

FFT Monthly Summary: September 2020

Fishergate Hill Surgery
Code: P81169

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
28	8	1	0	0	0	0	0	0	37	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: 129

Responses: 37

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	28	8	1	0	0	0	37
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	28	8	1	0	0	0	37
Total (%)	76%	22%	3%	0%	0%	0%	100%

Summary Scores

 97%  0%  3%

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:

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

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

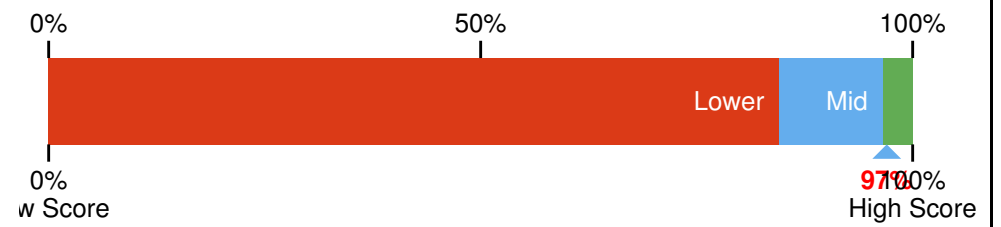
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

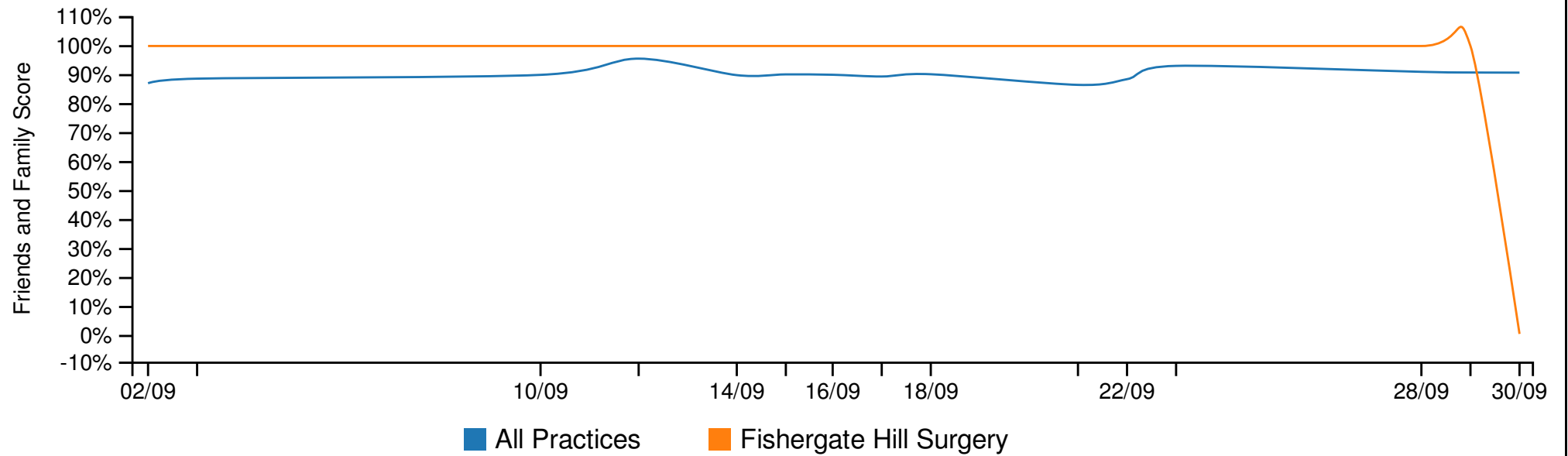
Practice Score: 'Recommended' Rank

Your Score: 97%
Percentile Rank: 80TH



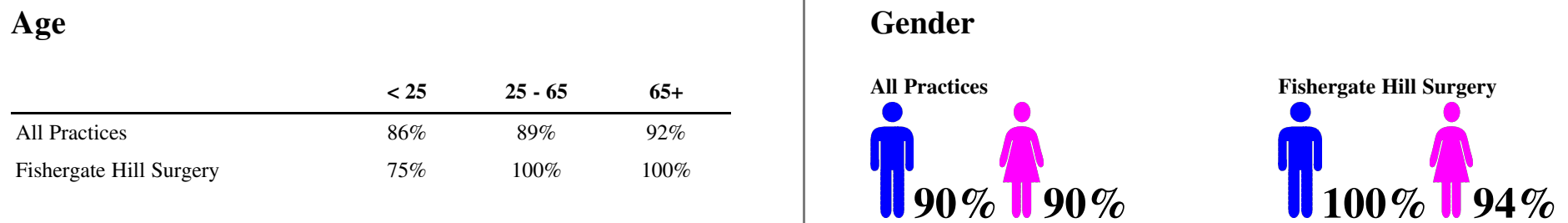
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 80th percentile means your practice scored above 80% of all practices.

Practice Score: 'Recommended' Comparison



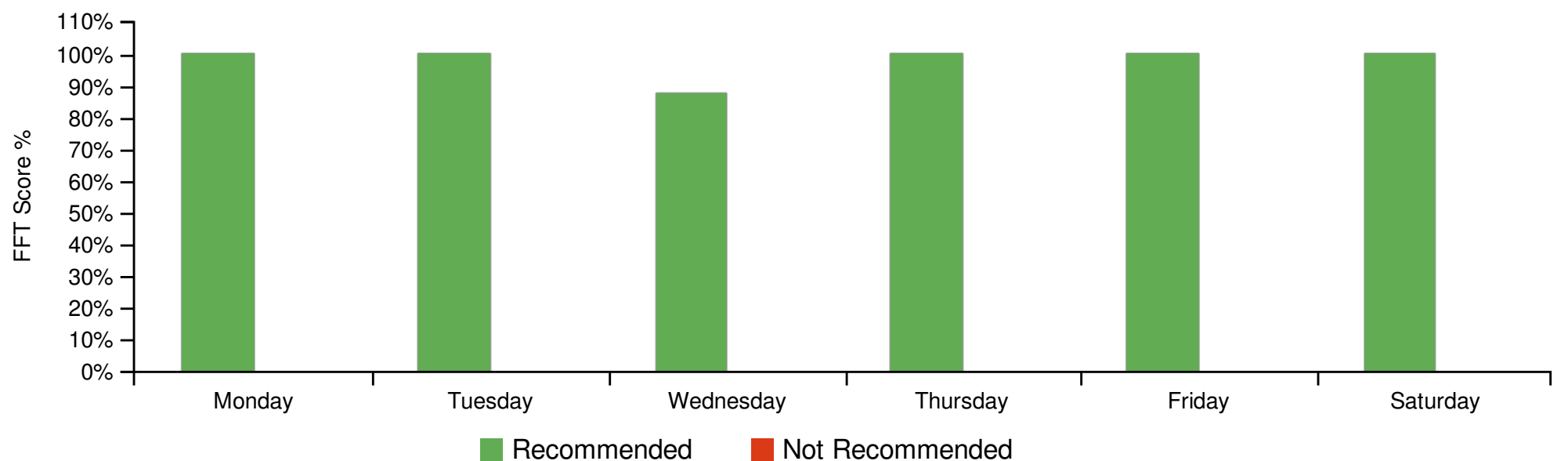
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

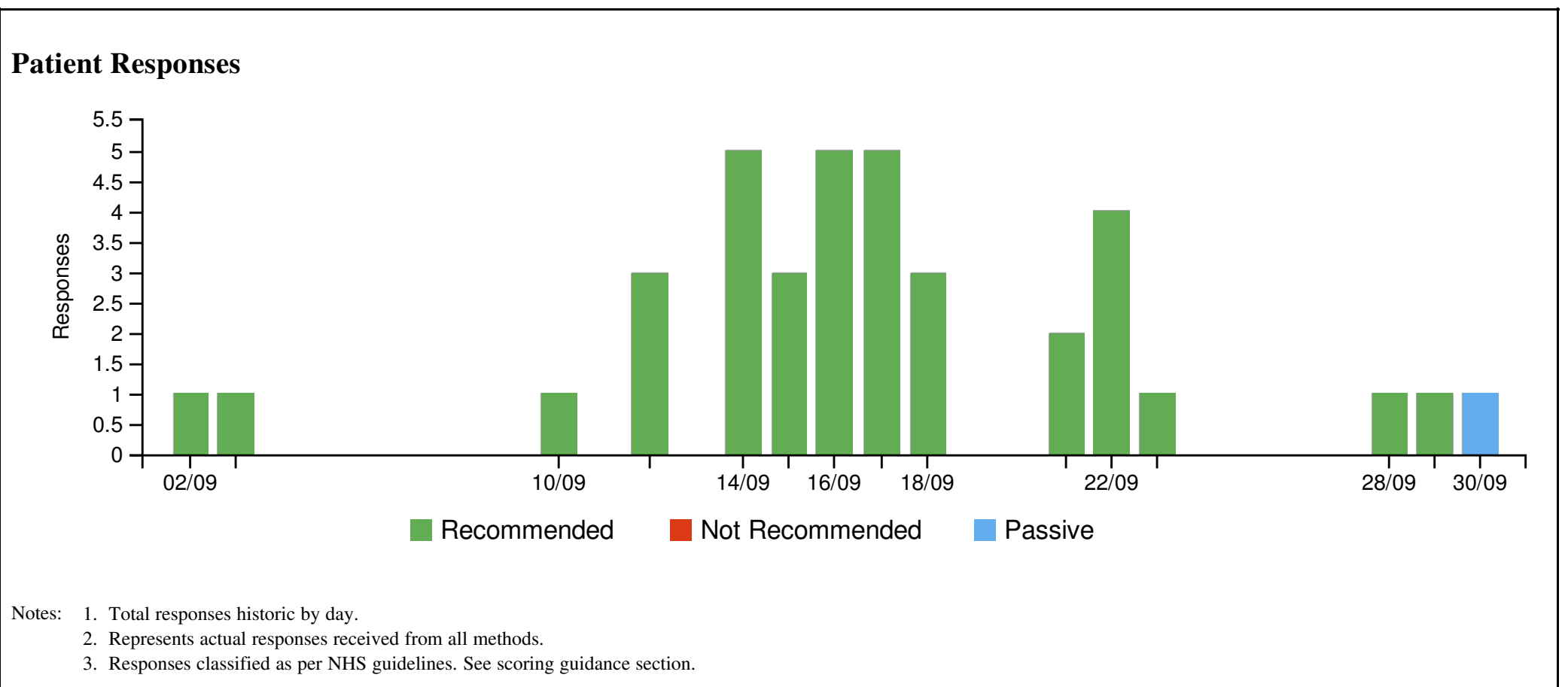
Practice Score: Day of the Week Analysis



- 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 11	
Arrangement of Appointment 2	
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.	

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

- ✓ Always got good service from the doctors and nurses at the surgery
- ✓ Very helpful information received
- ✓ Always friendly reception and telephone service. Never too much trouble to assist!
- ✓ Staff are pleasant and helpful.
- ✓ Prompt and professional
- ✓ Very helpful, got an appointment with no problem
- ✓ Extremely well set up for safety of covid. Efficient and pleasant staff.
- ✓ Excellent I have been treated over the past month's every time I contacted the practice or visited only the best from all there
- ✓ Listens asked questions doesn't rush you and very polite
- ✓ I think you do your best to help in the current difficult circumstances, getting through on the phone can sometimes be slow but otherwise no complaints
- ✓ Amazing caring and professional staff
- ✓ Very quick service and friendly staff
- ✓ I felt safe and friendly staff
- ✓ It's friendly and quick
- ✓ Staff are always lovely and friendly
- ✓ The staff are always helpful
- ✓ Went for our flu jabs today you have a very safe and secure system in place
- ✓ When I've had an appointment with diabetic foot screen or any general appointment always found the staff so helpful and show genuine concern and happy to advise. @ise.
- ✓ Prompt answer to phone, receptionist organised GP phone appointment who in turn was very helpful.
- ✓ Very helpful
- ✓ I have always been happy with the doctors within the practice.... now more than ever we need to be respectful and care about each other
- ✓ Always pleasant and friendly
- ✓ Top draw especially in these covid times well done & thank you
- ✓ Very organised service. Quickly and efficiently carried out by Lisa Banks
- ✓ I telephoned as needed a fitnote. The receptionist was helpful and advised the Dr would call me. Spoke with the Dr and my request dealt with quickly.

Not Recommended

Passive