

FFT Monthly Summary: March 2020

Whittington Moor Surgery Code:
C81044

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
25	7	1	0	0	0	0	0	0	33	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: 107

Responses: 33

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	25	7	1	0	0	0	33
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	25	7	1	0	0	0	33
Total (%)	76%	21%	3%	0%	0%	0%	100%

Summary Scores

 97%  0%  3%

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:

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

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

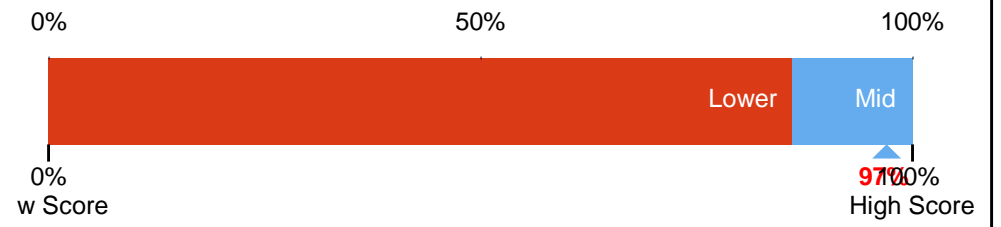
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

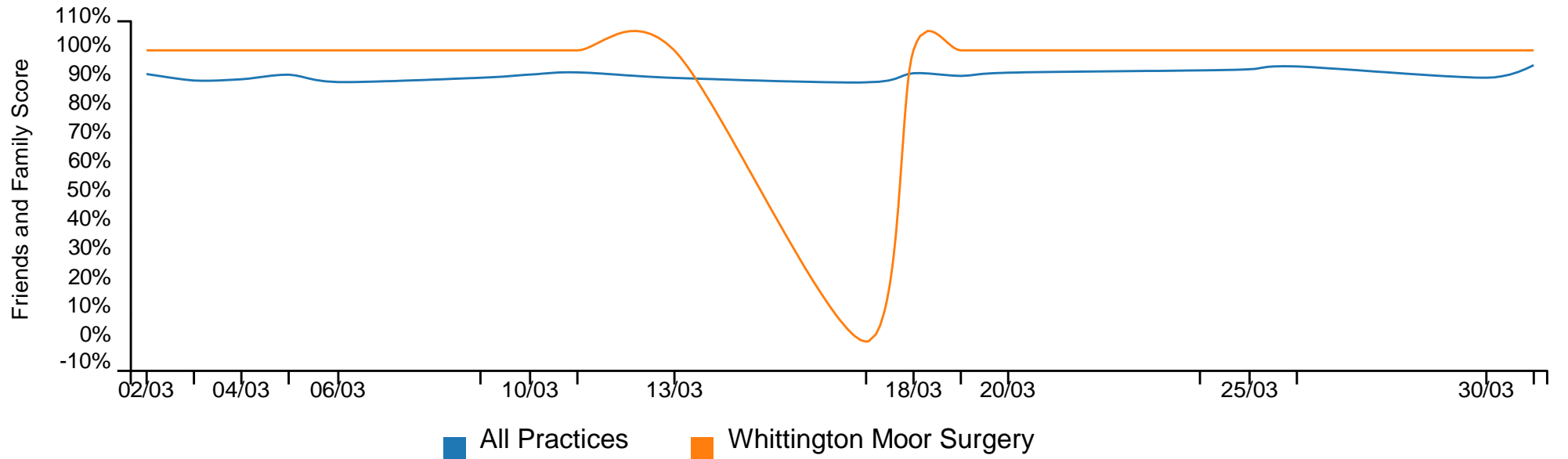
Practice Score: 'Recommended' Rank

Your Score: 97%
Percentile Rank: 65TH



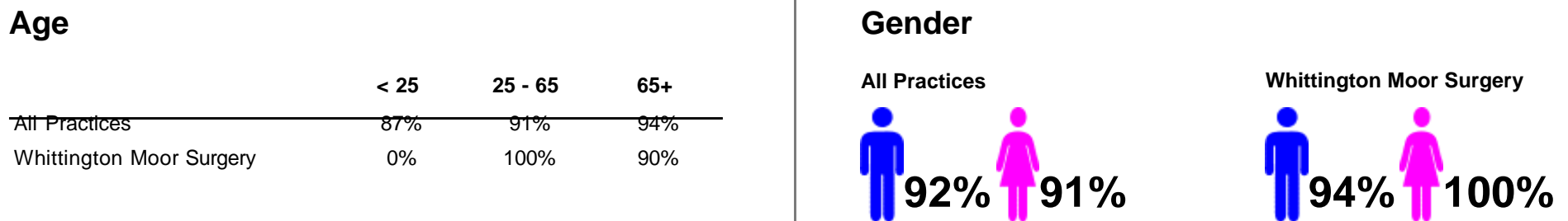
Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 65th percentile means your practice scored above 65% of all practices.

Practice Score: 'Recommended' Comparison



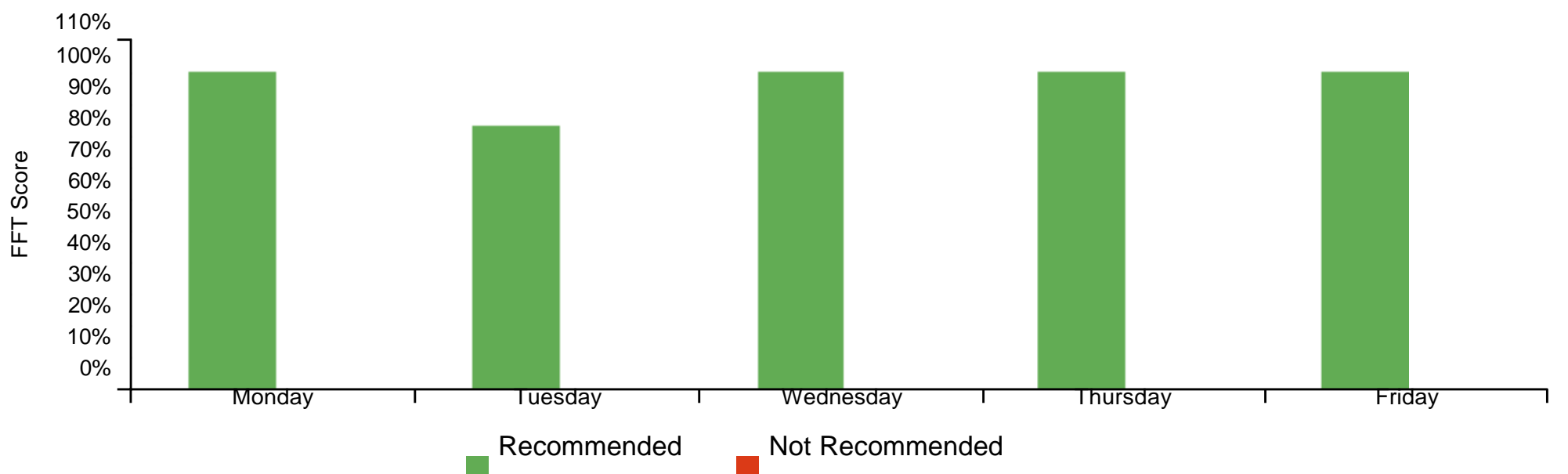
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

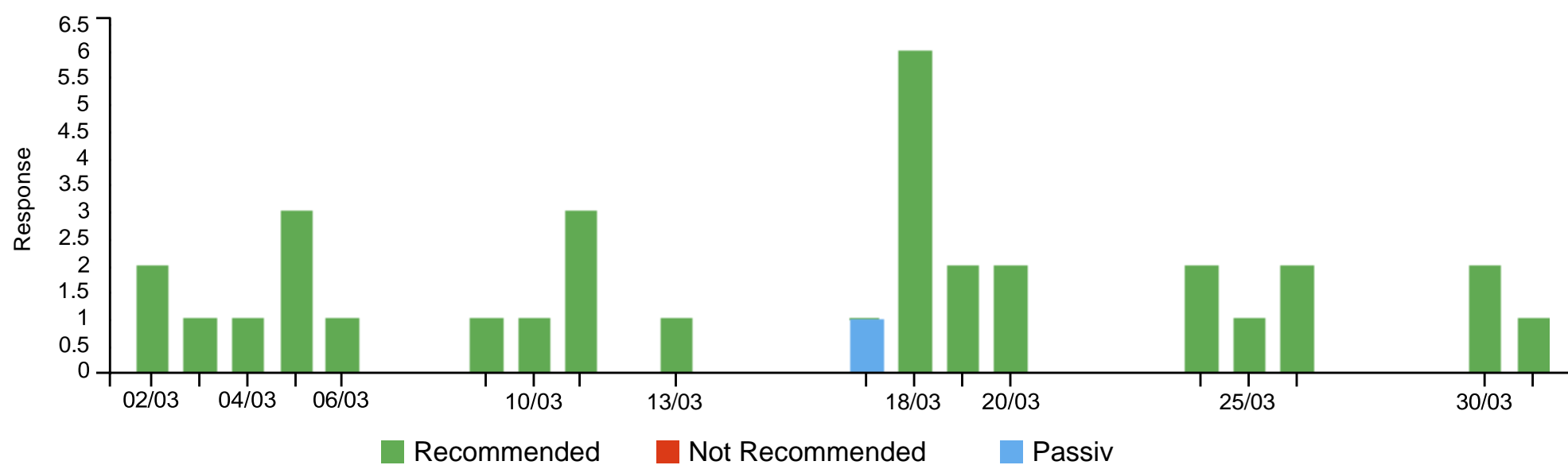
Practice Score: Day of the Week Analysis



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

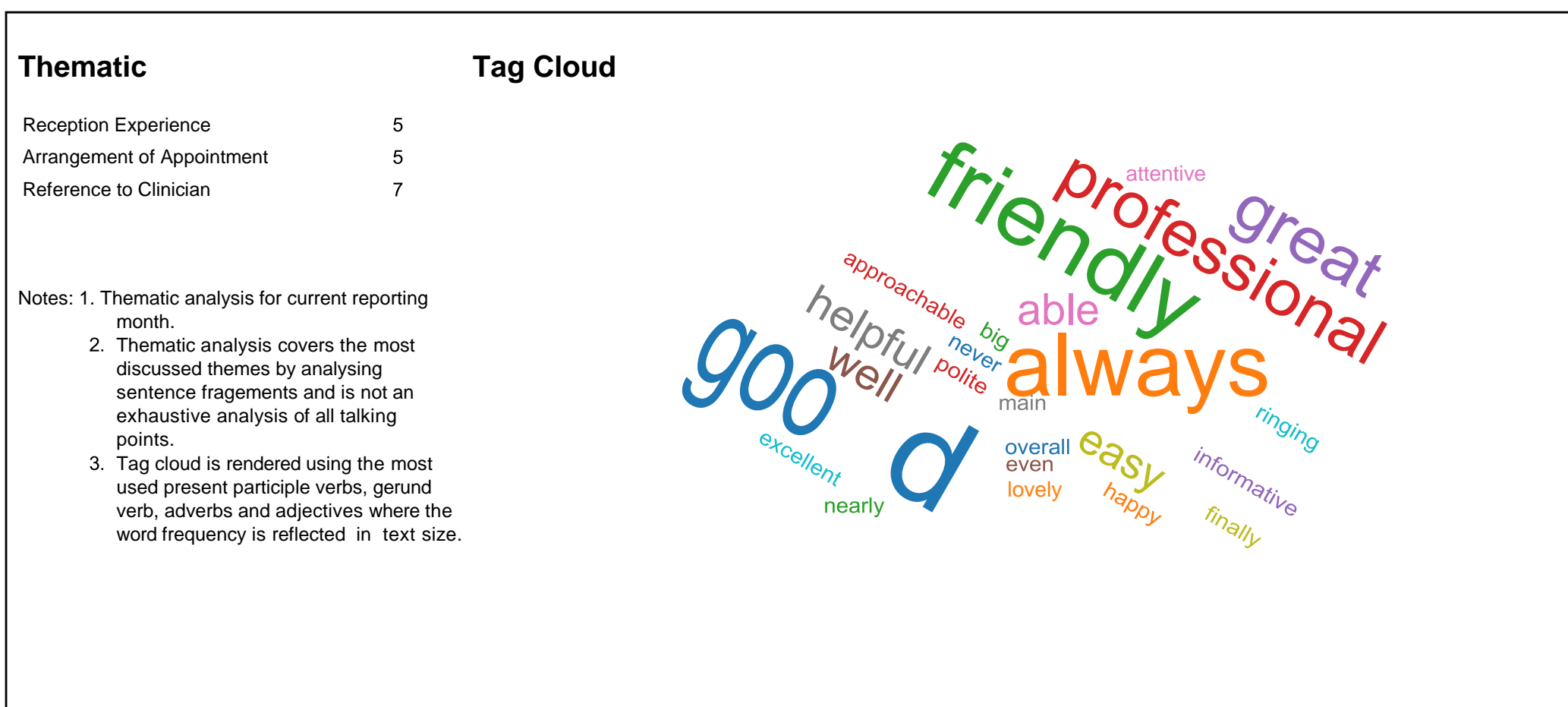
Patient Responses



- 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



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

- ✓ Excellent GP's well run surgery with professional staff.
- ✓ We have never had a problem with the surgery. They have always tried to accommodate us and Doctors are all lovely. Big thank you .
- ✓ Great doctors
- ✓ Polite professional service.
- ✓ Great service, friendly staff , able to get appointments without any bother . Informative about treatments .
- ✓ Great service. Always able to get an appointment even in the same day.
- ✓ Attentive and friendly doctors The
- ✓ doctors are always very good You
- ✓ are all very helpful
- ✓ Good doctors easy to talk to, friendly and helpful staff, good reception area, easy to make appointment's when ringing up, good location, overall a very @very good surgery. @gery.
- ✓ Managed to speak to a receptionist & they arranged for s.g.p to contact me. G.p was very good, happy with service
- ✓ All staff are friendly and professional Nearly Always fit you in for an appointment on the daySupportive and approachable

Not Recommended Passive

- ✓ The main reason i cannot recommend the surgery is you cannot get through and when you finally get through all the appointments for that day have bee@e been taken this has been a problem for some time the phone's are not switched over at eight if was to recommend the practise these would have to be address@dressed people need to see a doctor when they are unwell @well