

FFT Monthly Summary: July 2020

THE THREE ZERO SIX MEDICAL CENTRE
Code: G85091

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
11	6	1	0	2	0	2	0	0	18	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: 81

Responses: 20

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	9	6	1	0	2	0	18
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	2	0	0	0	0	0	2
Total	11	6	1	0	2	0	20
Total (%)	55%	30%	5%	0%	10%	0%	100%

Summary Scores

 85%  10%  5%

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:

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

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

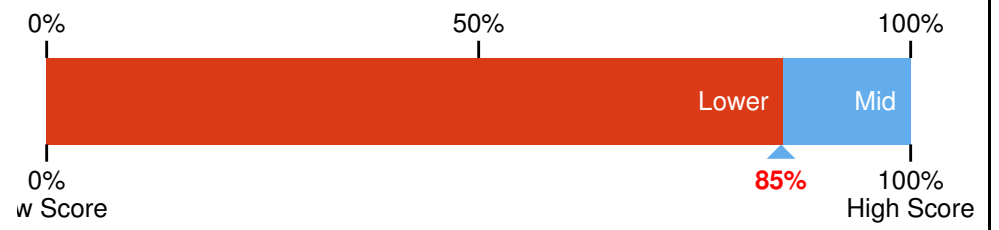
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3
Practice Scoring

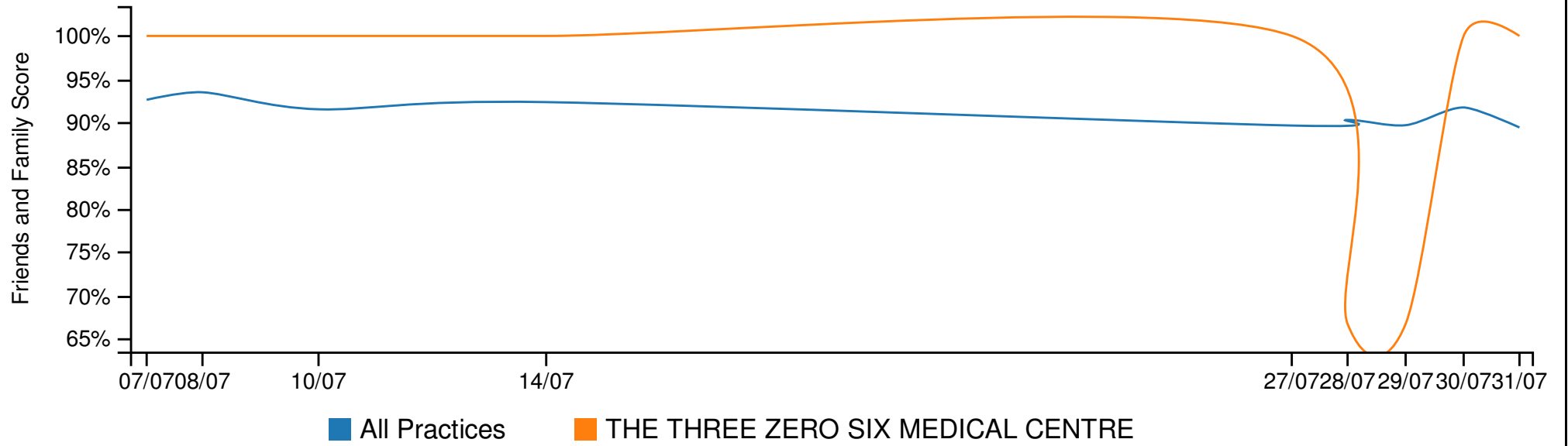
Practice Score: 'Recommended' Rank

Your Score: 85%
Percentile Rank: 25TH



- 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 25th percentile means your practice scored above 25% of all practices.

Practice Score: 'Recommended' Comparison



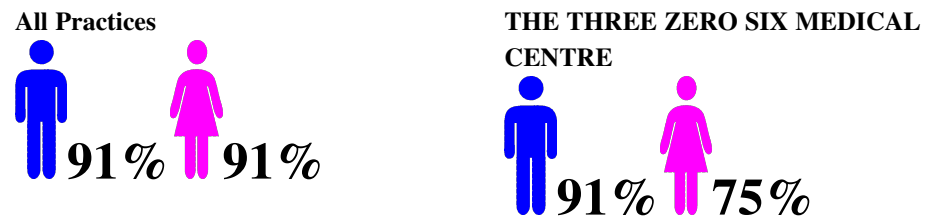
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

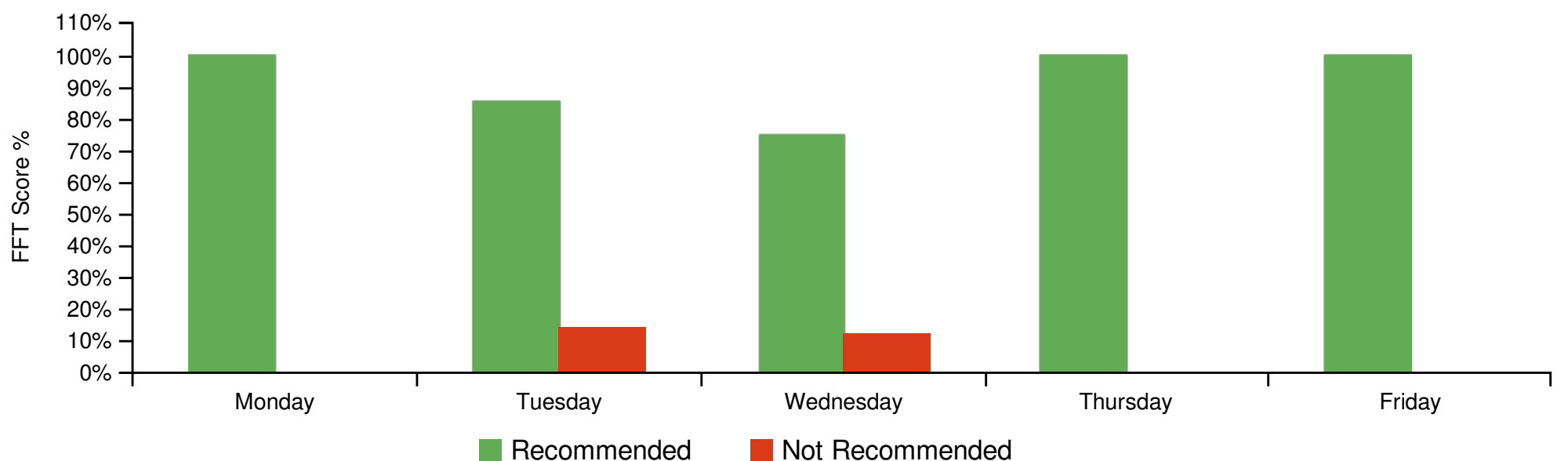
	< 25	25 - 65	65+
All Practices	86%	91%	93%
THE THREE ZERO SIX MEDICAL CENTRE	100%	86%	100%

Gender



- 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

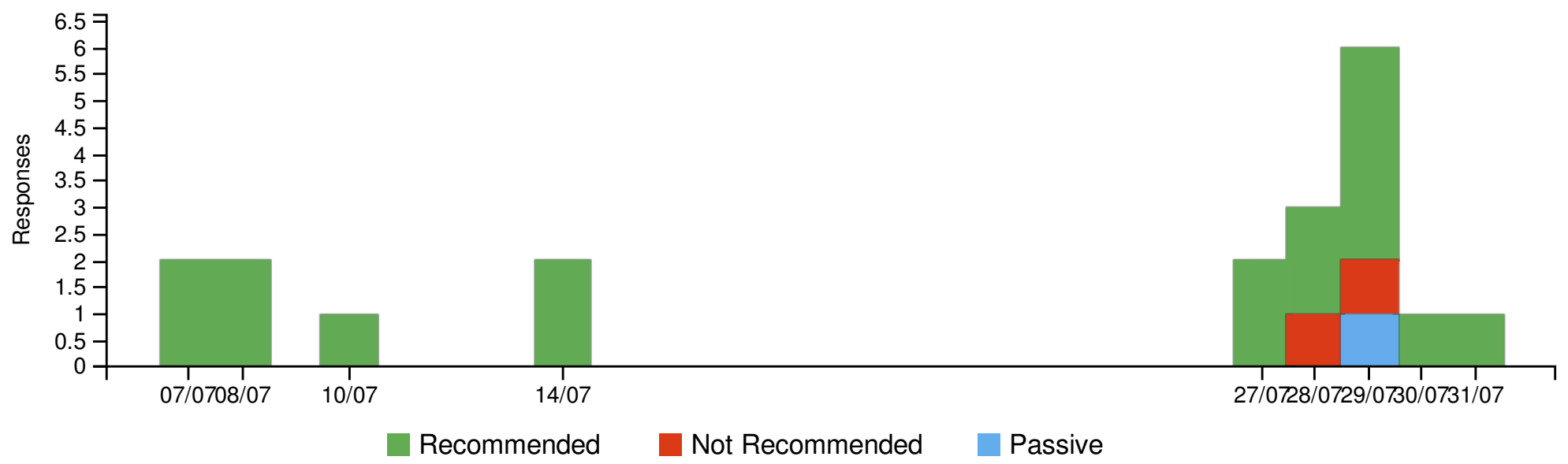


- Notes:
1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
 2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4

Patient Response Analysis

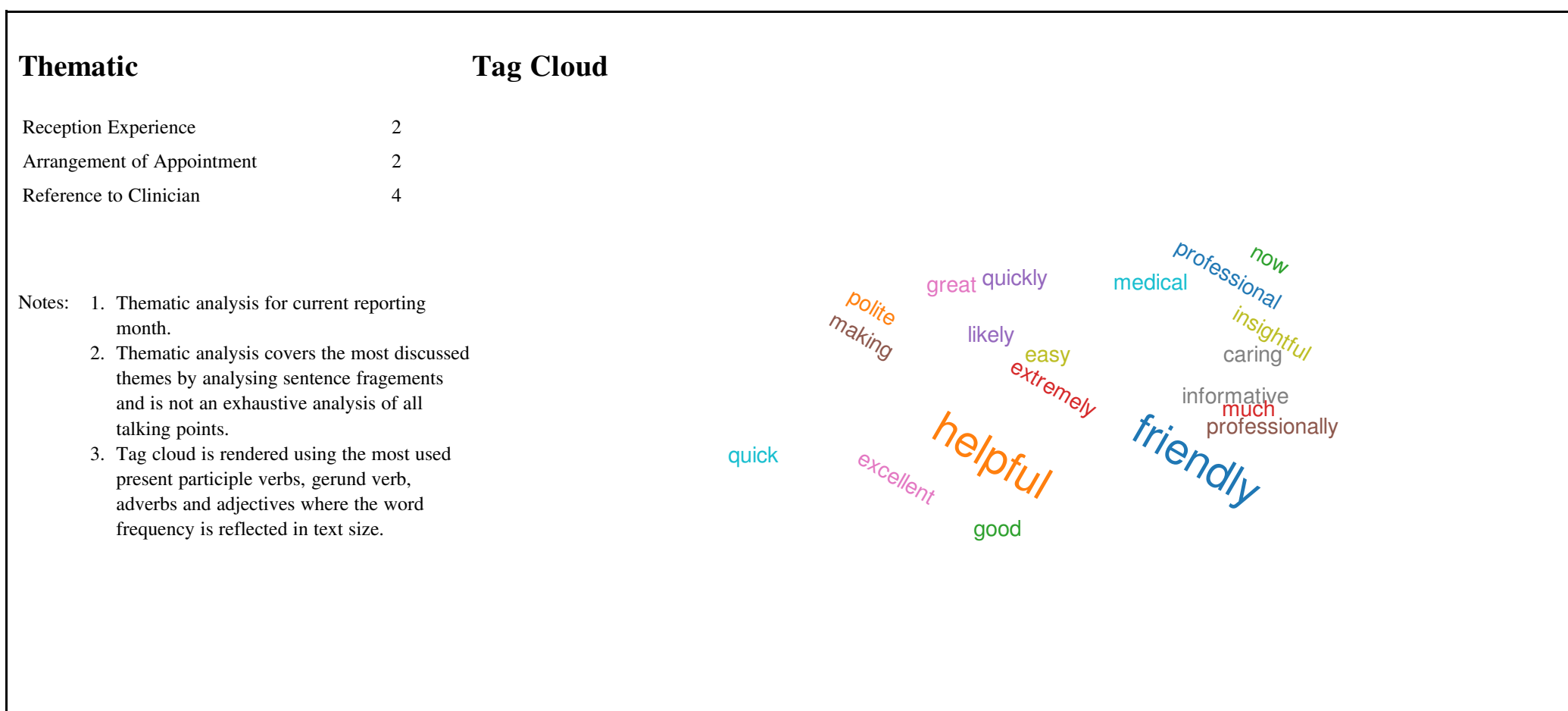
Patient Responses



- 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

- ✓ Good Customer Series
- ✓ *The doctor was very informative and insightful despite the lack of face to face consultation. I feel my medical issue was understood and addressed.*
- ✓ My problem was resolved quickly and professionally with great care and explanation
- ✓ *IT IS BECAUSE EVERY MEMBER OF STAFF IS SO FRIENDLY AND MOST HELPFUL AT ALL TIMES.*
- ✓ Caring consideret staff
- ✓ *Easy to get a quick telephone appointment. Helpful, friendly Doctors.*
- ✓ *Would recommend - extremely likely and experience with making an appointment excellent*

Not Recommended

- ✓ *The Doctor was was very professional and polite and he Answered all my questions and give me advice so now I feel much better*

Passive