FFT Monthly Summary: December 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
12	6	1	3	1	0	0	0	0	23	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: **92**

Responses: **23**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	12	6	1	3	1	0	**23**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**12**	**6**	**1**	**3**	**1**	**0**	**23**
Total (%)	***52%***	***26%***	***4%***	***13%***	***4%***	***0%***	***100%***

Summary Scores

78% 17% 5%

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:

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

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

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

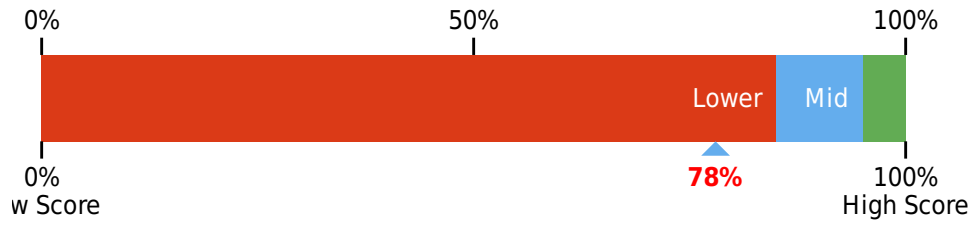
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

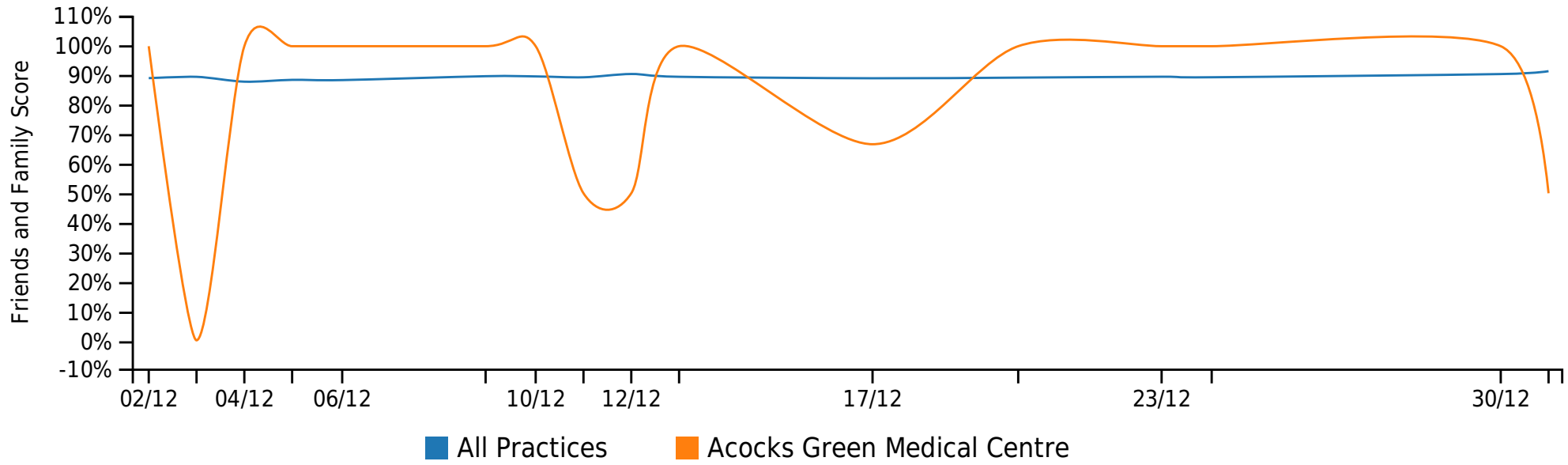
Your Score: 78%

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



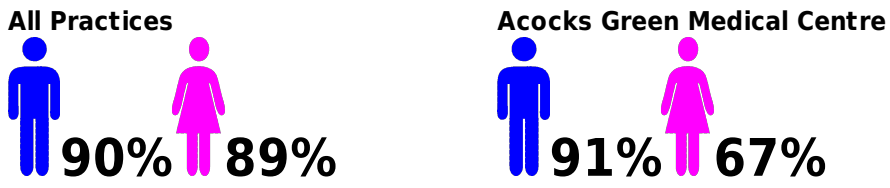
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

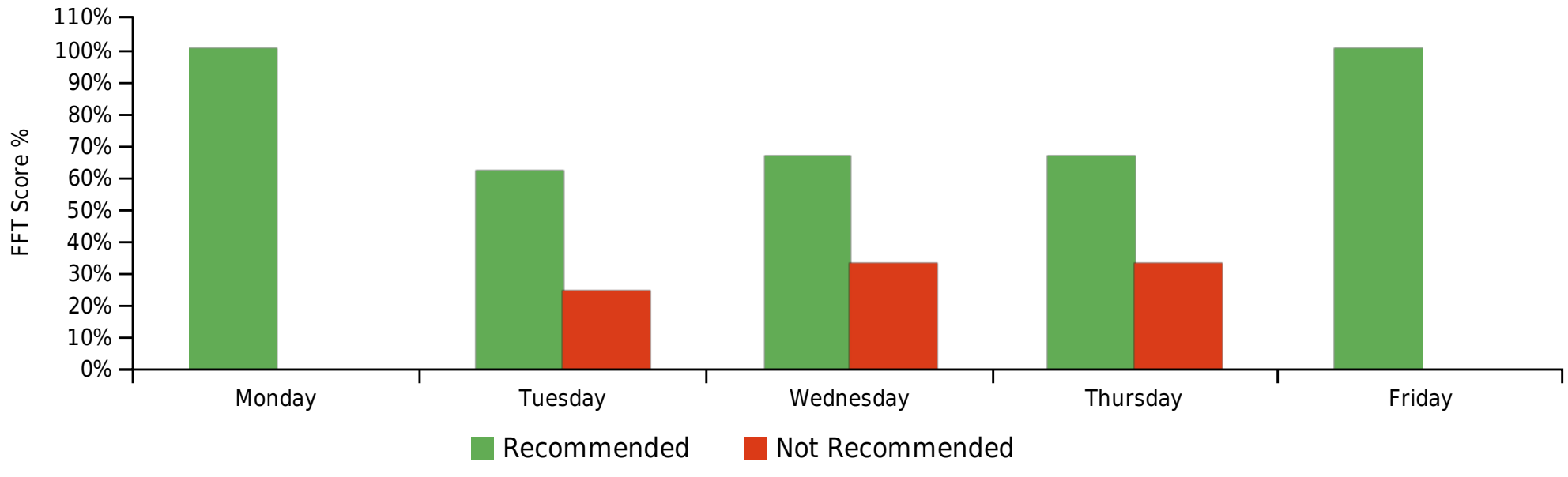
	< 25	25 - 65	65+
All Practices	83%	89%	93%
Acocks Green Medical Centre	100%	76%	50%

Gender



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

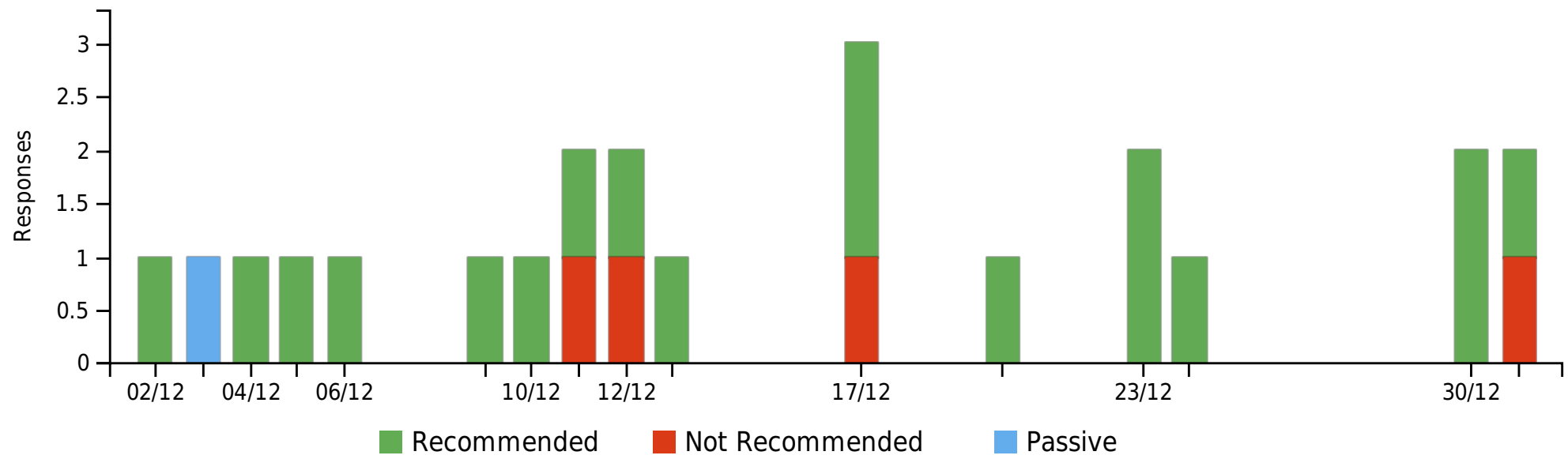
Practice Score: Day of the Week Analysis



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

Patient Responses



Notes: 1. Total responses historic by day.
2. Represents actual responses received from all methods.
3. Responses classified as per NHS guidelines. See scoring guidance section.

SECTION 5
Patient Free Text Comments: Summary

Thematic

Reception Experience	2
Arrangement of Appointment	4
Reference to Clinician	9

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.

Tag Cloud

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

✓I am very much pleased with Ms Sheena for her professional care and I am very much satisfied for her service

✓*I was glad that I was granted an appointment the same day as my condition, I felt, was urgent.Even though parking was a bit of a challenge, I am absolut@solutely happy with the consultation I had with Bernadette. She's absolutely great! Thank you.@ you.*

✓GP, nurses and staff helpful. Getting an appt is difficult and could improve though

✓*Very good service*

✓I was seen straight away and the nurse was very nice to talk to. And was able to treat my ailment straight away.

✓*The main is because I was made too feel welcome,but we need more appointment*

✓Friendly attitude of nurse miss Bernadette palmer

✓*Bernadette Palmer is a credit to the doctors and they should keep her full time. She listens and helps people- since joining the surgery and Bernadette s@tte starting I finally feel that I am getting some where with my health.@alth.*

✓Very nice staff including the Doctors, Miss Bernadette palmer and reception.

✓*My family have used this practice for many years and we have all had excellent service*

Not Recommended

✓Had baby 6 weeks ago, had to take baby to see the dr on Monday for my 6 weeks check up. The check up was so rushed, dr only checked baby's heart and bell@ belly not his hips or anything else. Then I had another appointment on Tuesday to see the nurse, she asked me how could she help me as soon as I walked in wh@in which means she hadn't read my file to see why I was being seen today and I mentioned to her I delivered by c section thinking my stomach would be checked @cked and it wasn't then today I had to go in for blood test, only for the nurse to keep asking me who had sent me for a blood test. She couldn't see the reaso@reason why I needed a blood test. It's a joke!! I don't understand why I couldn't have all 3 appointments in 1 day, why it had to be spread out over 3 days an@ys and it goes to show the drs and nurses ain't reaching our notes before we're called in. Then we're in and out in a matter of minutes once we're called in @d in

✓*When I got to the doctors only to be told my appointment was cancelled no other doctor was on duty*

Passive

✓Not being able to see a doctor when I need to.