

# FFT Monthly Summary: October 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	8	2	0	0	1	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>	<b>138</b>							
<b>Responses:</b>	<b>49</b>							
	<b>Extremely Likely</b>	<b>Likely</b>	<b>Neither Likely nor Unlikely</b>	<b>Unlikely</b>	<b>Extremely Unlikely</b>	<b>Don't Know</b>	<b>Total</b>	
SMS - Autopoll	38	8	2	0	0	1	<b>49</b>	
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
<b>Total</b>	<b>38</b>	<b>8</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>49</b>	
<b>Total (%)</b>	<b>78%</b>	<b>16%</b>	<b>4%</b>	<b>0%</b>	<b>0%</b>	<b>2%</b>	<b>100%</b>	

### Summary Scores

 **94%**
 **0%**
 **6%**

## 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:

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

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

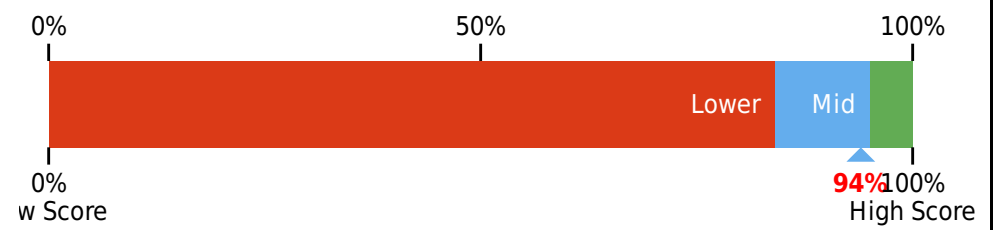
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

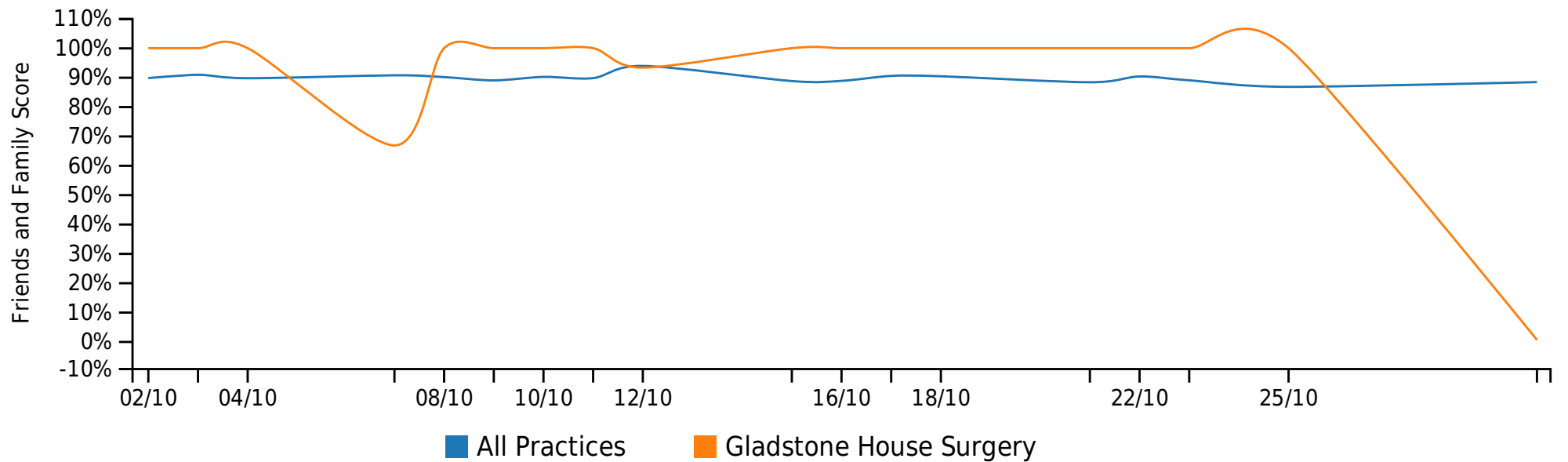
### Practice Score: 'Recommended' Rank

**Your Score:** **94%**  
**Percentile Rank:** **70<sup>TH</sup>**



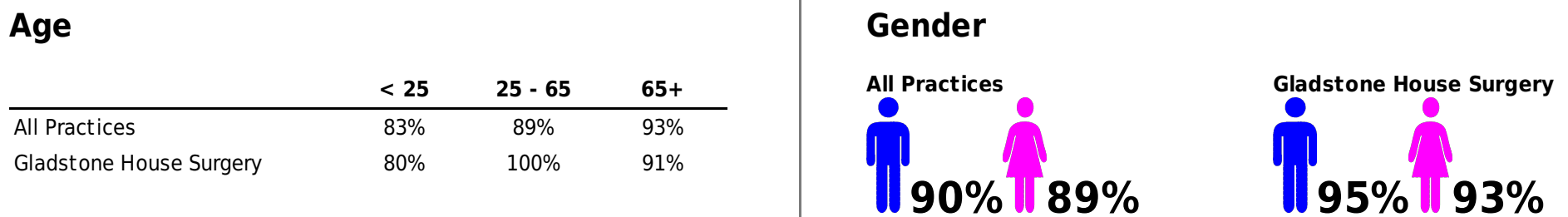
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.  
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 70th percentile means your practice scored above 70% of all practices.

### Practice Score: 'Recommended' Comparison



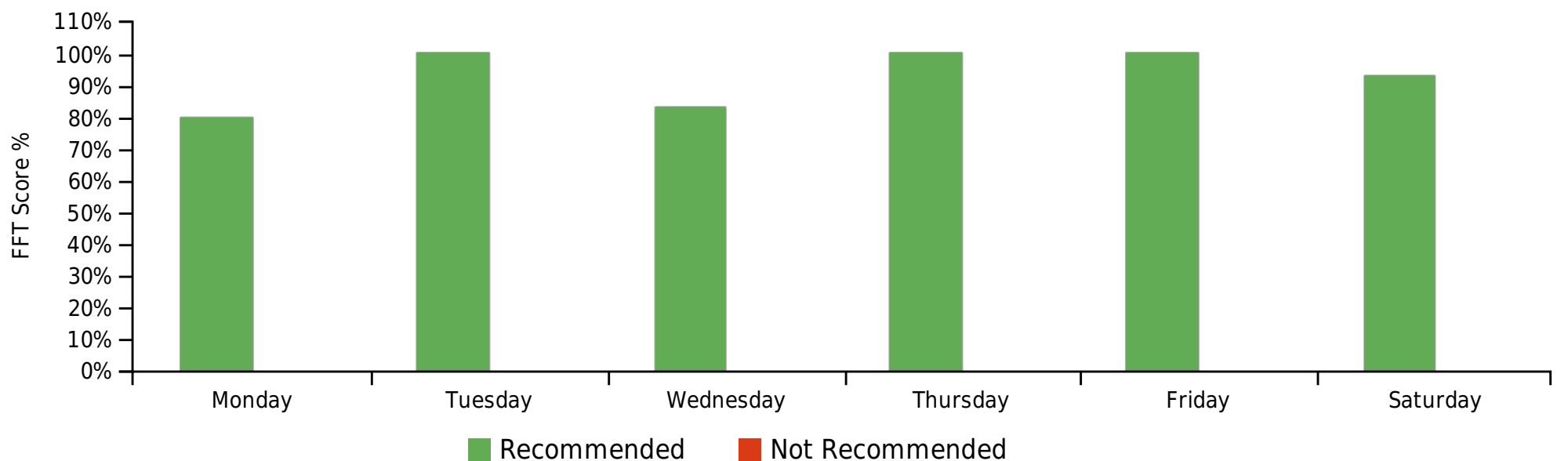
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



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

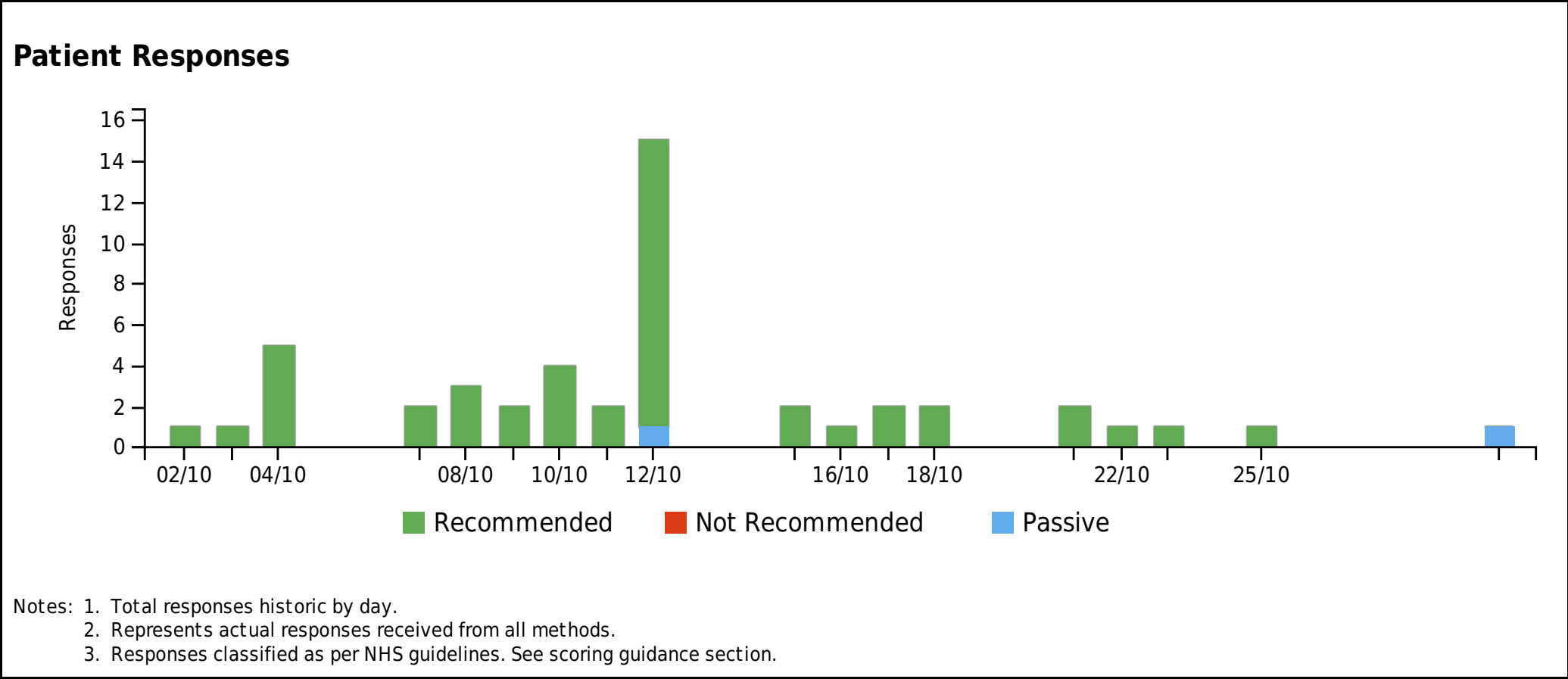
### Practice Score: Day of the Week Analysis



- 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



### 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

- ✓ Amazing care second to none right from entering the surgery to seeing doctors who give their all. Everyone does their best often going the extra mile!!
- ✓ Everyone is so helpful and always take time to help me
- ✓ I always come out feeling satisfied with answers procedures & treatment .
- ✓ The staff are amazing and I feel comfortable with them and at ease they are friendly welcoming and understanding and will listen to you
- ✓ Very friendly n always take care of you
- ✓ Pleasant and efficient staff
- ✓ We have always had good service from staff and doctors thank you
- ✓ Everytime I've been to the doctor or nurse, they have been helpful and caring.
- ✓ Quality of doctors
- ✓ The doctor I see is always friendly and has time to listen to me.
- ✓ Doctor was very thorough & open to talk to
- ✓ Great receptionists who are approachable, listen and know when something is serious. Doctors who listen and care about their patients.
- ✓ Everyone there are pleasant and helpful xxxx
- ✓ I find reception and doctor's most willing to listen and help with any problem.
- ✓ Friendly staff and always able to make appointment when needed
- ✓ An early text (in August I think) to book flu jab so plenty of time to organise myself.Receptionists and auxiliary and nursing staff who are always help@ helpful.Doctors who are excellent and have created an ethos within in the surgery that gives me as a patient confidence.@ence.
- ✓ I am treated as a person, not a computer statistic, which is how I felt at my previous GP.
- ✓ Made to feel welcome and all had caring attitude.
- ✓ Efficient well organised
- ✓ Kwick and friendly service
- ✓ On time and efficient.
- ✓ No complaints, on time and friendly staff.
- ✓ I have always found the service good, doctors and nurses both.
- ✓ Always dealt with quickly with excellent care. Accept that I am a HCP
- ✓ I have always been well looked after in the years I have been with the practice and I think the practice has moved with times
- ✓ Because I haven't been at Gladstone House that long !
- ✓ Always gets me in when needed and takes time to listen to my needs
- ✓ Good service
- ✓ The staff docs, nurses AND reception
- ✓ Ecellent caring doctors who listen and dont brush one off, also efficient pleasant, friendly nursing staff.

#### Not Recommended

#### Passive