

FFT Monthly Summary: February 2021

Fishergate Hill Surgery
Code: P81169

SECTION 1 CQRS Reporting

CQRS Reporting




FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
36	8	2	1	3	0	0	0	0	50	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:	109						
Responses:	50						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	36	8	2	1	3	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	36	8	2	1	3	0	50
Total (%)	72%	16%	4%	2%	6%	0%	100%

Summary Scores

 **88%**
 **8%**
 **4%**

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:

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

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

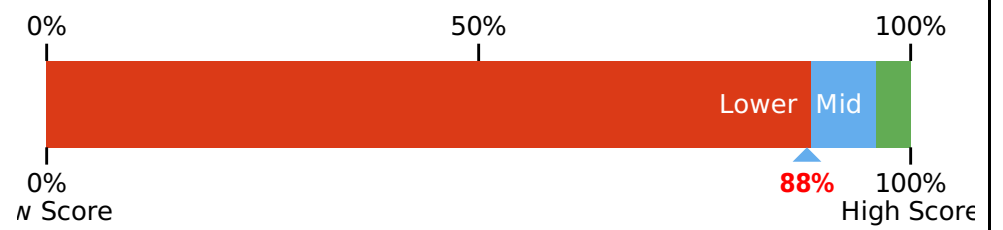
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: 88%
Percentile Rank: 25TH

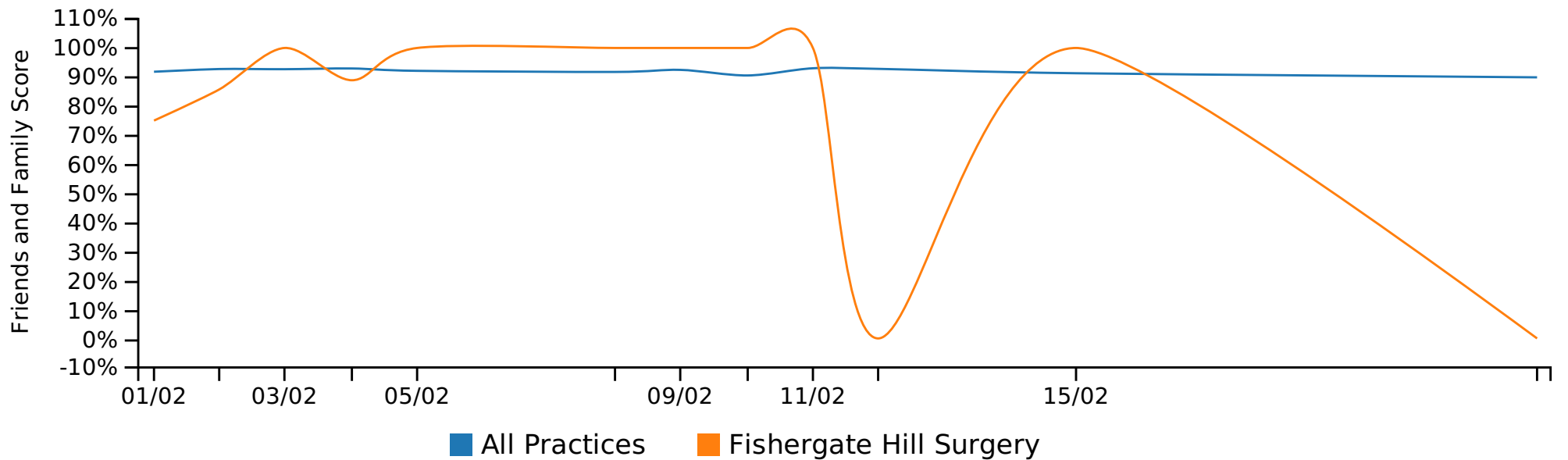


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

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 25th percentile means your practice scored above 25% of all practices.

Practice Score: 'Recommended' Comparison



Notes: 1. Practice score comparison of 'recommended' scores only.

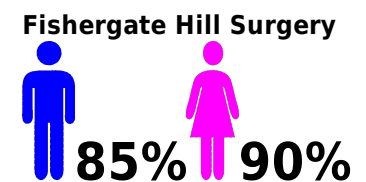
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	88%	92%	94%
Fishergate Hill Surgery	50%	88%	100%

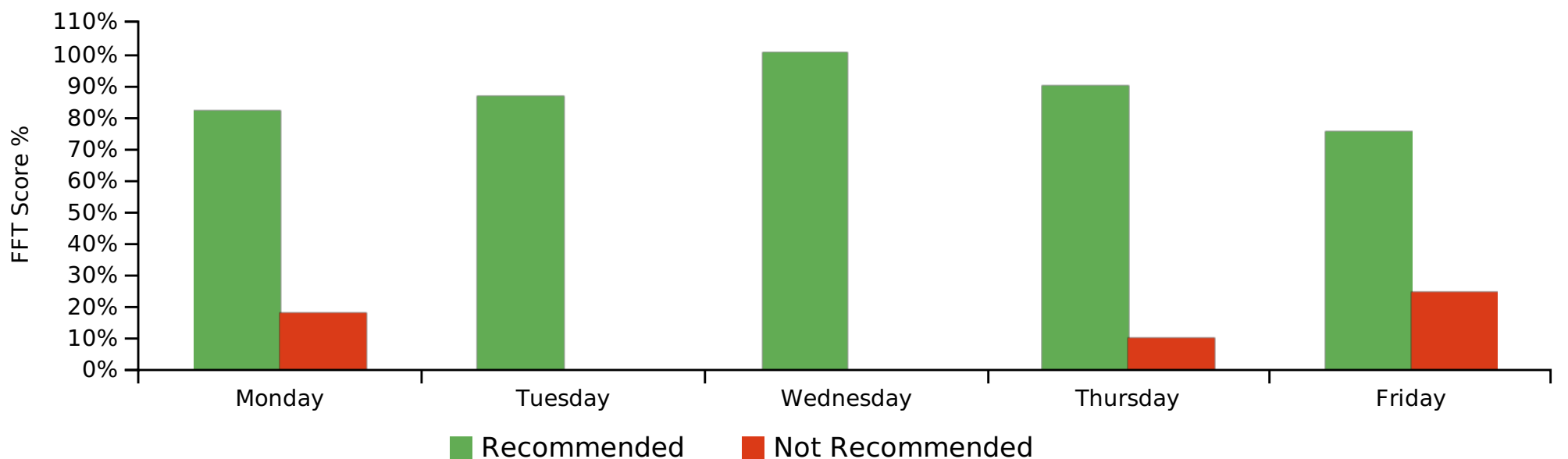
Gender



Notes: 1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

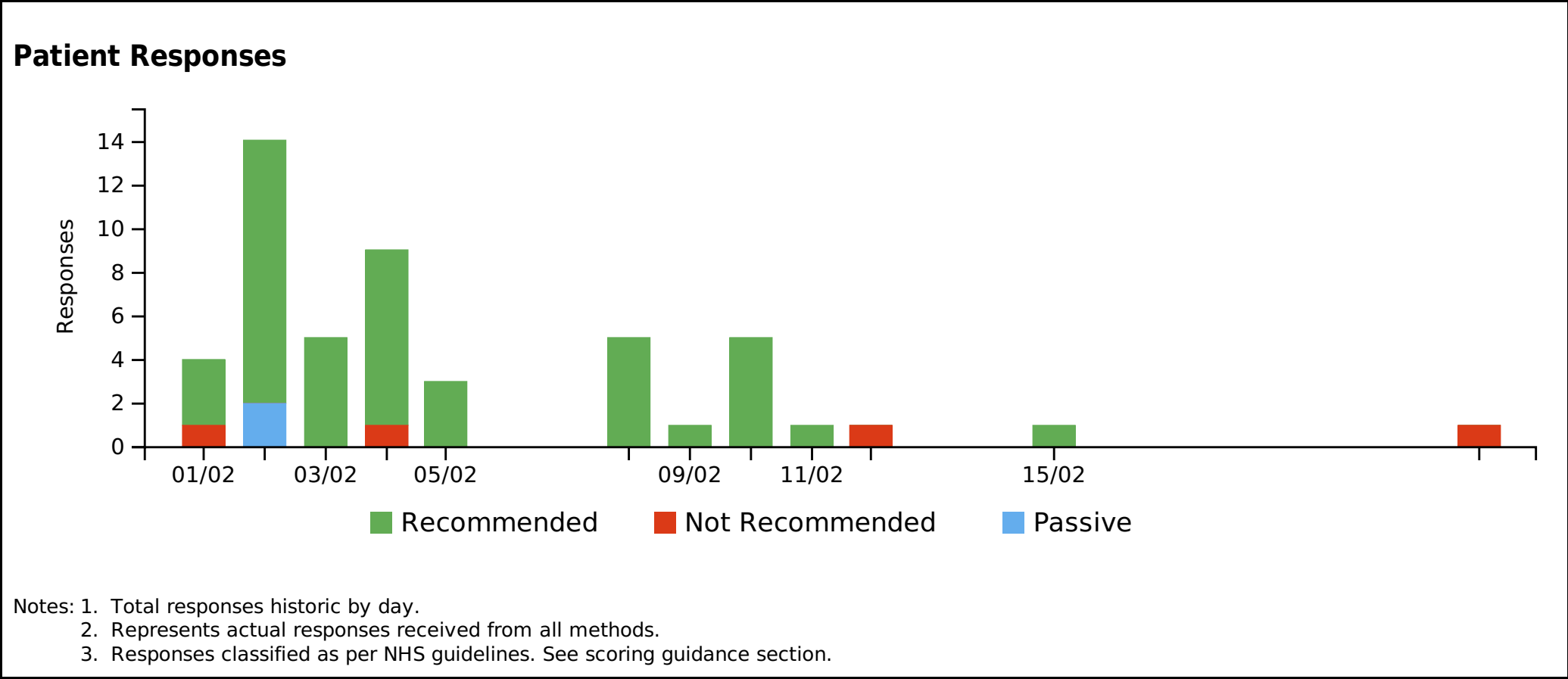
Practice Score: Day of the Week Analysis



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



- ✓ You don't expect the doctor to ask you what you think is wrong with you, I thought that was his job. Then saying they lol have to talk to another doctor and get back to me. I'm still waiting !!!!!@!!!!
- ✓ First phone is always engaged when you do get hold it takes 30 minutes to speak to a receptionist second confusing online site not clear how to use when you press contact online it takes to go app and patient access sites if you manage to fill the NHS link nobody contacted me for first 48 hours I had to had to fill second time for a nurse call Website needs editing @ting
- ✓ I had an appointment this morning and did not receive my call

Passive

- ✓ Difficult to get through on the phone either rings out (even though I was stood outside and was watching reception staff ignoring the phone talking to each other) in the end I had to knock on the window to catch their attention. Referral letters for my sons xray was sent to wrong address twice so I missed the apt and had to be re-referred. New address on system hadn't been updated even though I filled in the form a year and a half ago. My partner's medication was supposed to be on auto repeat prescription with the pharmacy, when he went to collect it wasn't there so missed his very important medication all weekend until he could call for it to be done on a Monday. We get told his meds can be ordered via online system and given attitude when we explain it's a controlled drug as mental health team requested it to be as there is a risk of overdose. Today I have had a good experience, however some staff and practitioners are not caring, quite rude and difficult to deal with, unwilling to help.