FFT Monthly Summary: January 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
7	3	2	2	0	0	0	0	0	14	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: **95**

Responses: **14**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	7	3	2	2	0	0	**14**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**7**	**3**	**2**	**2**	**0**	**0**	**14**
Total (%)	*50%*	*21%*	*14%*	*14%*	*0%*	*0%*	*100%*

Summary Scores

👍 71% 👎 14% ☞ 15%

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/

Practice Score: 'Recommended' Rank

Your Score: **71%**

Percentile Rank: **5TH**

0%   50%   100%
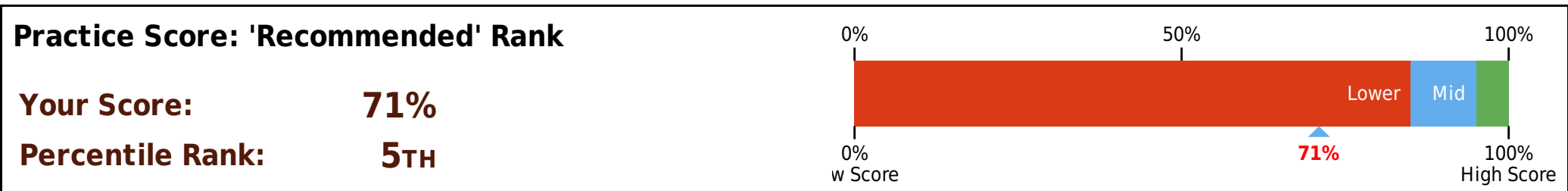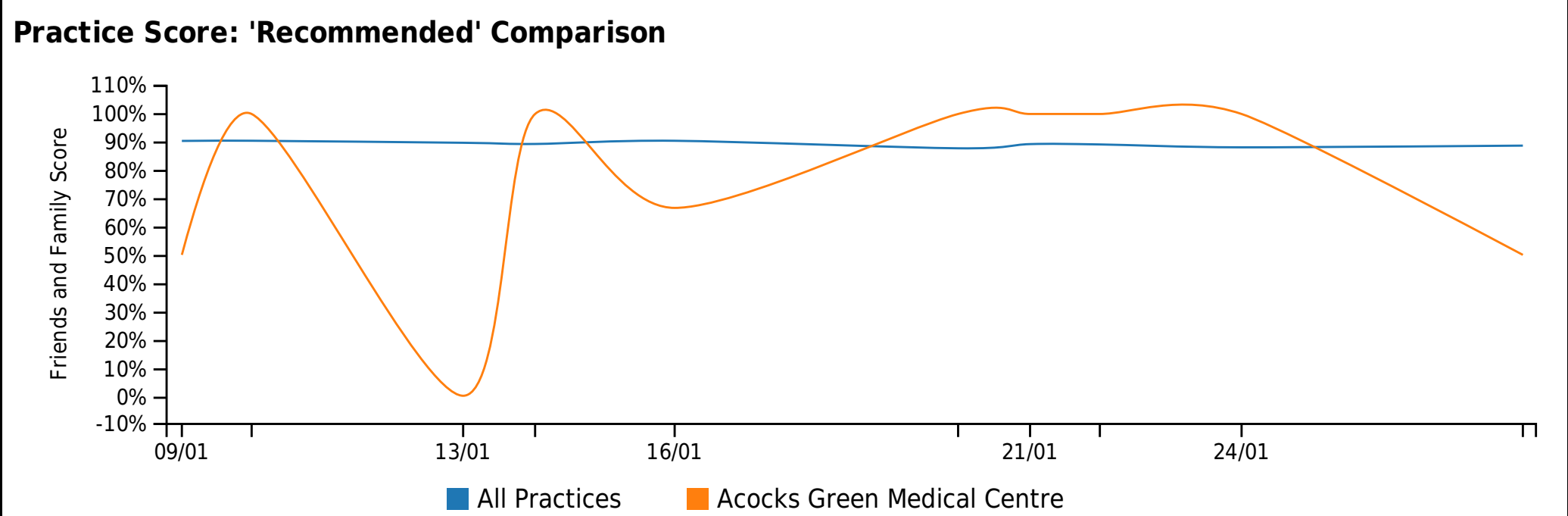
Lower Mid

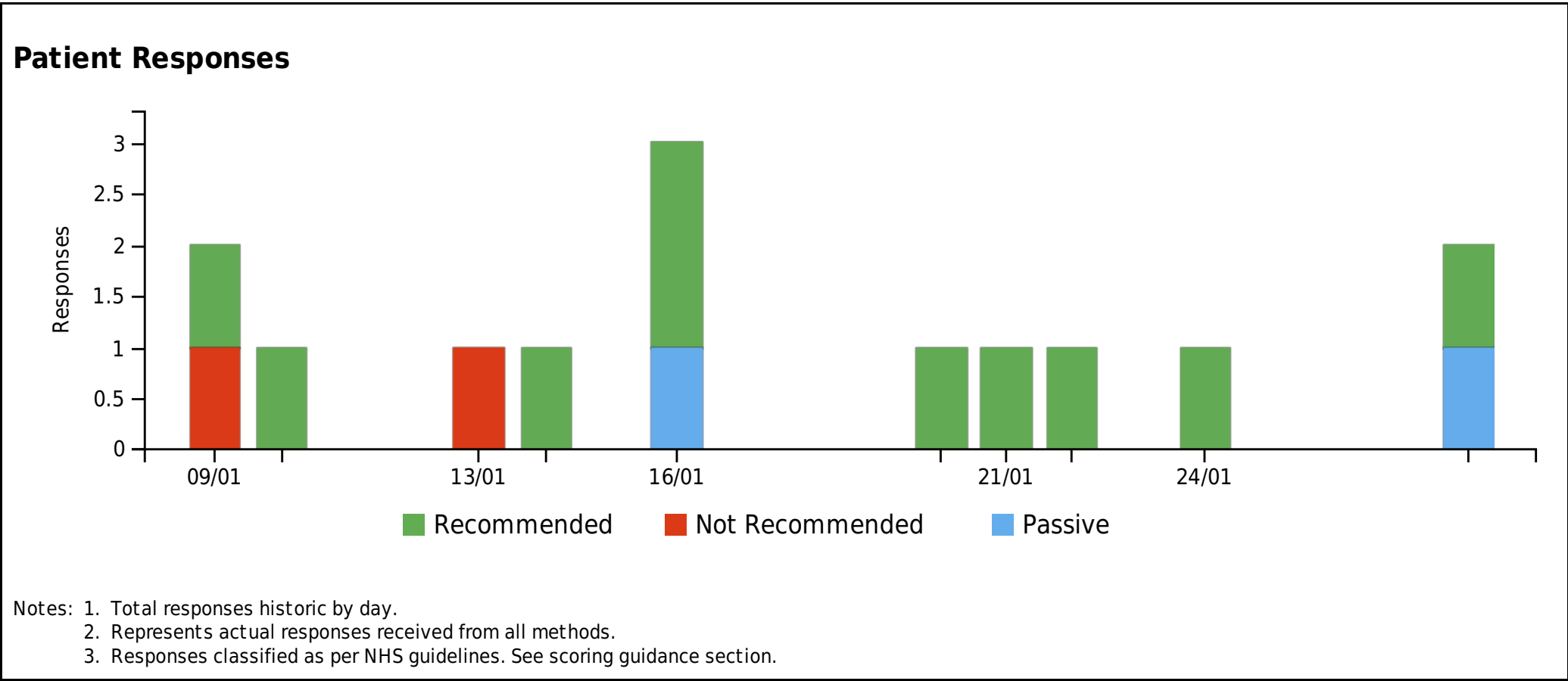0%   **71%**   100%
w Score   High Score

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 5th percentile means your practice scored above 5% of all practices.

Practice Score: 'Recommended' Comparison

Friends and Family Score (y-axis: -10% to 110%)
x-axis: 09/01, 13/01, 16/01, 21/01, 24/01

■ 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%	67%	100%

Gender

All Practices

90% 89%

Acocks Green Medical Centre

71% 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 % (y-axis: 0% to 110%)
x-axis: Monday, Tuesday, Wednesday, Thursday, Friday

■ 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.

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	3
Arrangement of Appointment	4
Reference to Clinician	4

Notes: 1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragments 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

properly
staffing short
informative now
appalling hard
helpful ever
still
friendly attending
totally enough
brilliant just

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

✓After a mix up with the appointment time I was still seen at short notce
✓*The Dr's and staff do their job properly*
✓The doctors and staff are friendly and helpful
✓*Larry was very helpful as were both nurses in the practice today*
✓I've just had an appointment with bernadette parmer and she was brilliant. Very informative and totally answered all my questions.

Not Recommended

✓Reception staffing needs to be improved. One person on the desk attending to patients is just not enough. Appointment wait times are appalling. I've be@ve been a patient for a year now and struggled to ever make an appointment. @ent.

Passive

✓Came in today to be told I had to wait 5weeks to see a doctor
✓*It's very hard to get an appointment when you need one.*