

FFT Monthly Summary: September 2019

Gladstone House Surgery
Code: C81115

SECTION 1 CQRS Reporting

CQRS Reporting




FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
38	10	0	0	1	0	0	0	0	49	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:	161							
Responses:	49							
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total	
SMS - Autopoll	38	10	0	0	1	0	49	
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
Total	38	10	0	0	1	0	49	
Total (%)	78%	20%	0%	0%	2%	0%	100%	

Summary Scores

 98%
  2%
  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:

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

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

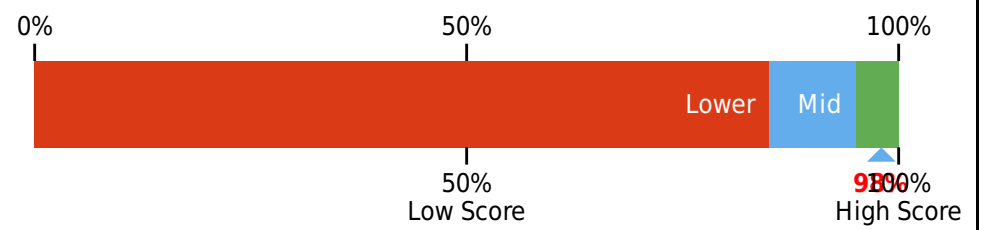
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

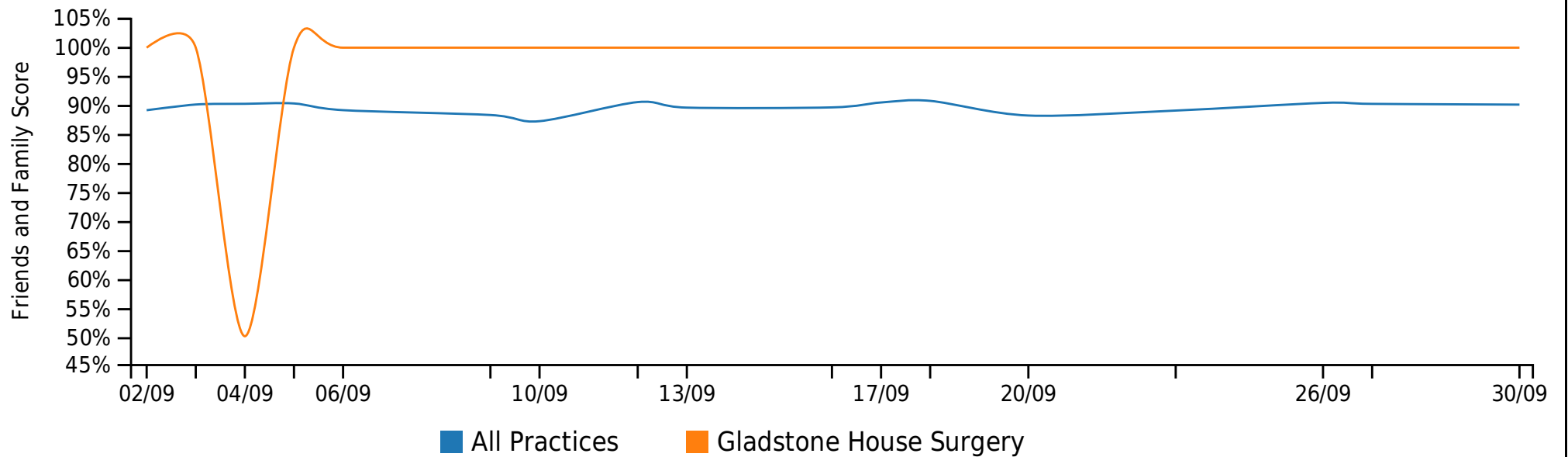
Practice Score: 'Recommended' Rank

Your Score: 98%
Percentile Rank: 90TH



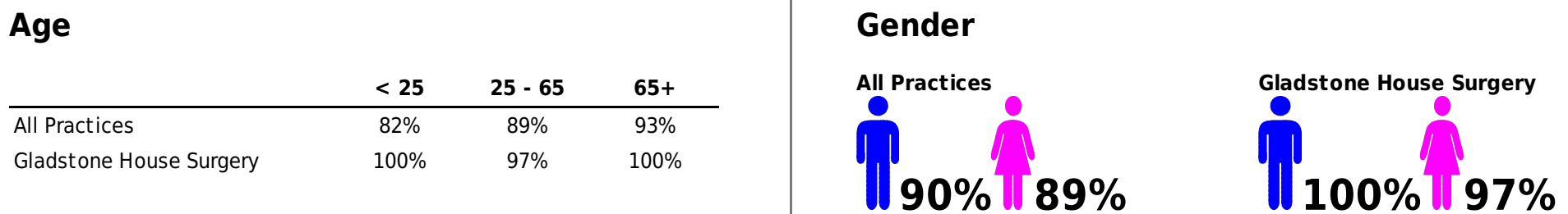
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 90th percentile means your practice scored above 90% of all practices.

Practice Score: 'Recommended' Comparison



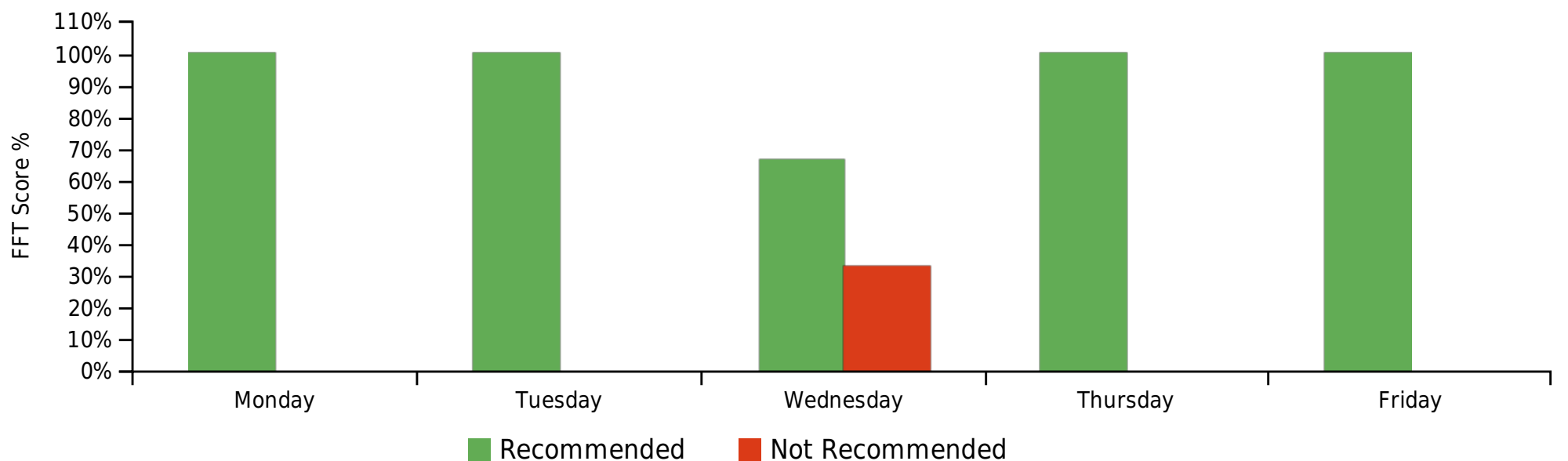
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



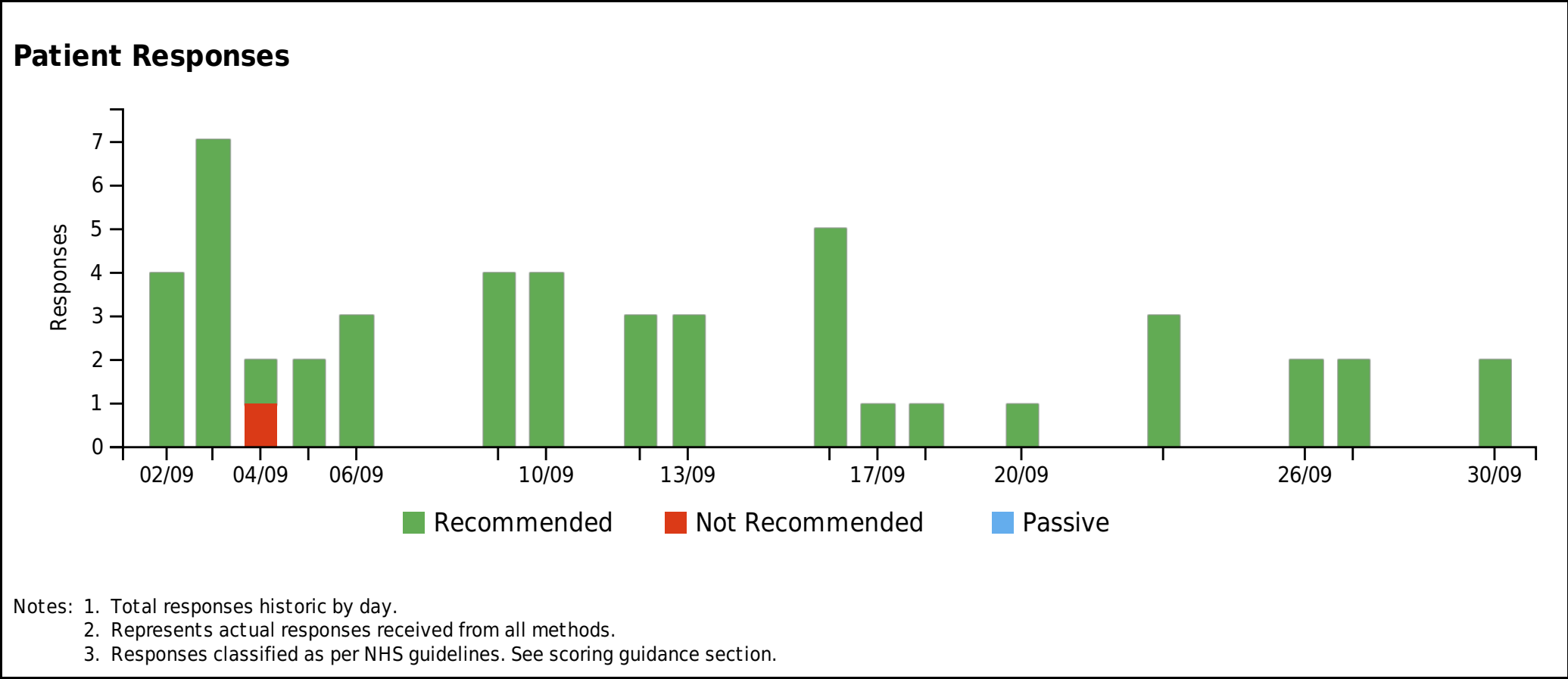
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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 3	
Reference to Clinician 9	

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

- ✓ Friendly staff. Good at their jobs. Always helpful.
- ✓ Don't like the new check in system - too quick. Phlebotomist not as good as Fiona
- ✓ I think the Gladstone house team care about their patients.
- ✓ It was efficient and friendly
- ✓ AS I ALWAYS FIND THE DOCTORS N NURSES TO BE PLEASANT AND NICE AND THE RECEPTIONISTS HELPFULL THE MAJORITY OF THE TIME THANKYOU
- ✓ They always there for you
- ✓ Appointments are easy to make. parking outside. Friendly staff. Cotmanhay midwifery is the absolute opposite - I don't even like parking my car there.
- ✓ Excellent staff excellent service
- ✓ Satisfied with all the treatment ive recieved
- ✓ I meant to score you a 1 as I think the service is very good.
- ✓ 1 EXTREMELY LIKLEY
- ✓ The doctor listened and explained in good detail, clean practice, helpful receptionist
- ✓ Never had any problems with this doctors surgery and all the doctors and nurses are very polite.
- ✓ Not always easy to get an appointment
- ✓ Nice surgery wasn't waiting too long and go dealt with all my questions and was very helpful
- ✓ Great understanding and compassion
- ✓ Doctor Barnett very helpful and prepared to offer further treatment
- ✓ On time, listened to and problem escalated
- ✓ Seen very quickly and nurse was very friendly and efficient
- ✓ Like the doctors and the practice nurses do a really good job
- ✓ Prompt service nice Doctors.
- ✓ Although today's service was 10/10 it hasn't always been in the past and that does affect my score
- ✓ As I got told what I have got , I'd been wondering what was wrong with my health , and been told if I'm no better in a couple of days with taking the me@he medicine to go back , that reassured me that I'm not just being given medicine and sent away @away
- ✓ Availability
- ✓ On time with my appointment
- ✓ Helpful staff and good information.
- ✓ Friendly service

Not Recommended

- ✓ The doctor was very supportive and listened carefully and valued the answers given. She gave useful feedback and something to action on

Passive