FFT Monthly Summary: August 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
28	3	0	1	1	0	0	0	0	33	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: 180

Responses: 33

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	28	3	0	1	1	0	**33**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**28**	**3**	**0**	**1**	**1**	**0**	**33**
Total (%)	***85%***	***9%***	***0%***	***3%***	***3%***	***0%***	***100%***

Summary Scores

94% 6% 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:

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

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

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

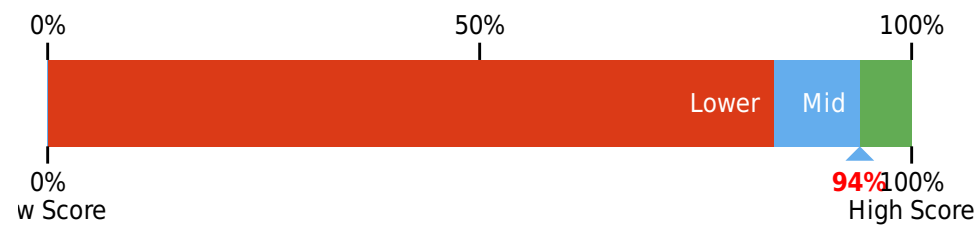
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

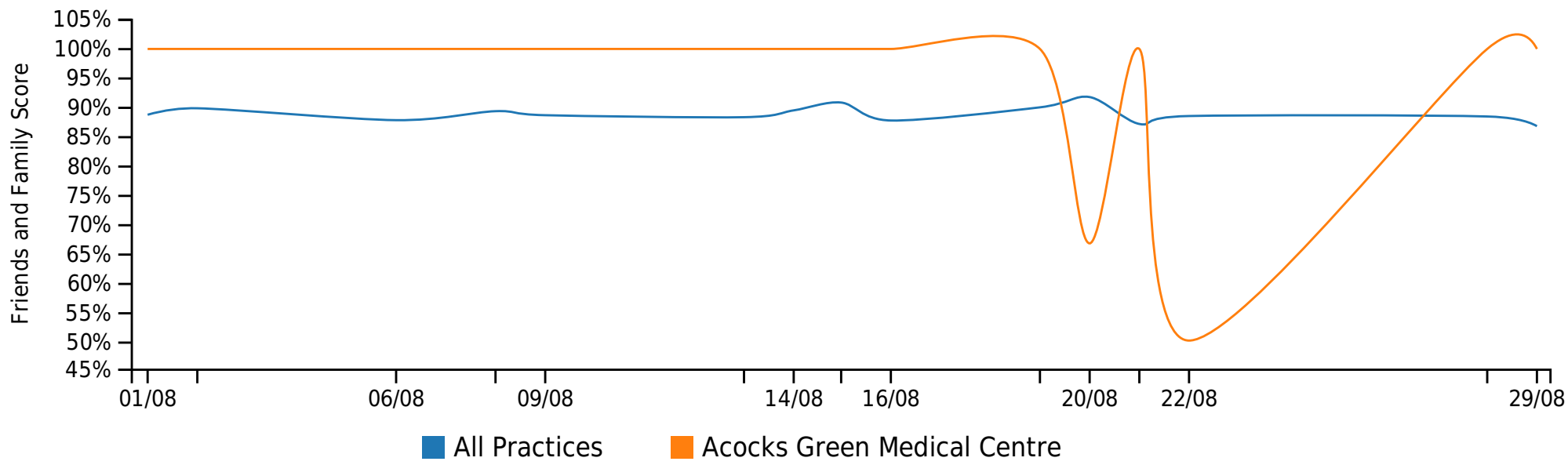
Your Score: 94%

Percentile Rank: 75TH



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.

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

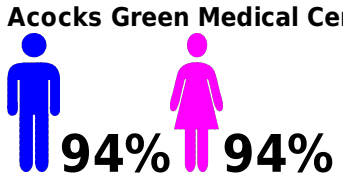
Age

	< 25	25 - 65	65+
All Practices	81%	88%	92%
Acocks Green Medical Centre	0%	93%	100%

Gender

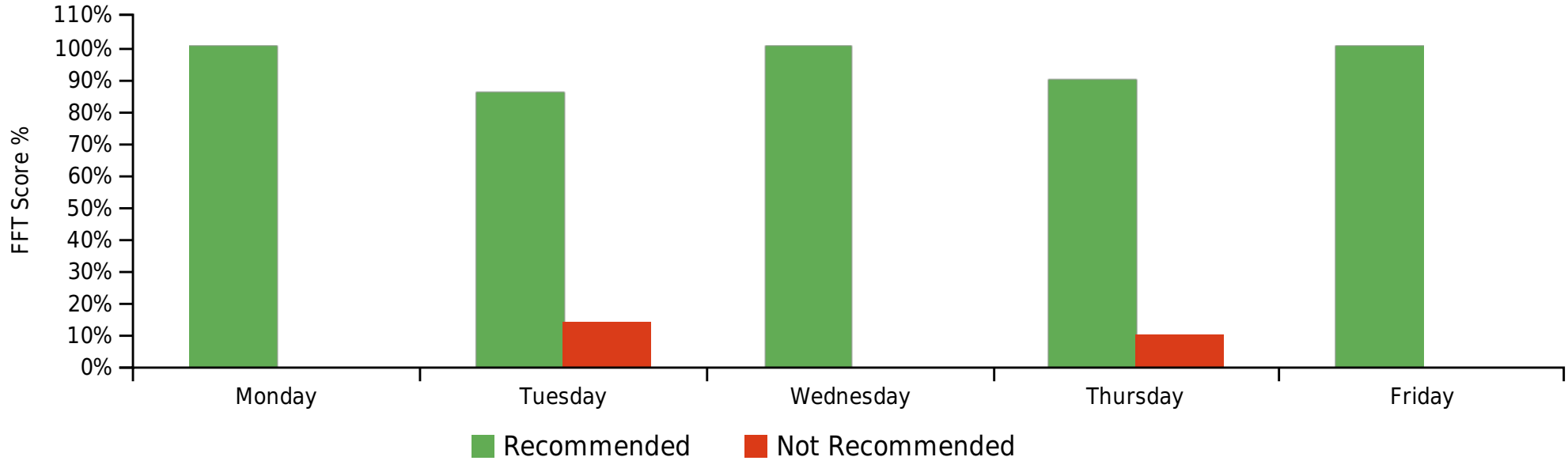
All Practices

Acocks Green Medical Centre



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

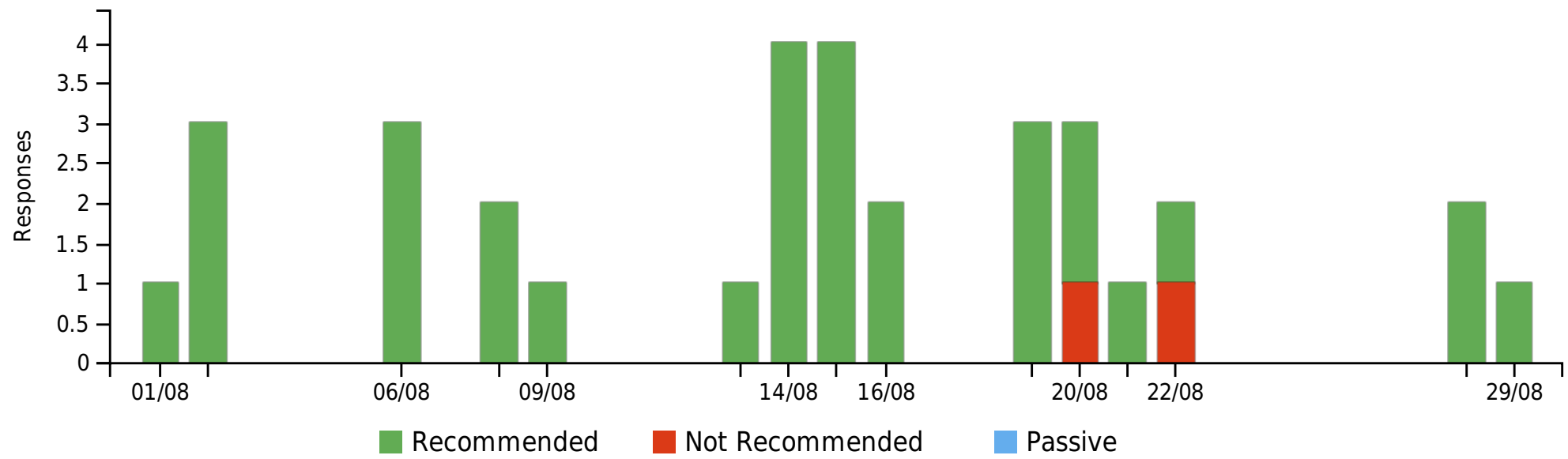
Practice Score: Day of the Week Analysis



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	4
Arrangement of Appointment	2
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 really like the service dr sen gupta gives, I wouldn't see any other doctor but him. It's just a shame that it's so hard finding appointments with him.
✓*Because every time that I was in, the staff was amazing, on time , helpful and cain.*
✓Very professional and clear in her advise
✓*Doctors understandig about my heath problems*
✓The nurse i saw was realy helpfull and took time to explain things
✓*I've live in various parts of Birmingham and used many Surgeries. I find the AGMC the most welcoming and Friendly I've been to. It's a nervous enough exp@h experience going to the Doctors and it's nice to know you are going to be welcomed by friendly staff@staff*
✓Friendly, helpful, understanding, our family doctor, over the years we have been at your practice, doctor very understanding, excellent in care, trust @rust doctor completely @tely
✓*Been with this practice for long time, trust the doctor, and appreciate support from all the team.*
✓Very welcoming and listening practice put patients first and are wonderful
✓*Mainly your friendly service*
✓i got the service i needed.
✓*Pleasant, professional and friendly staff from reception all the way too the doctor and advanced practioner who listened too my problem and provided supp@ support ,advice and information.@tion.*
✓Been with GP for 25 years ! Mostly very happy with your service an GPs !
✓*Saw Bernadette Palmer today she was one of the best and efficient person I've seen in a long! Also office staff are always friendly and helpful!*
✓I've sent you a Photo/Video Message. Go to https://get.mms.ee.co.uk/legacy/ Your message is valid for 7 days
✓*Very helpful*
✓Acocks green medical centerGot appointment when neededToday I have seen nurse Palmer (sorry if spell wrong) she is very kind and gives me good advic@advice, doctor and nurse are helpful for patients needs.@eeds.
✓*They are nice and kind down there.*
✓Was very helpful and precise

Not Recommended

✓Poor service

Passive