

# FFT Monthly Summary: November 2020

Fishergate Hill Surgery  
Code: P81169

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
32	12	1	1	2	0	0	0	0	48	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>145</b>						
<b>Responses:</b>	<b>48</b>						
	<b>Very good</b>	<b>Good</b>	<b>Neither good nor poor</b>	<b>Poor</b>	<b>Very poor</b>	<b>Don't know</b>	<b>Total</b>
SMS - Autopoll	32	12	1	1	2	0	<b>48</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>32</b>	<b>12</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>48</b>
<b>Total (%)</b>	<b>67%</b>	<b>25%</b>	<b>2%</b>	<b>2%</b>	<b>4%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

 92%  6%  2%

## 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:

$$\text{Recommended (\%)} = \frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

$$\text{Not Recommended (\%)} = \frac{\text{very poor} + \text{poor}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

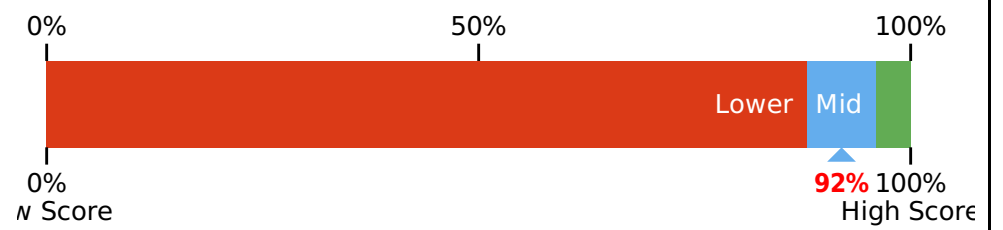
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

**Your Score:** 92%  
**Percentile Rank:** 55<sup>TH</sup>

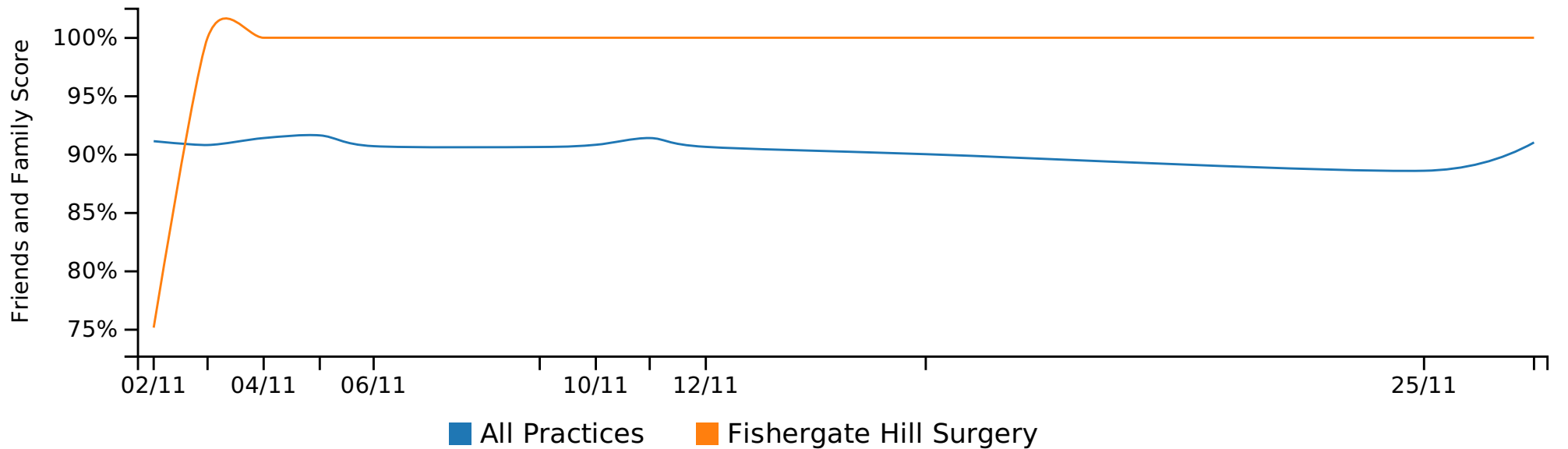


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

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 55th percentile means your practice scored above 55% 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	86%	91%	93%
Fishergate Hill Surgery	71%	94%	100%

#### Gender

##### All Practices



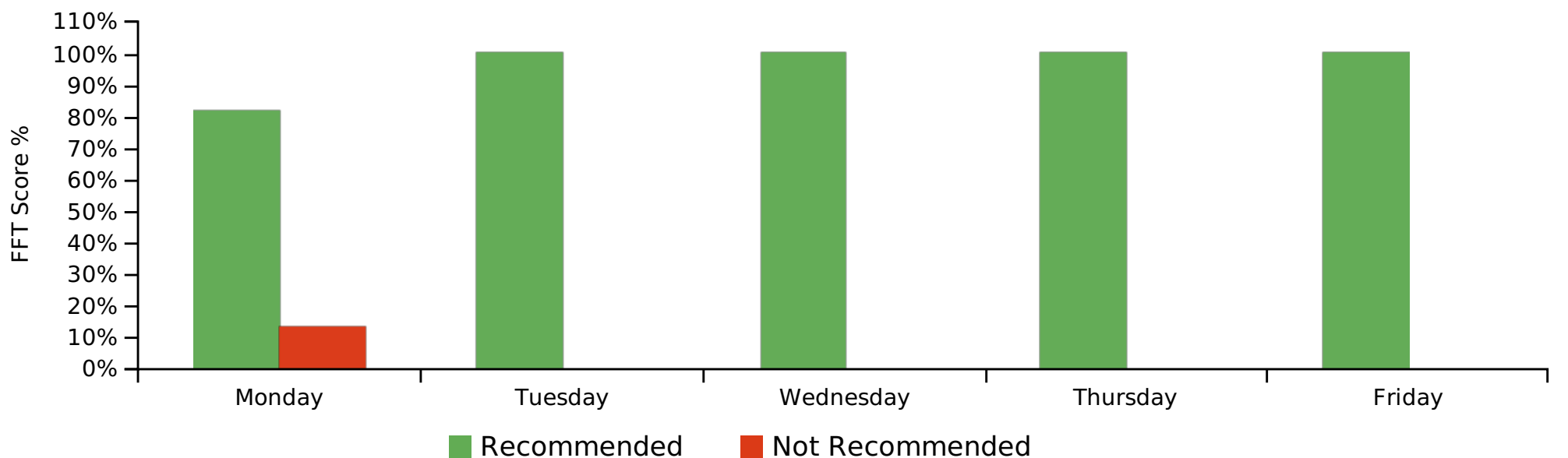
##### Fishergate Hill Surgery



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

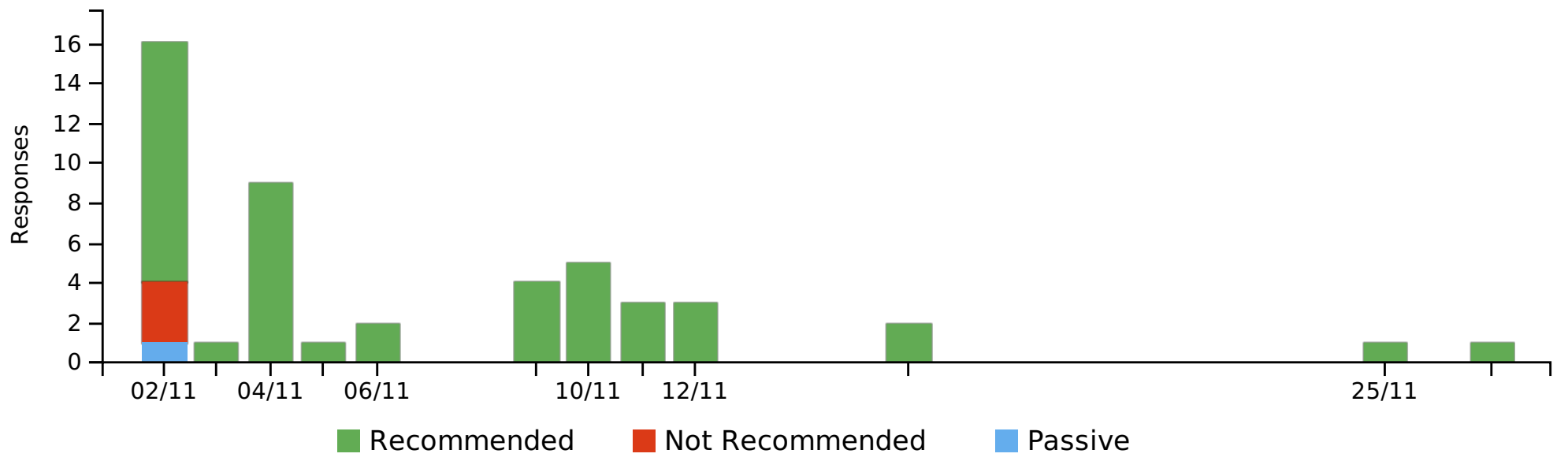


Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

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	Tag Cloud
Reception Experience                      8	
Arrangement of Appointment            2	
Reference to Clinician                    12	
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

- ✓ Agreed to do the test. Was very hard to understand over the phone.
- ✓ *called and got same day appointment, staff are great and friendly, didn't feel rushed during appointment*
- ✓ Had appointment at 11, very easy instructions outside surgery, was as seen on time and the nurse explained flu jab beforehand and accompanied me in and out of surgery. Hand gel was available and used and nd I was reminded to wash my hands when I got home. ? ?
- ✓ *The service is good but it takes ages to get through on the phone.*
- ✓ Very good service. The doctor was very very good
- ✓ *Quickly seen by an amazing lovely lady my help and needs answered thank you nhs*
- ✓ Everything was fine. It just took me ages to get through on the phone. Hence the 2
- ✓ *I got there early and was seen early. The nurse was polite professional and talked to me throughout telling me what was happening etc. A nice experience to @ce to be treated like a person rather than a number @mber*
- ✓ All of the staff I have dealt with have been very polite and caring and truly care about your wellbeing.
- ✓ *Because the appt was conducted in safe and professional manner.*
- ✓ Very helpful and quick service.
- ✓ *Service at the surgery was good but they said they'd call me for a phone consultation 20mins after my visit and never did*
- ✓ The Dr was very thorough and helpful.
- ✓ *We all in a difficult world right now and even though it can take ages to get through to someone the service given is brilliant from the receptionist right @right up to the dr. Let's hope this is ended soon and stay safe. @afe.*
- ✓ Because you gave me 6 options and I picked one.
- ✓ *The GP was polite and listened to what I told her*
- ✓ The G.P. who dealt with my phone call today was very understanding thank you
- ✓ *Great staff. Very caring and efficient.*
- ✓ Because the nurse made it so much easier for me to be there I felt comfortable with her.
- ✓ *I've been with the practice for many years and the practice have always offered excellent health care and are extremely helpful and flexible too. Many thanks*
- ✓ Dr we spoke to was really good. Good advice given
- ✓ *Very prompt*
- ✓ The Doctors know their stuff all ways treat u to the best of their ability receptionist is polite and very helpful brilliant surgery thank you
- ✓ *Very efficient and friendly*
- ✓ I received a quick response
- ✓ *Really lovely staff, clear instructions. Felt very safe. Procedure quick and as comfortable as possible*
- ✓ The lady on the phone was so nice. Explained a lot about asthma during my review. She even asked how I was coping with it. So caring. I love your staff.
- ✓ *Always a good service friendly staff shilla my INR nurse is fantastic which helps when I am feeling very depersonalised*
- ✓ Wendy who called was very reassuring and called me back several times as it was a bad signal. Good advice given
- ✗ *Good service from surgery*

#### Not Recommended

- ✓ *Bad phone service*
- ✓ *At the moment it is really bad. Can't get the surgery on phone as it is always busy. Neither we can go inside because of corona. Long waiting time outside the surgery to do something. @ing.*

#### Passive

- ✓ *Question option*