FFT Monthly Summary: July 2019

The Speedwell Practice
Code: E83010

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
28	13	3	1	1	1	0	0	0	47	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: **198**

Responses: **47**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	28	13	3	1	1	1	**47**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**28**	**13**	**3**	**1**	**1**	**1**	**47**
Total (%)	***60%***	***28%***	***6%***	***2%***	***2%***	***2%***	***100%***

Summary Scores

87% 4% 9%

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:

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

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

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

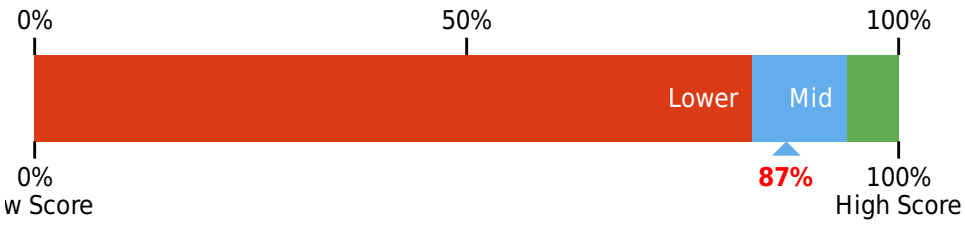
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

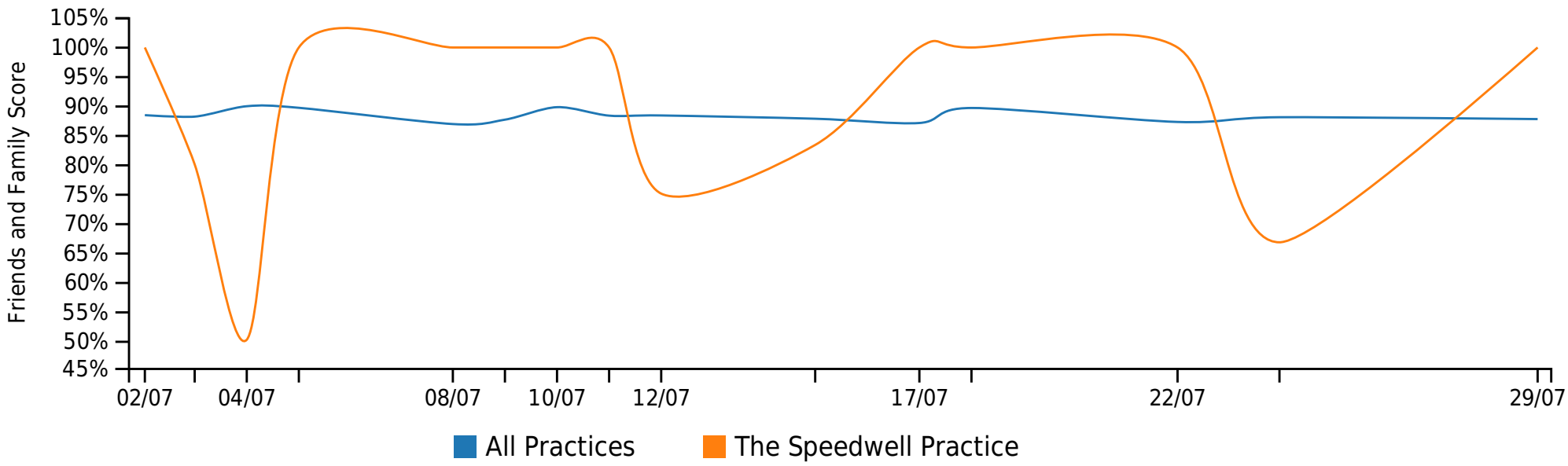
Your Score: **87%**

Percentile Rank: **40TH**



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 40th percentile means your practice scored above 40% 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

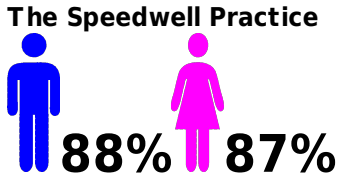
Age

	< 25	25 - 65	65+
All Practices	80%	88%	92%
The Speedwell Practice	100%	84%	92%

Gender

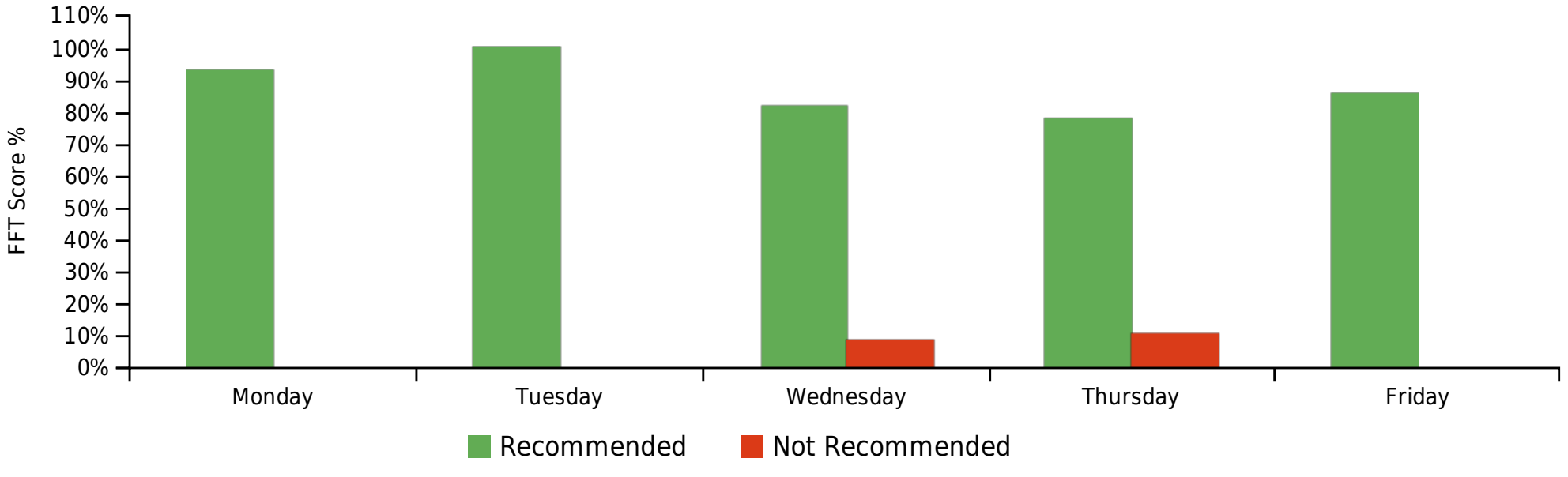
All Practices

The Speedwell Practice



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

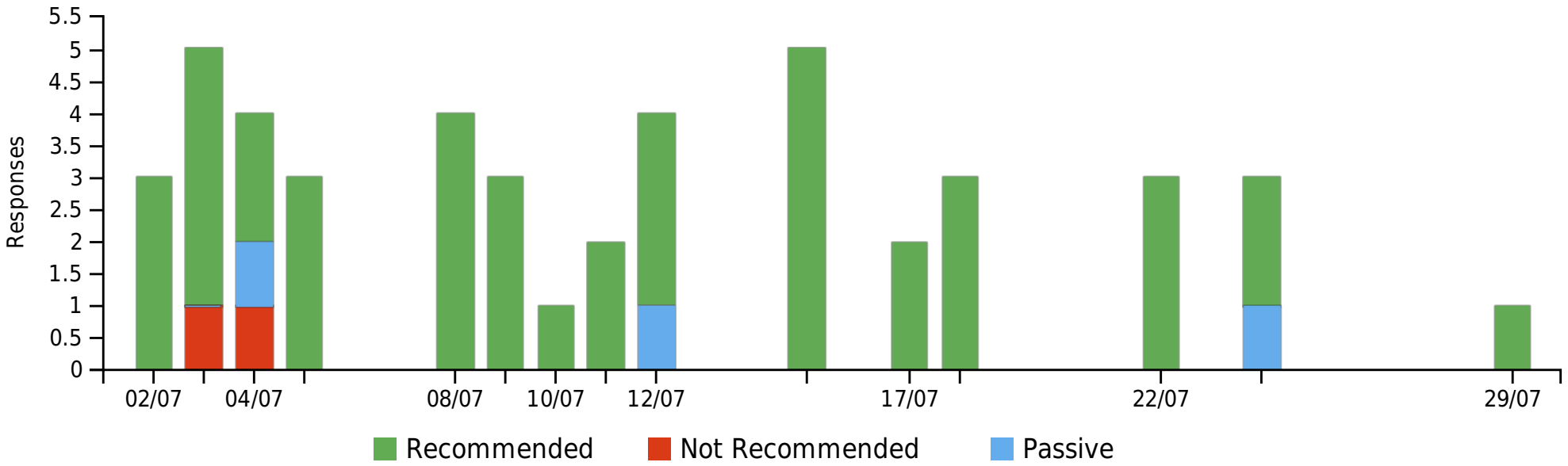
Practice Score: Day of the Week Analysis



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

Reception Experience	8
Arrangement of Appointment	4
Reference to Clinician	11

Notes:
1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragements 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.

Tag Cloud

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

✓Quick, efficient attention and prompt follow up service.
✓*I've been one of your patients for nearly 40yrs. If you were no good, I'd have left long ago.*
✓Dr Khandelwals excellent care is very rare and reassuring. The practice urgently needs to invest in fans and or air conditioning as it's so hot and unco@ uncomfortable in the surgery. @ery.
✓*A quick and good service*
✓Level of service.
✓*Happy with service*
✓Dr , nurses n staff r very polite n attend to yr needs in a very professional way.
✓*Mrs Karen Landi very patient and friendly*
✓1 - Extremely likely, the quality of service and facilities has been. consistently high over the number of years I have been registered with the practice@ctice. It has a very proactive structure reaching out to members and making them aware of the new and expanded services as and when they come on stream.@ream.
✓*Receptionists always helpful and polite, as are the practice nurses.*
✓I am always please with the service I received, no complaints, good satisfaction. Thanks.
✓*Sympathetic doctor. Seen quickly.*
✓Super gentle, caring and informative
✓*good tidy practice, friendly staff,on a slight negative appointments can take a long time*
✓Doctor very helpful and reassuring. Only issue I have is the length of time waited for an available Appt for something 'routine'
✓*Absolutely marvellous nurses and staff, so patient with me on the last two visits. So glad I changed to this from my previous practice of 20 years!!*
✓Rude receptionists, difficulty trying to book appointments and long waiting times
✓*Because I always had a very good experience when I attended Speedwell practice*
✓When I arrived at GP surgery I got seen quite fast. The health care assistant Frances was very informative and had time for my questions and made me feel@ feel very comfortable. Kathy who took my blood sample was equally helpful. I left feeling confident in what was explained to me. Janette. @tte.
✓*Doctor Corcoran was very lovey and helpful. The waiting time and how long you have to wait to get an appointment are shocking though.*
✓Reception helpful and courteous inspite of trying to cope with high patient numbers. Doctors efficient and professional again inspite of time pressure ca@re caused by overload of patient numbers. @ers.

Not Recommended

✓There is one nasty receptionist there that is rude mean and not helpful all the others are wonderful, today was the sweetest girl. But there is one that @that is rude and doesn't help anyone. She the front of house gives who doctors practice a bad name @name

Passive

✓There is a total lack of continuity in the doctor you see. There is no chance to choose either at emergency appointment and little at routine appointments.
✗*Today first time the receptionist was helpful.*