

# FFT Monthly Summary: February 2020

Fishergate Hill Surgery  
Code: P81169

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
21	7	2	0	1	0	0	0	0	31	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>	<b>109</b>							
<b>Responses:</b>	<b>31</b>							
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total	
SMS - Autopoll	21	7	2	0	1	0	<b>31</b>	
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
<b>Total</b>	<b>21</b>	<b>7</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>31</b>	
<b>Total (%)</b>	<b>68%</b>	<b>23%</b>	<b>6%</b>	<b>0%</b>	<b>3%</b>	<b>0%</b>	<b>100%</b>	

### Summary Scores

 90%
  3%
  7%

## 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:

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

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

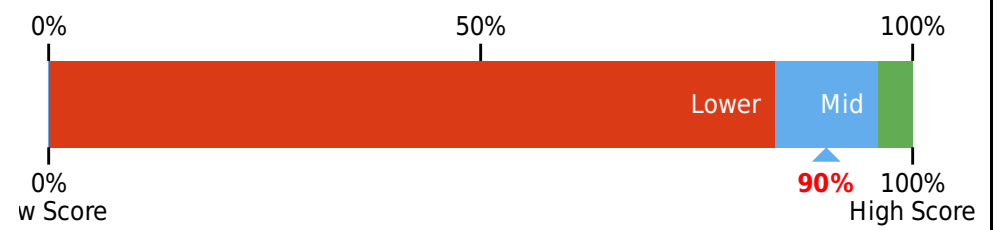
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

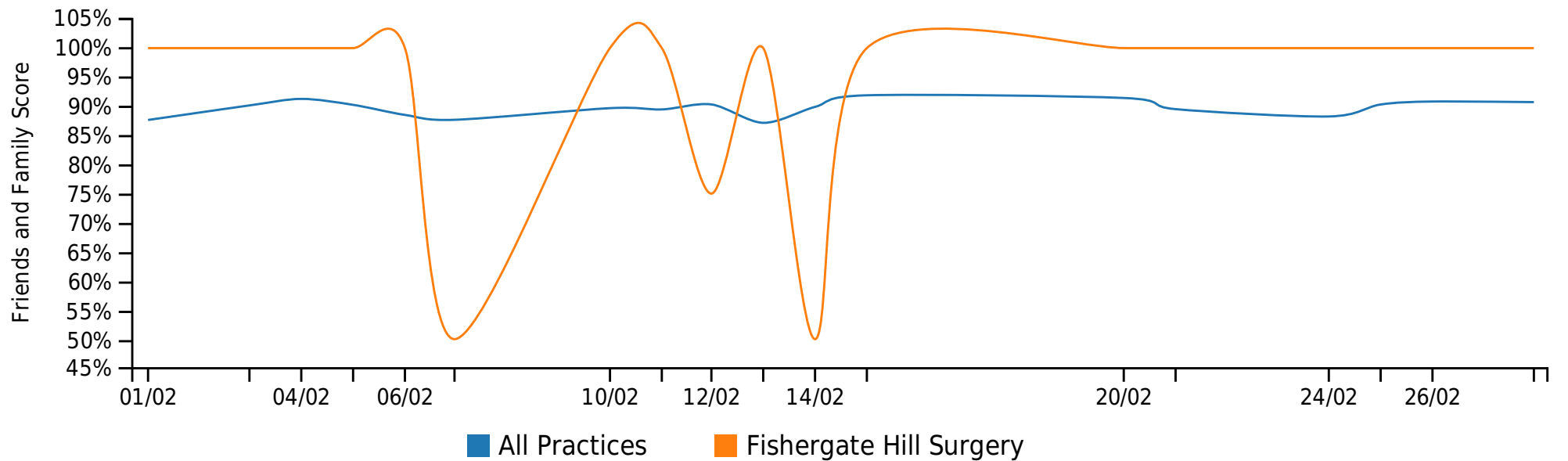
### Practice Score: 'Recommended' Rank

**Your Score:** 90%  
**Percentile Rank:** 45<sup>TH</sup>



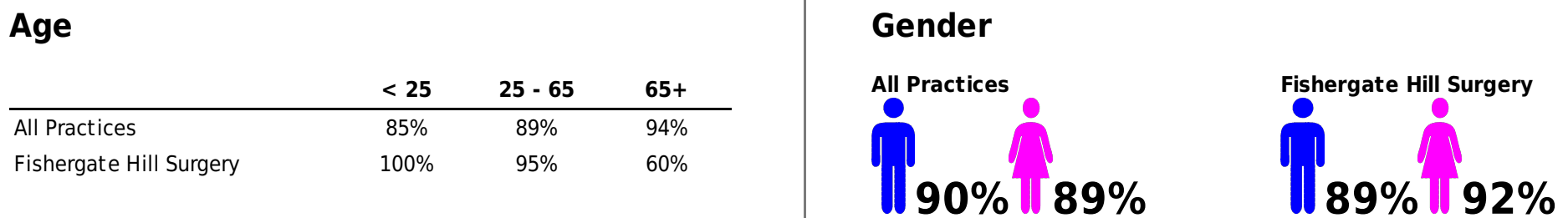
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.  
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 45th percentile means your practice scored above 45% of all practices.

### Practice Score: 'Recommended' Comparison



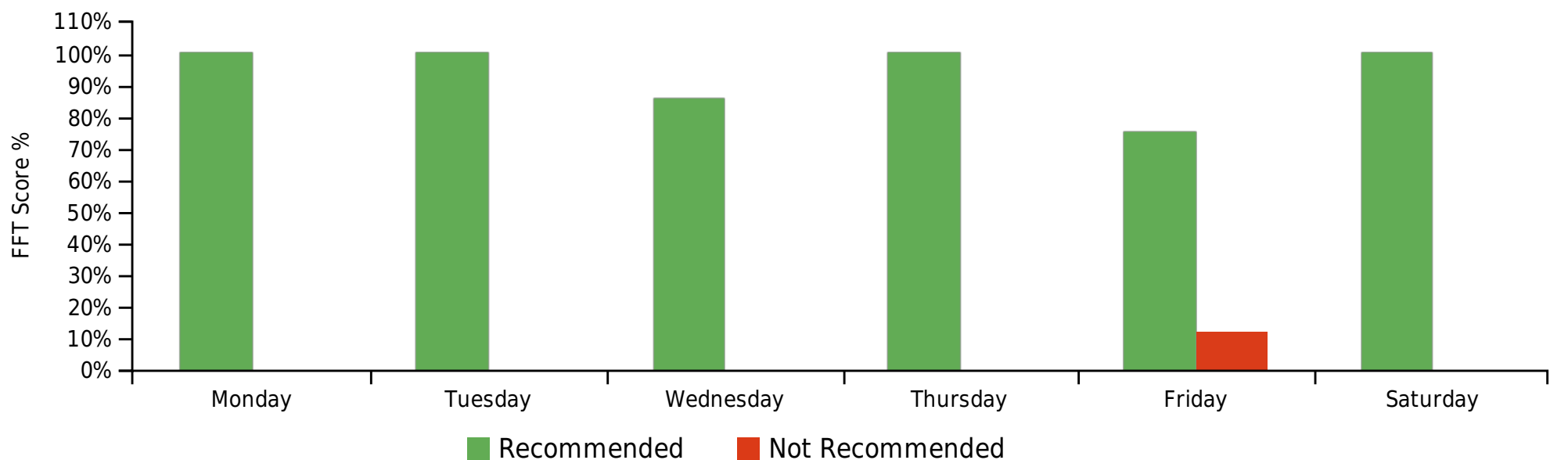
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



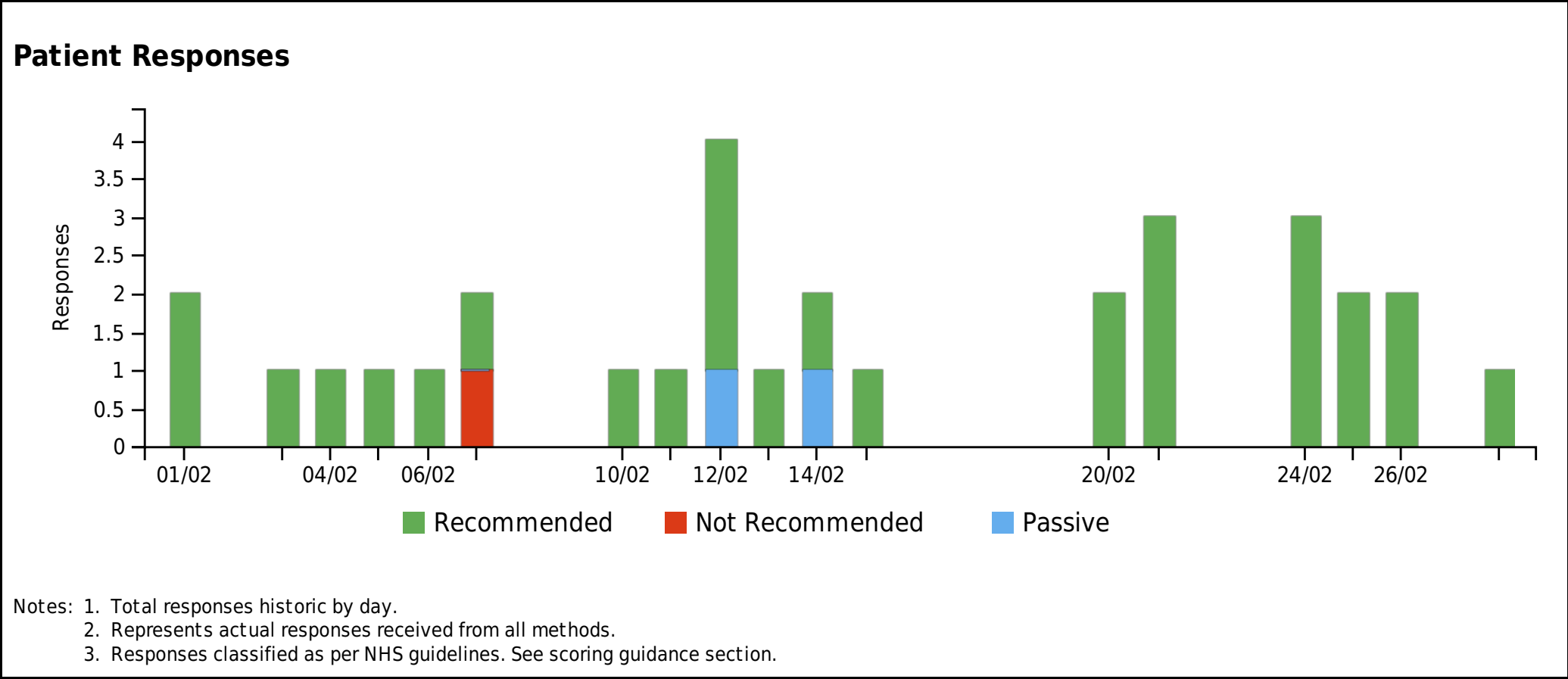
- Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### 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**



## SECTION 5 Patient Free Text Comments: Summary

Thematic	Tag Cloud
Reception Experience 6	
Arrangement of Appointment 5	
Reference to Clinician 7	
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.	

### 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

- ✓ People are friendly, and the GP was very professional, empathic and supportive.
- ✓ GP Ashok Patel is a very competent compassionate person. Also the female receptionist who provided info on how to register for online prescriptions was @ was very helpful and friendly Thanks. @nks.
- ✓ I just love the surgery and the doctors, nurses and staff, there very helpful.
- ✓ Thorough clinical examination and comprehensive lab tests sent for. Swift blood testing.
- ✓ Appointment on time
- ✓ Triage consultation followed by a prompt appointment suited to my needs. A very good service.
- ✓ Professional service
- ✓ Doctors who take extra care and patience with their patients
- ✓ Friendly & professional GPs, nurses & staff. Well organised surgery. Usually can get an appointment when needed.
- ✓ very efficient staff and accessible gps
- ✓ The doctor put me at ease, listened to my symptoms, thorough checks and gave full clear explanations of next steps and potential diagnosis. Follow up a@ up appointment made whilst at consultation. Relevant literature provided. @ded.
- ✓ Dr Fell is brilliant
- ✓ They staff are incredibly friendly and informative, make you feel at ease and ensure you get the best treatment possible.

#### Not Recommended

- ✓ The receptionist was rude and unhelpful person. I had to rearrange my appointment because i was late 10 minutes due to my train was delayed.

#### Passive