

FFT Monthly Summary: December 2019

Whittington Moor Surgery
Code: C81044

SECTION 1 CQRS Reporting

CQRS Reporting




FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
34	14	0	1	1	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:	145							
Responses:	50							
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total	
SMS - Autopoll	34	14	0	1	1	0	50	
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
Total	34	14	0	1	1	0	50	
Total (%)	68%	28%	0%	2%	2%	0%	100%	

Summary Scores

 96%
  4%
  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:

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

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

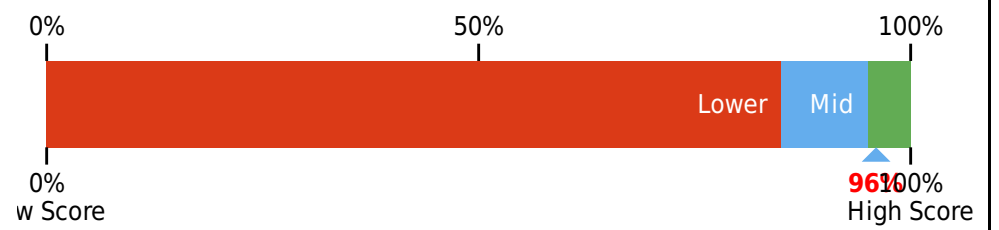
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

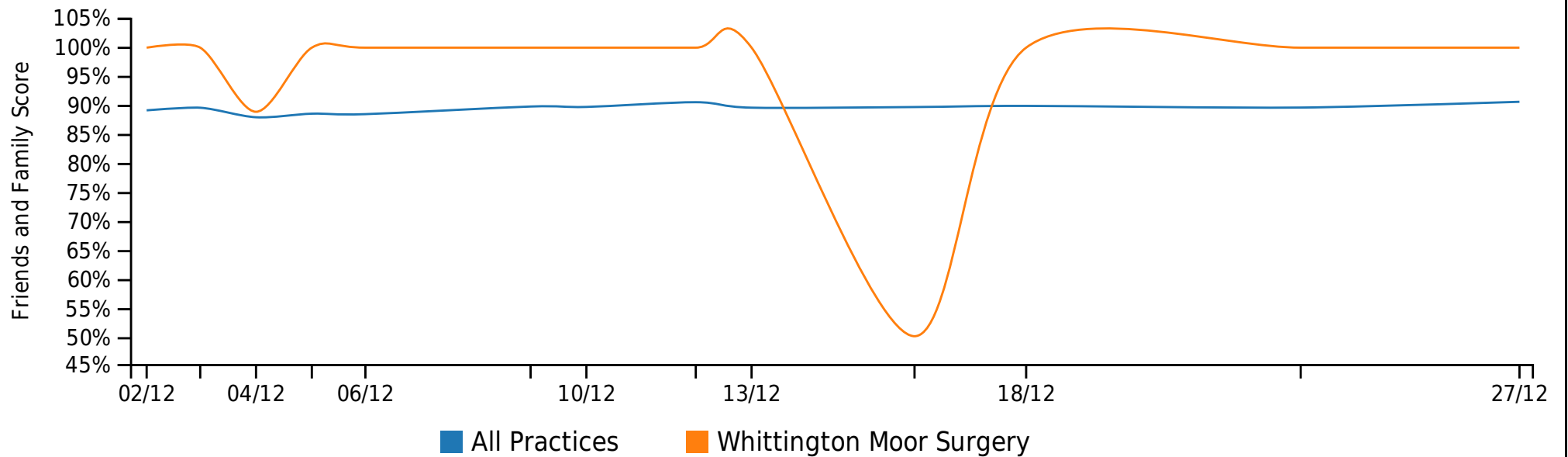
Practice Score: 'Recommended' Rank

Your Score: 96%
Percentile Rank: 85TH



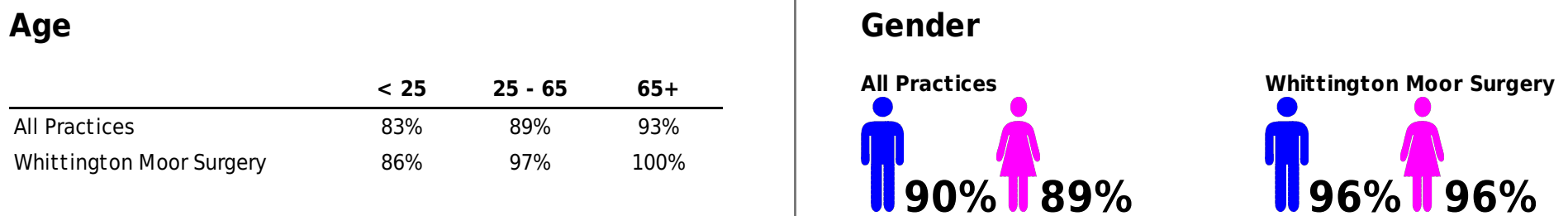
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 85th percentile means your practice scored above 85% of all practices.

Practice Score: 'Recommended' Comparison



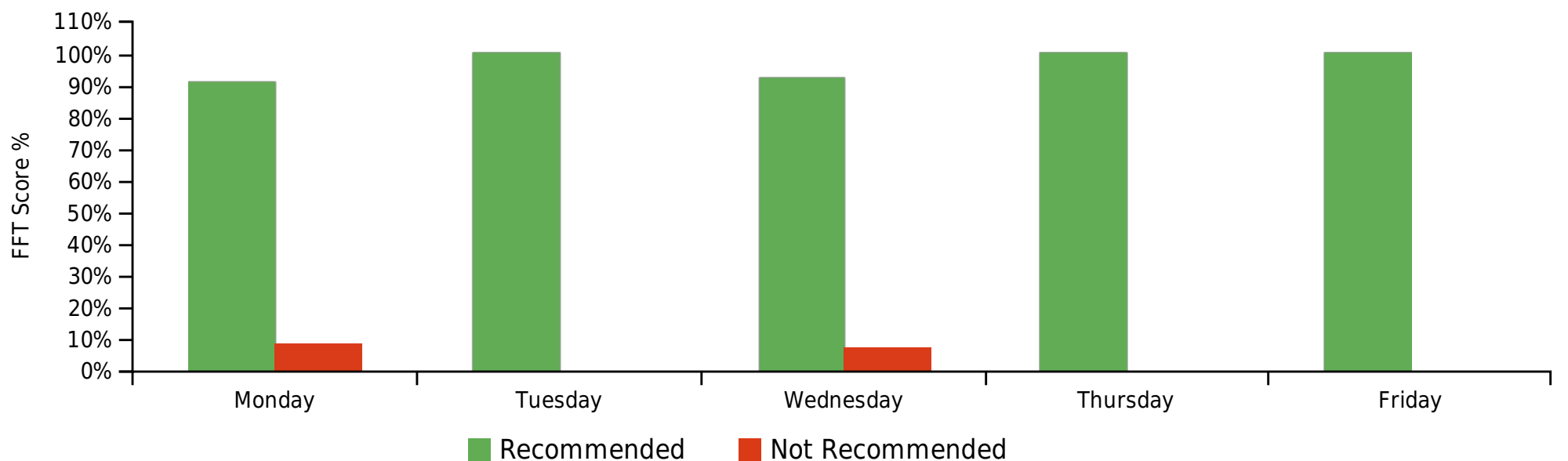
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



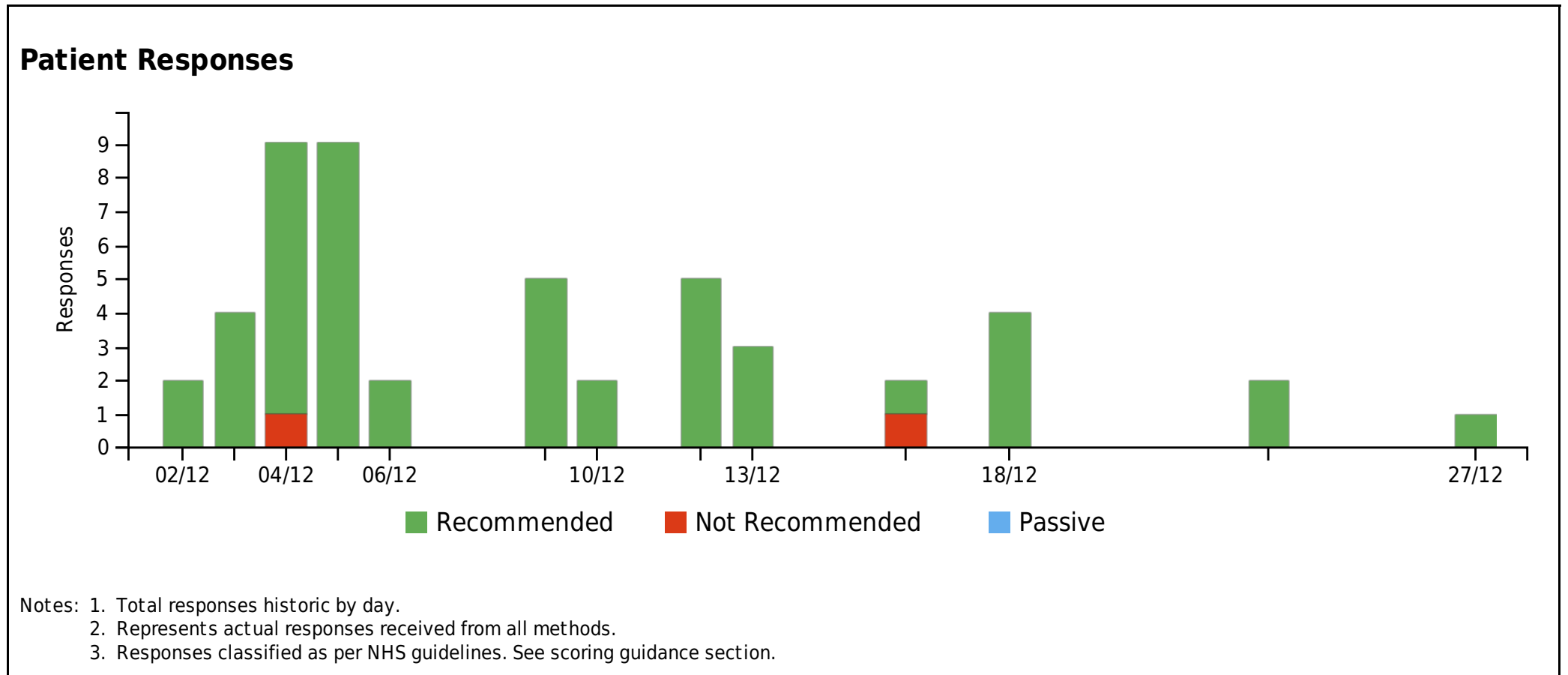
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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 7	
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 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

- ✓ Very good gp who listened and showed care and compassion
- ✓ I've always been delighted with the care I have received at the practice
- ✓ Really kind and attentive doctors and nurses. Very helpful advice.
- ✓ I had an outcome that has me hopeful for an improvement in my chronic pain and an assurance of further options in case there isn't.
- ✓ Staff are friendly and helpful
- ✓ Great practice. Helpful doctors. Pleasant reception.
- ✓ Friendly staff, always seen on time or very close to the time
- ✓ Caring, understanding and patient!
- ✓ Pleasant Doctor very understanding .
- ✓ Always seen go on time
- ✓ Just extremely good service all round
- ✓ I am always treated with care and help and made to feel that I am not a nuisance with my sometimes what maybe just a little problemAll the staff are ver@e very pleasant and helpful I wouldn't want to go to any other practice @tice
- ✓ Always very helpful and friendly
- ✓ Because u are a good practice
- ✓ because i think the service is good
- ✓ Lovely, patient doctor who really listened.
- ✓ Because your surgery and drs especially Dr able have been very thorough and caring and I cannot thank you enough for all you have done for me..very much @much appreciated..thankyou@nkyou
- ✓ Helpful staff and can always get an appointment when needed
- ✓ Well when i first joined i thought it was very good but it seems to be getting like my former practice ie harder to get apts.also its good to see one do@ne doctor who knows you.however i still think its a good practice.i think on line booking is unfair on those who rely on phones.@ones.
- ✓ I've always been happy by the way i have been dealt with be it an appointment or when i visit the surgery i find everyone very polite and helpful
- ✓ I was listed to and taken care of not fobbed of
- ✓ Always helpful and made to feel at ease.
- ✓ The service and friendliness is superb.
- ✓ Always got my appointments early in the morning as I work, and got the treatment required
- ✓ Great service and staff
- ✗ Service

Not Recommended

- ✓ Struggle to get appointments with the gp's some staff are very rude. And when you do get an appointment it feels like the Dr's don't have time for you an@ou and fob you off @ off

Passive