summary Scores

88%

13%

-1%

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:88%

Percentile Rank:40TH

0%50%100%

0%w Score100%High Score

LowerMid

88%

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 40th percentile means your practice scored above 40% of all practices.

Practice Score: 'Recommended' Comparison

Friends and Family Score

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

03/1011/1015/1018/1023/1025/1028/10

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	83%	89%	93%
Acocks Green Medical Centre	100%	88%	100%

Gender

All Practices

90%

89%

Acocks Green Medical Centre

88%

88%

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%

MondayTuesdayWednesdayThursdayFridaySaturday

Recommended

Not Recommended

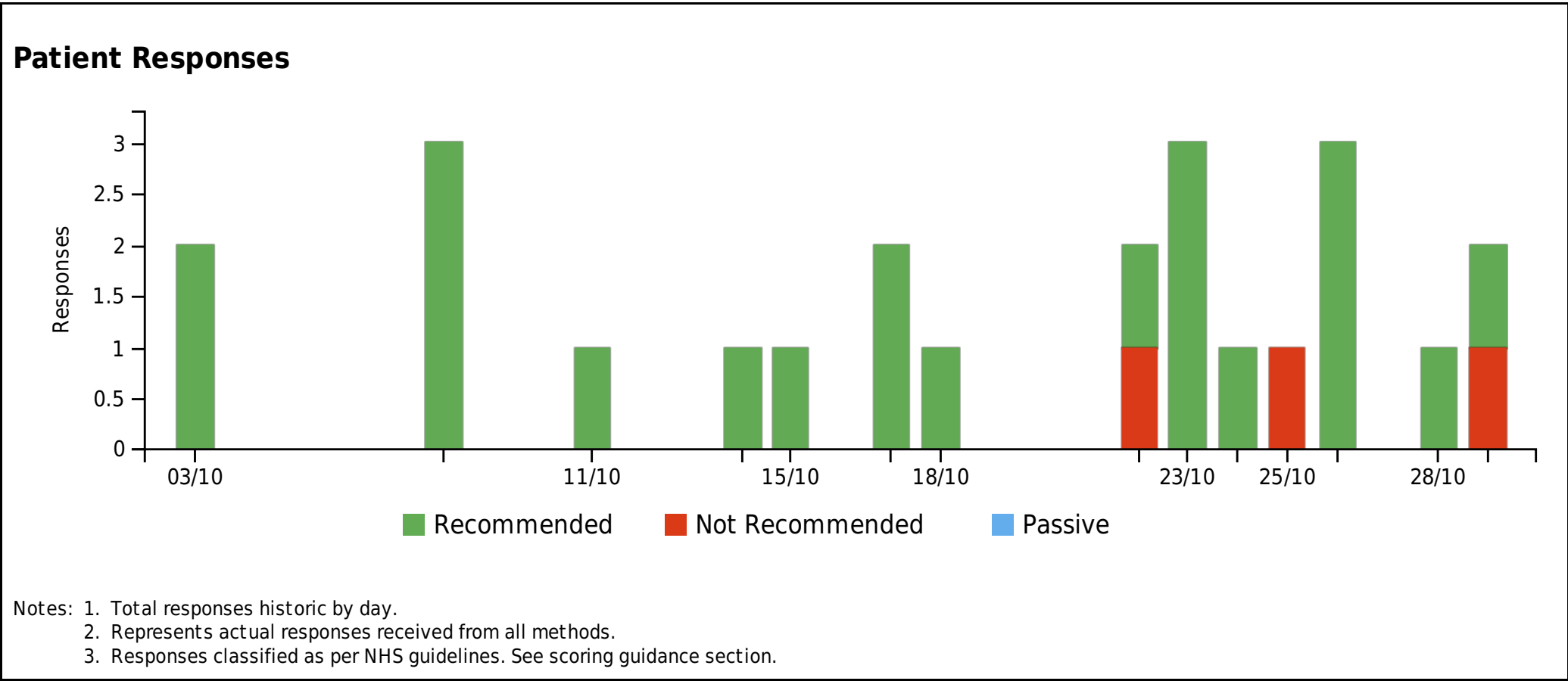
Notes:

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

Thematic

Reception Experience	7
Arrangement of Appointment	3
Reference to Clinician	9

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

- ✓The staff and Doctors are very friendly and will help you with any problems you have

✓Good doctors will take time to understand your problem and easy to talk to.all staff are helful.

✓All staff are kind and helpful, always listen to you

✓When i phone i get through fairly quick staff very polite doctors explain things so the patient understands

✓A happy customer simple ha

✓My reason is my doctor takes time whith his patients &listens to what you have to say

✓As always the excellent service, thoughtful & kind staff and absolute professionalism.

✓Everyone is very helpful needed a appointment asap got me in next morning thankyou

✓The welcoming smile and chat from Dr. Gupta as I am a new patient.

✓Dr Sen-Gupta is an amazing doctor

✓The staff took the time to look up information so that I could see the doctor this morning doctor was able to put my mind at ease. Thanks

Not Recommended

- ✓Absolutely awful trying to get appointment. Receptionist think they should pick who sees doctor

✓It is very hard t get appointments and see dr sen gupta

✓The reason is you can never get through And when you do get through the phone cuts off Then they are very unhelpful Never ever have I had a good exp

Passive