

FFT Monthly Summary: November 2019

Whittington Moor Surgery
Code: C81044

SECTION 1 CQRS Reporting

CQRS Reporting




FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
38	8	2	1	0	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:	121						
Responses:	49						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	38	8	2	1	0	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	38	8	2	1	0	0	49
Total (%)	78%	16%	4%	2%	0%	0%	100%

Summary Scores

 94%
  2%
  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:

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

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

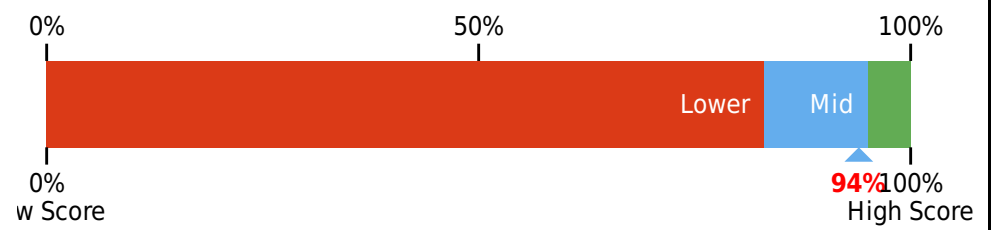
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

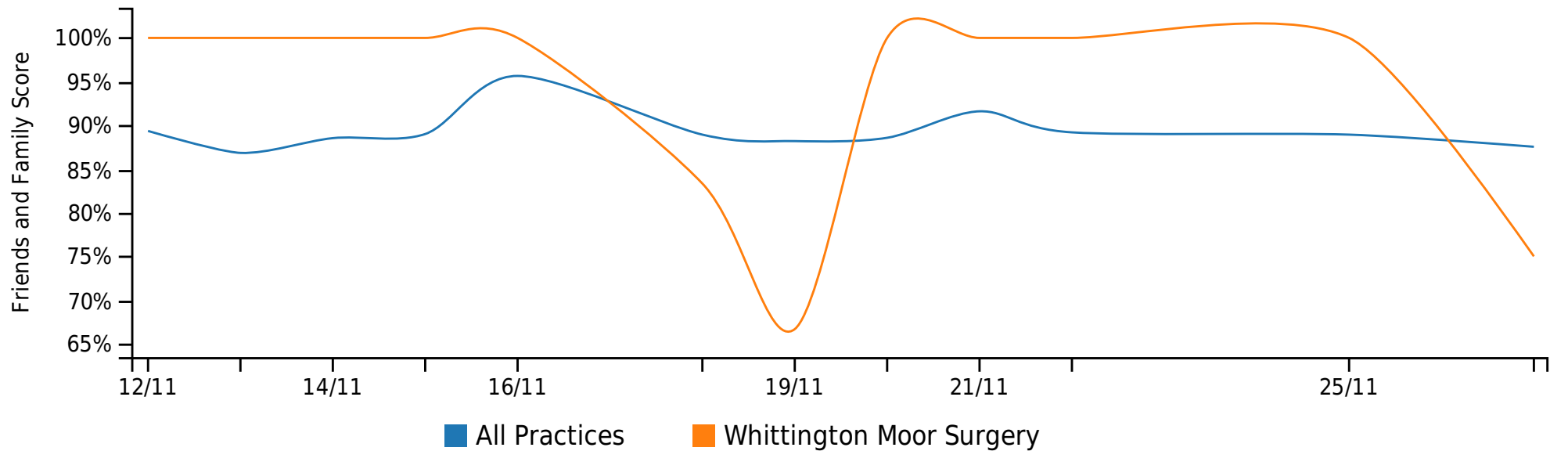
Practice Score: 'Recommended' Rank

Your Score: **94%**
Percentile Rank: **75TH**



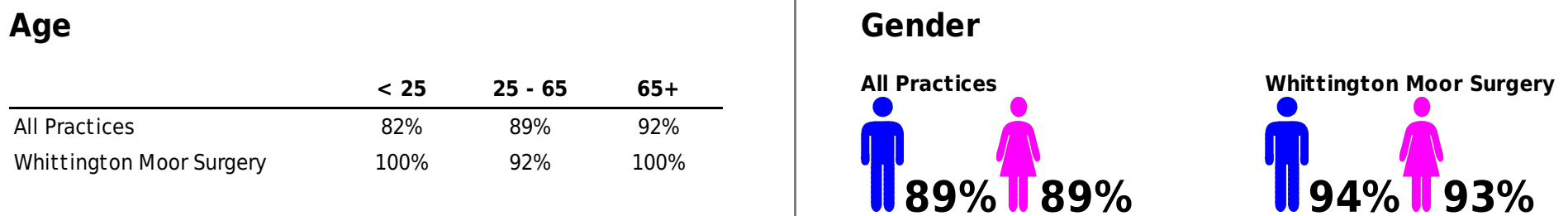
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 75th percentile means your practice scored above 75% of all practices.

Practice Score: 'Recommended' Comparison



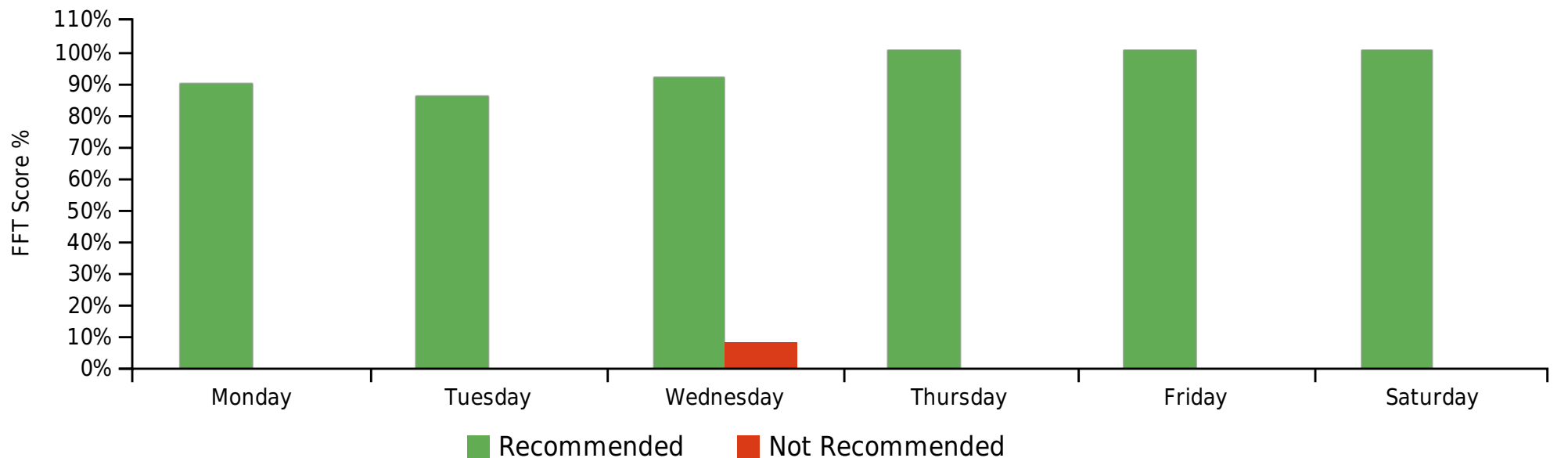
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



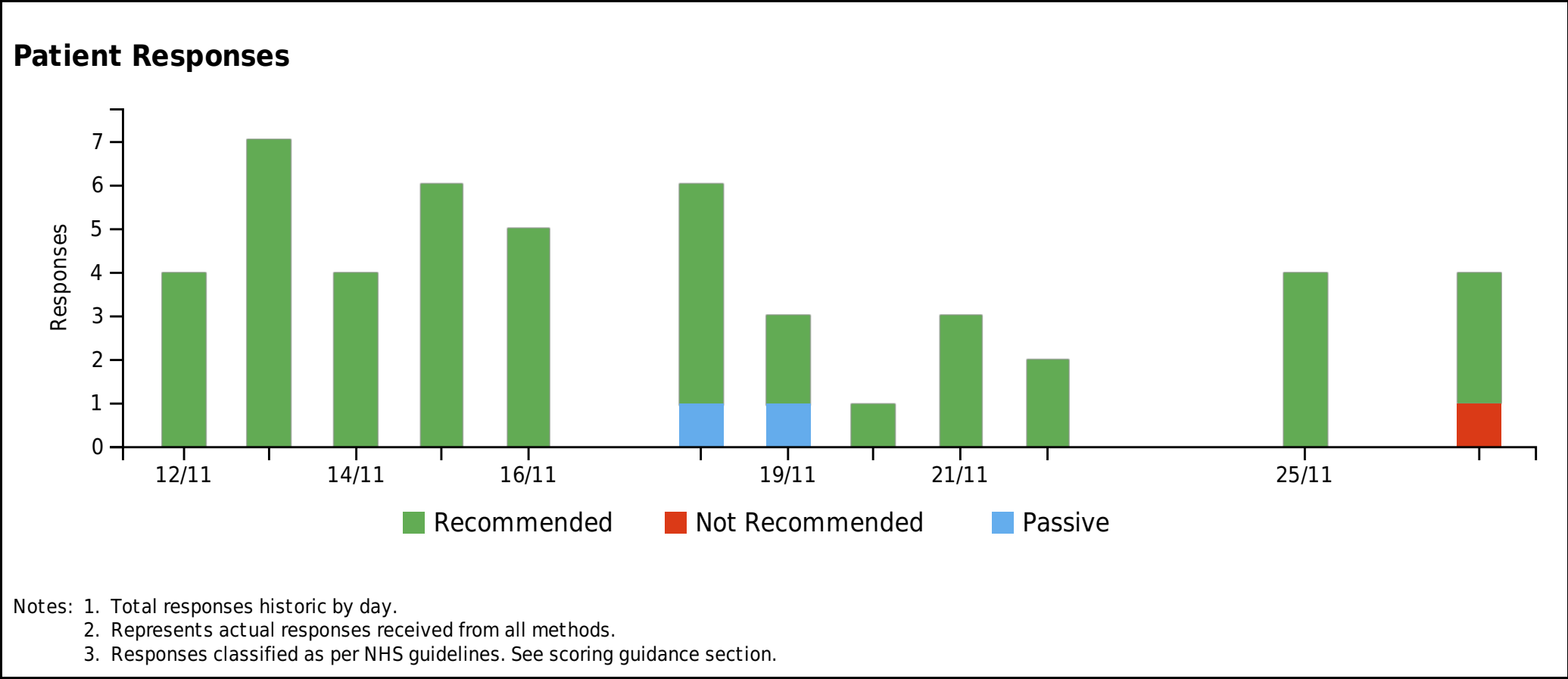
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis



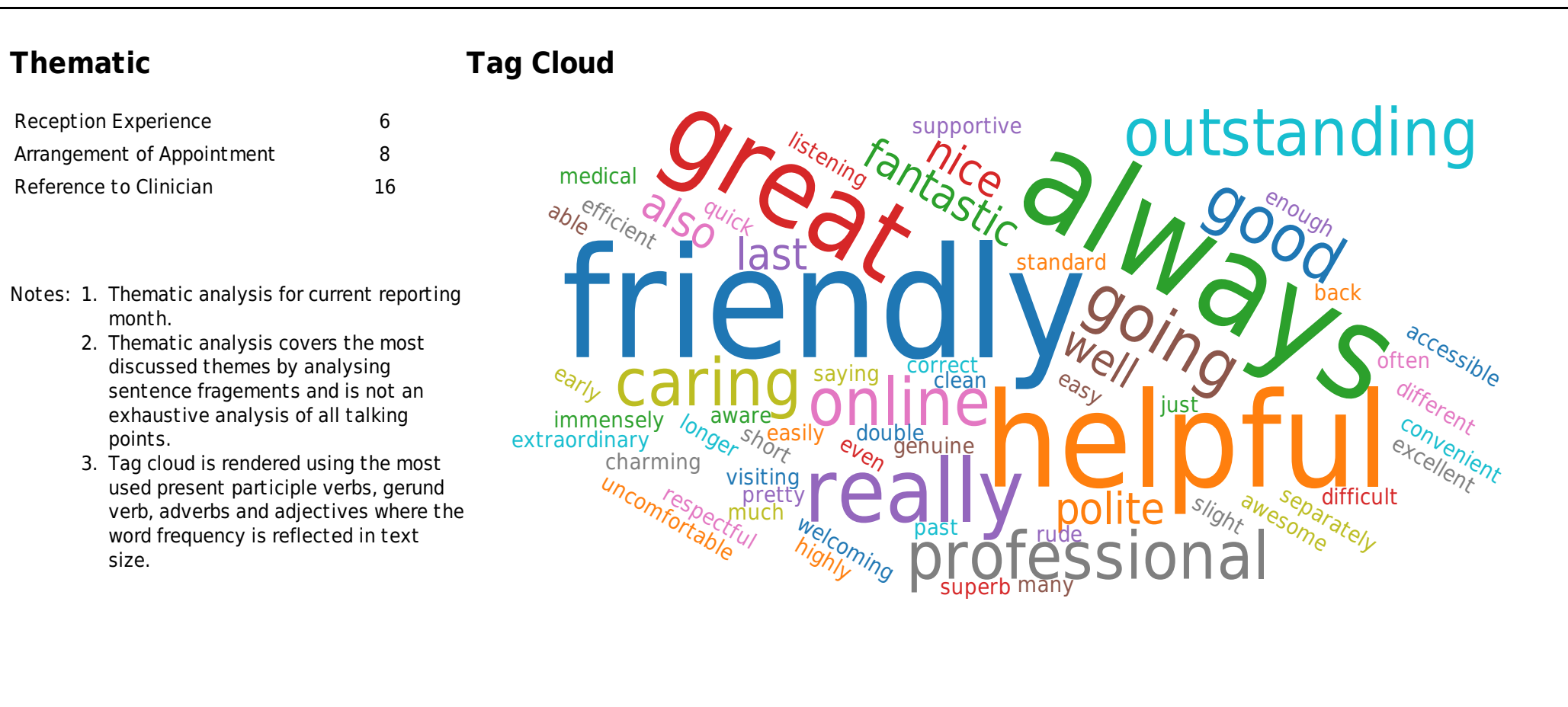
- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

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

- ✓ Everyone was kind and helpful
- ✓ The doctor was great. My only slight issue was that I spoke to the receptionist when I booked the appointment saying I needed an injection for carpal tunnel. I got booked in with the correct doctor but the doctor said it needs to be a double appointment so I need to go back. If the receptionist was aware @ware of this it would save the nhs and me going to another appointment.@ment.
- ✓ Because the surgery is helpful and polite
- ✓ Really pleased with the service
- ✓ Listening factor and attentiveness from doctor and politeness from the desk
- ✓ Pretty easy to get appointment and online system is great
- ✓ Quick efficient diagnosis
- ✓ Always professional and helpful provide fantastic service
- ✓ Service and atmospheres awesome
- ✓ The doctors and all the staff are polite and very caring.
- ✓ Friendly and helpful.
- ✓ Outstanding service
- ✓ Efficiency and friendly
- ✓ I have no probs but few times had longer to wait for apmt
- ✓ The nurse was very kind and friendly and put me at ease. She's a credit to the practice.
- ✓ The surgery is very welcoming and staff very helpful
- ✓ Doctors are all friendly and patient. Can get appointments easily on the app. Just a really nice practice.
- ✓ The GP today spent time with me today to listen to all my symptoms. Even if 10 minutes weren't enough to go through it all. I had many symptoms in the la@he last few years and, because of lack of time(appointments are often too short)they were all treated separately in the past. This is the first time they were@ were all taken into account. @unt.
- ✓ I have always received professional assistance when visiting the surgery
- ✓ Well after an immensely difficult year, they could not have been more supportive. I feel like a member of their family. They take such care and have a ge@ a genuine passion to help in every way. A really friendly approach, means such a lot to feel valued.@lued.
- ✓ Dr very good ,always on time ,and when they say their going to ring ,they do
- ✓ Over the last 2 weeks, I have undergone hospital tests and have also developed a chest infection and asthma difficulties. On each visit, I have met diffe@different GPs and all have been kind, charming and patient but above all, have time for me which makes so much difference. I rate this as outstanding. Thank y@ank you .@ou .
- ✓ Because i struggle to get a doctors appointment when i really need one and end up going to A & E
- ✓ Extraordinary diagnosis and outstanding follow up.
- ✓ It is a good surgery friendly staff doctors are spot-on it's clean nice environment what more can I say
- ✓ I would highly recommend the practice to anyone all doctors & medical staff are superb. The receptionist was rude in my opinion.
- ✓ I and my daughter have always received the care that we have needed, and have always able to get appointments the same day and the aftercare / folow ups@w ups means a great deal on some matters for myself and my daughter. They are always professional and respectful.@tful.
- ✓ Excellent service & friendly helpful staff
- ✓ Fantastic doctors, online prescription services great, booking appointments online also great. Early appointments very convenient.
- ✓ Saw caring doctors at a time I wasn't well .
- ✓ Because I feel looked. After and valued
- ✓ Very caring
- ✓ If the appointments to see a Dr we're more accessible I would have scored it a 1.
- ✓ I like the down to earth approach from the practice nurses and GP.

Not Recommended

- ✓ A half hour wait on an uncomfortable chair.

Passive

The treatment etc I receive is to a good standard.

