

# FFT Monthly Summary: August 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
21	6	0	0	1	1	0	0	0	29	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

**Surveyed Patients: 102**

**Responses: 29**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	21	6	0	0	1	1	29
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>21</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>29</b>
<b>Total (%)</b>	<b>72%</b>	<b>21%</b>	<b>0%</b>	<b>0%</b>	<b>3%</b>	<b>3%</b>	<b>100%</b>

### Summary Scores

 93%  3%  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:

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

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

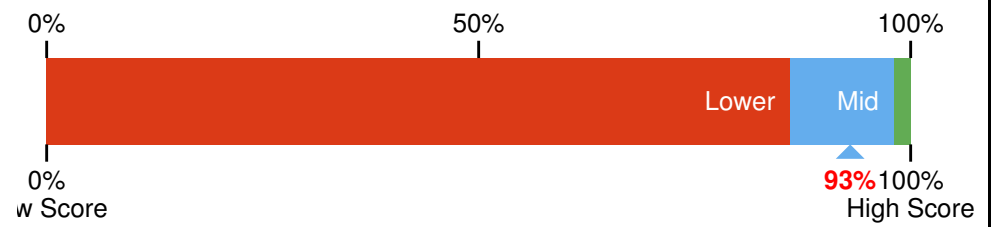
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

### SECTION 3 Practice Scoring

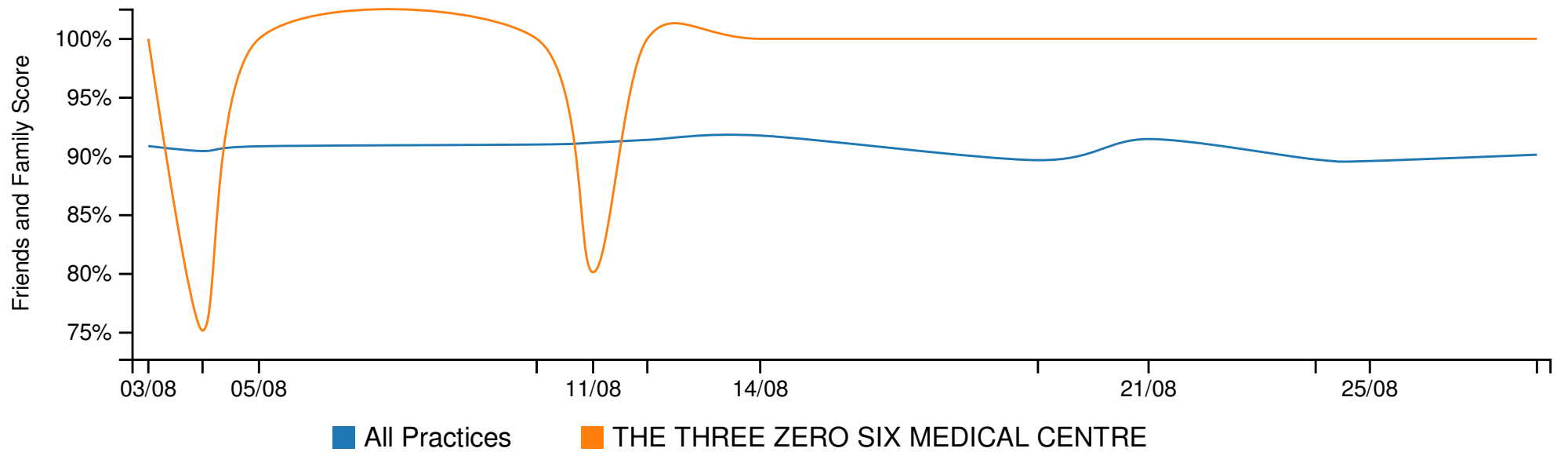
#### Practice Score: 'Recommended' Rank

**Your Score:** 93%  
**Percentile Rank:** 55<sup>TH</sup>



- 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 55th percentile means your practice scored above 55% of all practices.

#### Practice Score: 'Recommended' Comparison



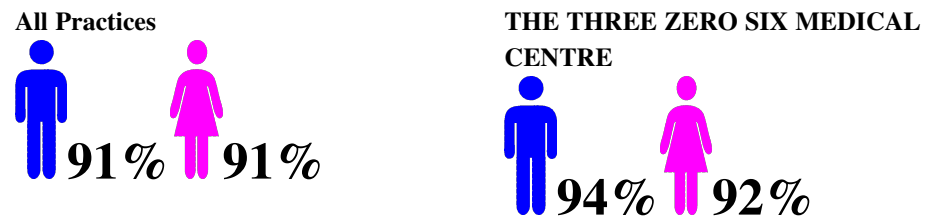
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

#### Practice Score: 'Recommended' Demographic Analysis

##### Age

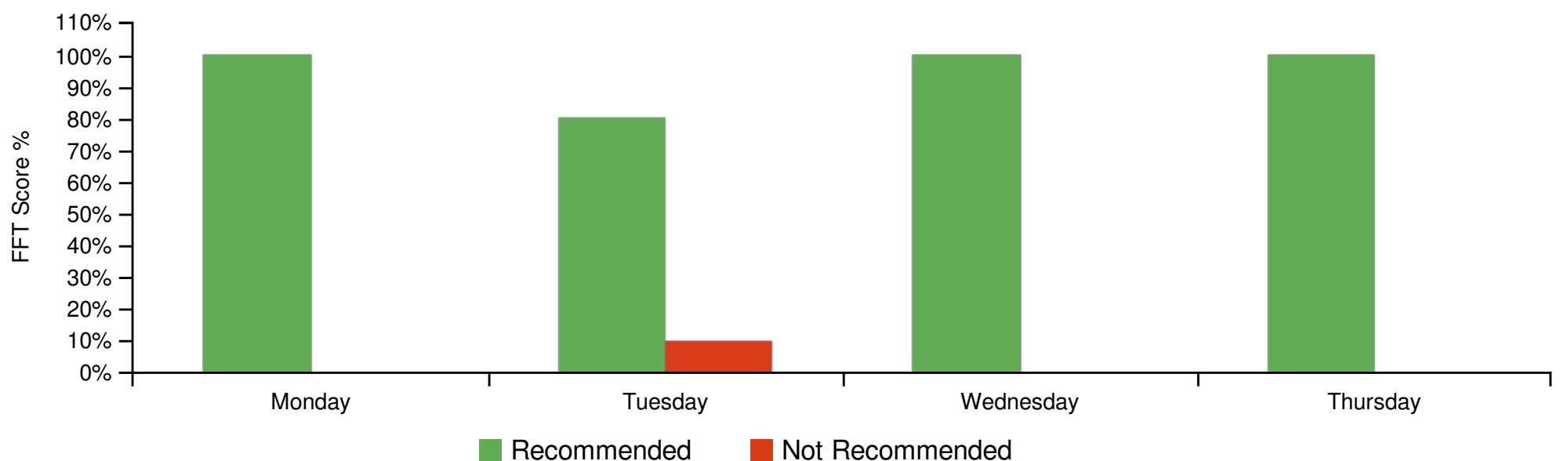
	< 25	25 - 65	65+
All Practices	86%	91%	93%
THE THREE ZERO SIX MEDICAL CENTRE	67%	100%	75%

##### Gender



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

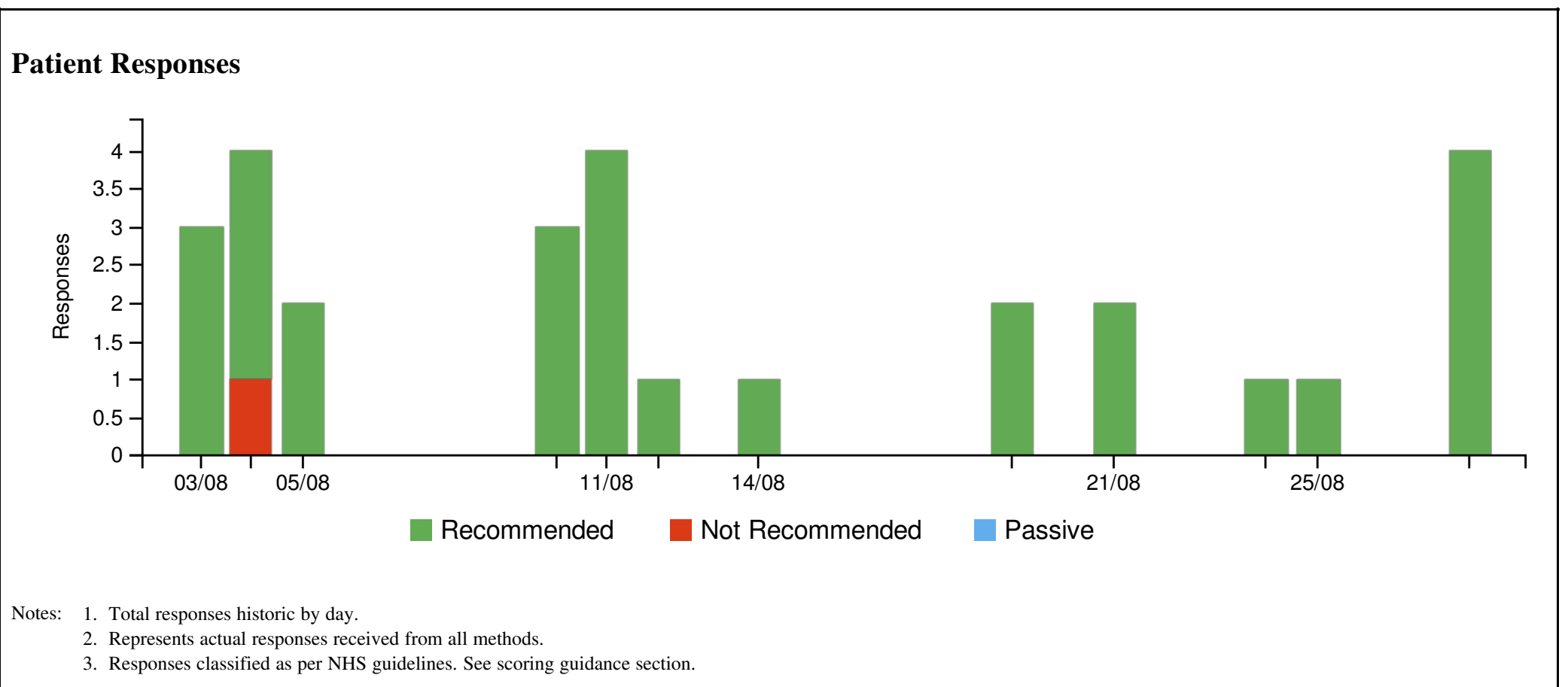
#### Practice Score: Day of the Week Analysis



- 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.

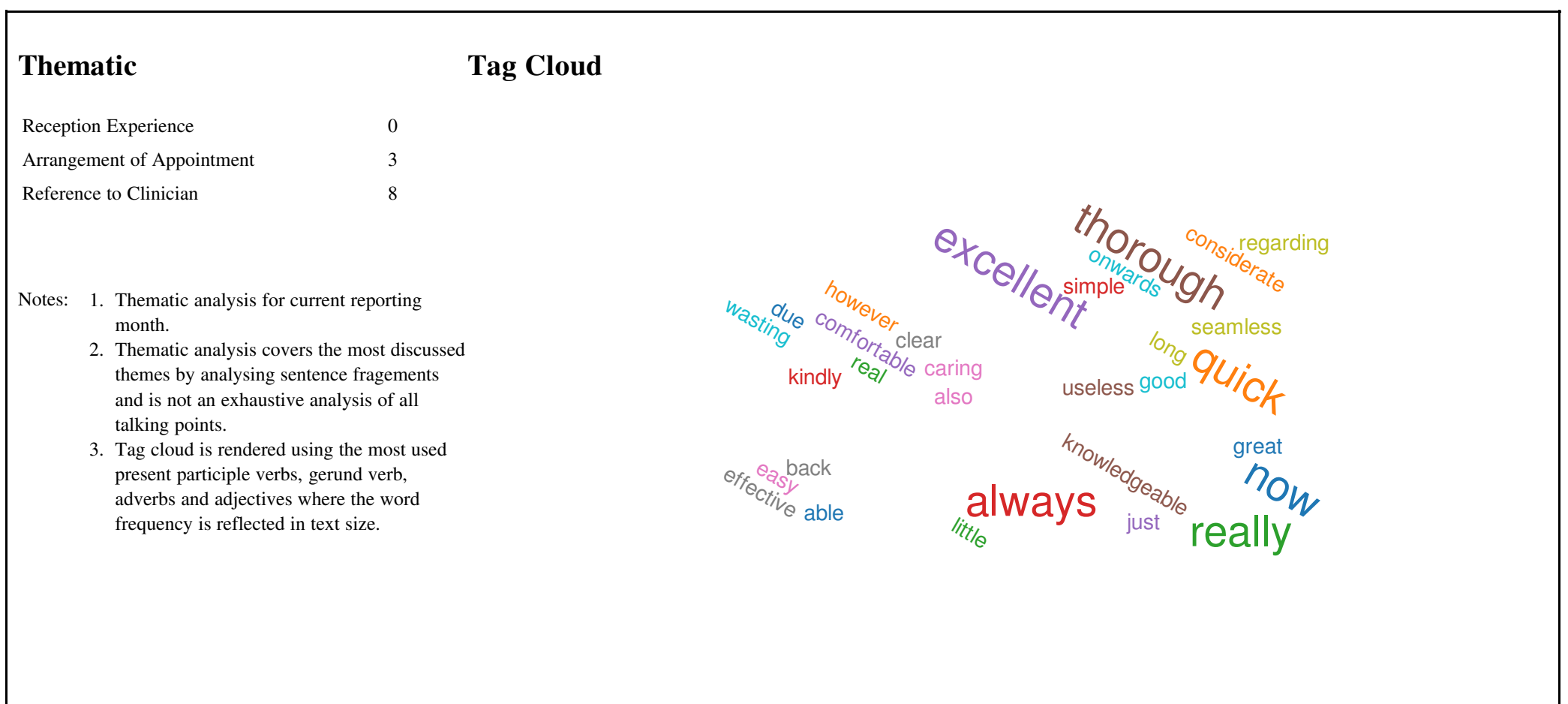
## SECTION 4

### Patient Response Analysis



## 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

- ✓ My reason is that the dr's will listen 2 u, and r understanding, with a problem, and that is solved. Also, kindness and 2 listen, is so valued by the p@the patient. @ent.
- ✓ Have had 2 telephone appointments now - 1 turned into a video call, and this one I had to send photos and receive a quick call back, but both were really@eally seamless and gave good answers to my concerns. I know that these appointments are necessity at the moment due to COVID-19, however these would be a real@ really timesaving way to have simple GP appointments from now on@ow on
- ✓ Service provided
- ✓ Book appointment was easy and video call consultation was effective.
- ✓ You don't have to wait too long for an appointment and the Drs are knowledgeable
- ✓ The service and attention to detail in all departments from reception onwards is first class . The doctors always have patience and ti time to deal with the problem etc with great professionalism and knownow
- ✓ Engaged doctor .
- ✓ Excellent and thorough discussion with follow up action points. Kind, considerate, to the point
- ✓ The Doctor takes time to listen, no the right treatment to recommend and follow up
- ✓ My little boy had an foot injury and gp was very quick and kindly to arrange a hospital check/xray. I felt very comfortable to talk to doctor too.
- ✓ Dr Chawdhery is an excellent GP - always knowledgeable and caring and a clear communicator.
- ✓ Thorough and friendlyConsultations
- ✓ I called yesterday to speak to my doctor about some concerns regarding my health and without wasting time my doctor spoke to me today and all the fears I@ars I have been having she was able to tackle them.I am impressed. Thanks@hanks

#### Not Recommended

- ✓ We had one question and did not get the advice/help we hoped for and they just leave our child to suffer and make us as parents feel like we are useless

#### Passive