

# FFT Monthly Summary: November 2020

THE 360 MEDICAL CENTRE  
Code: G85091



## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
37	5	2	1	2	0	0	0	0	47	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

<b>Surveyed Patients:</b>	<b>163</b>						
<b>Responses:</b>	<b>47</b>						
	<b>Very good</b>	<b>Good</b>	<b>Neither good nor poor</b>	<b>Poor</b>	<b>Very poor</b>	<b>Don't know</b>	<b>Total</b>
SMS - Autopoll	37	5	2	1	2	0	<b>47</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>37</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>47</b>
<b>Total (%)</b>	<b>79%</b>	<b>11%</b>	<b>4%</b>	<b>2%</b>	<b>4%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

 **89%**
 **6%**
 **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:

$$\text{Recommended (\%)} = \frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

$$\text{Not Recommended (\%)} = \frac{\text{very poor} + \text{poor}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

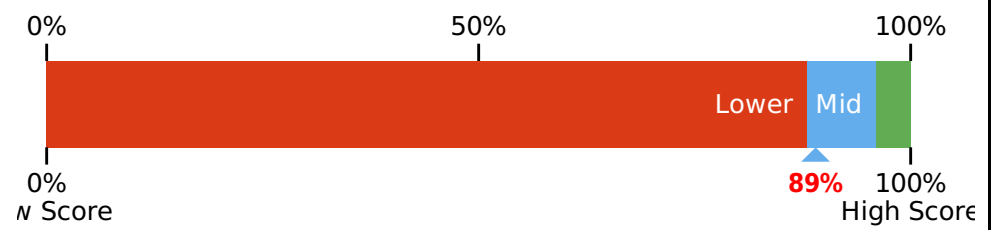
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

**Your Score:** 89%  
**Percentile Rank:** 35<sup>TH</sup>

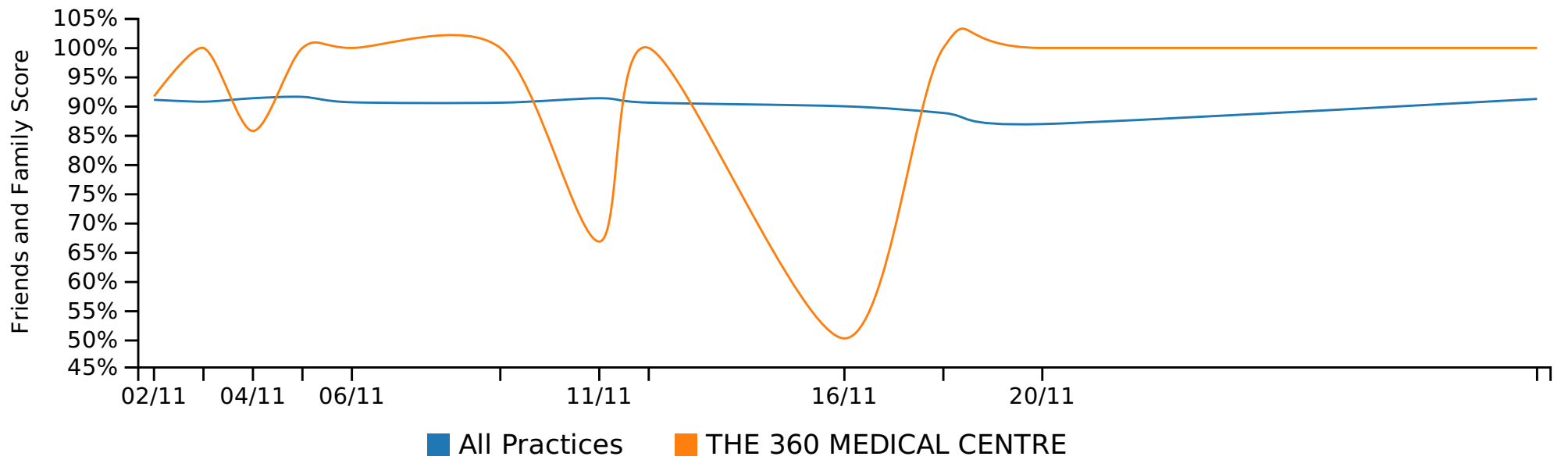


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

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 35th percentile means your practice scored above 35% of all practices.

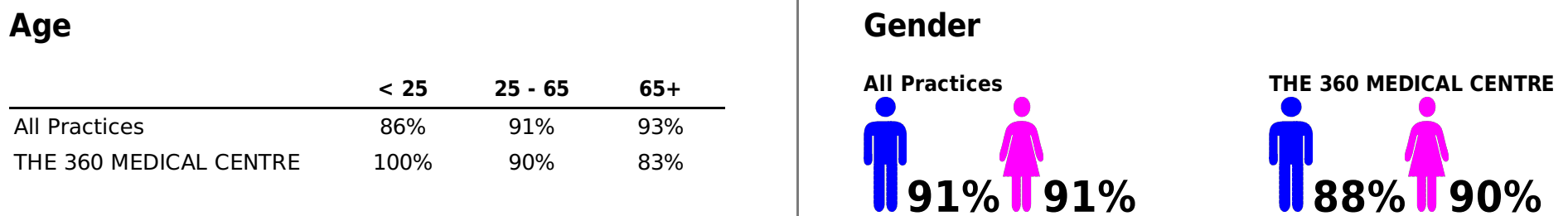
### Practice Score: 'Recommended' Comparison



Notes: 1. Practice score comparison of 'recommended' scores only.

2. Score calculated as per NHS requirements. See scoring guidance section.

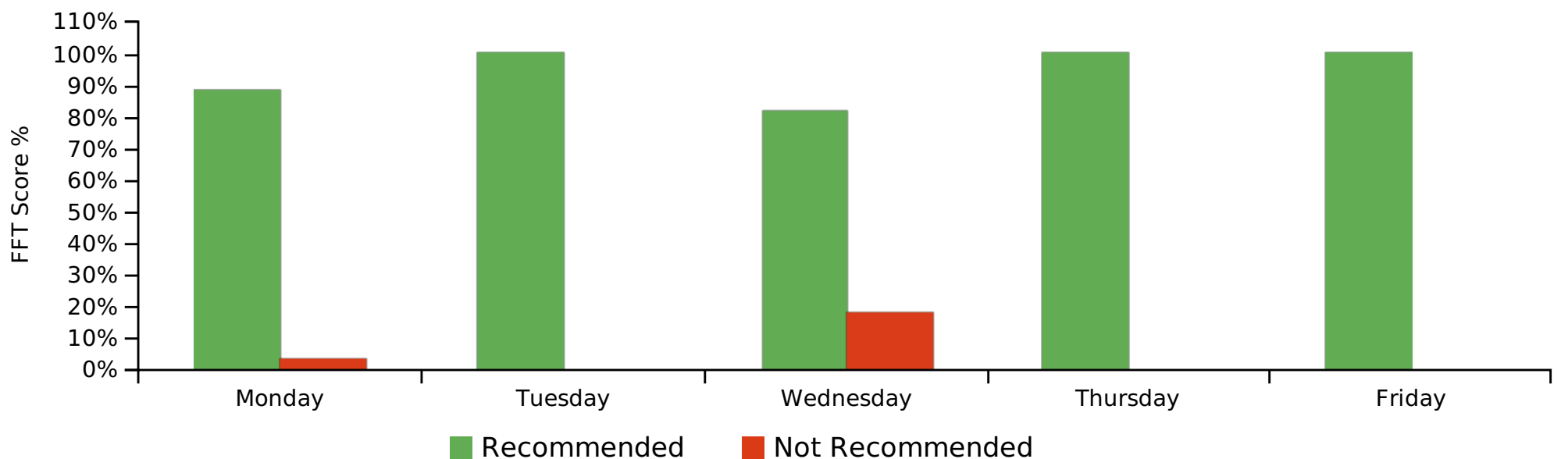
### Practice Score: 'Recommended' Demographic Analysis



Notes: 1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

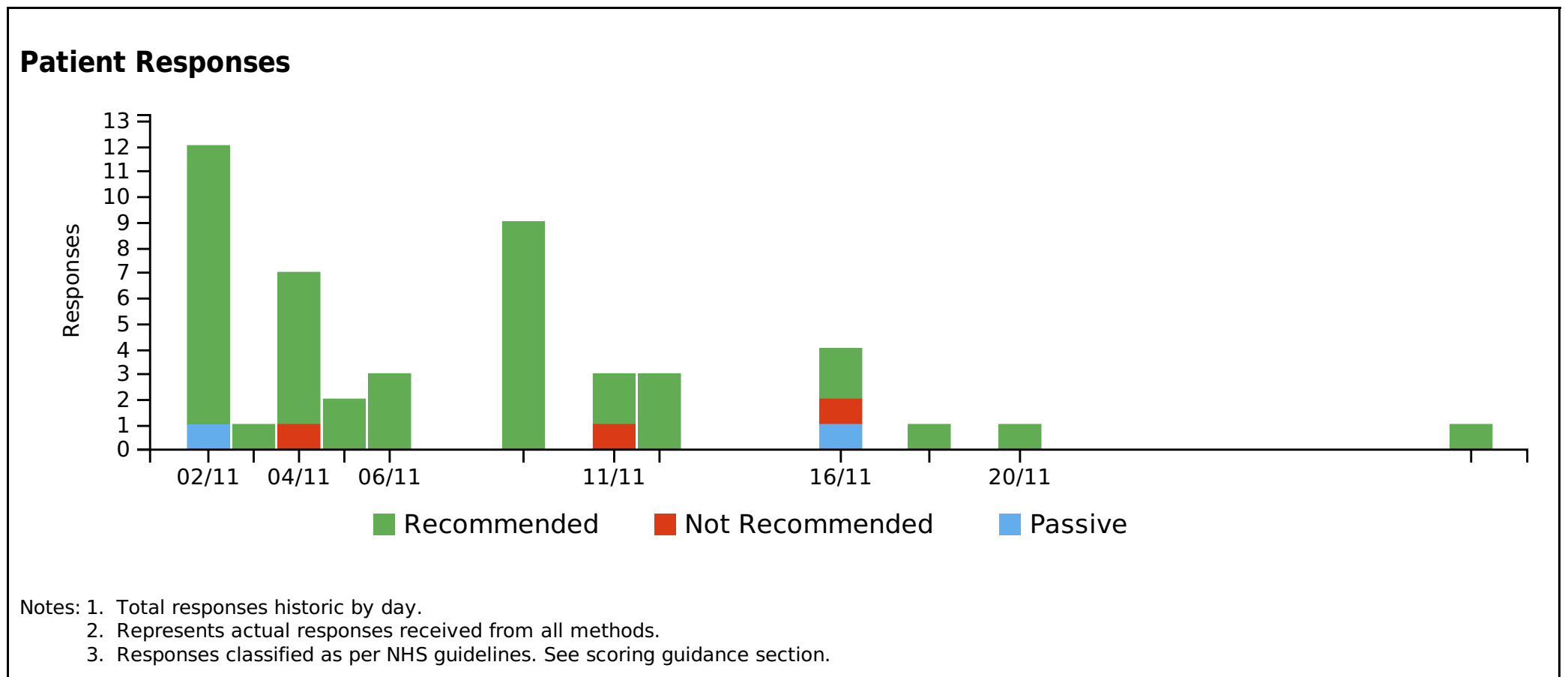
### Practice Score: Day of the Week Analysis



Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

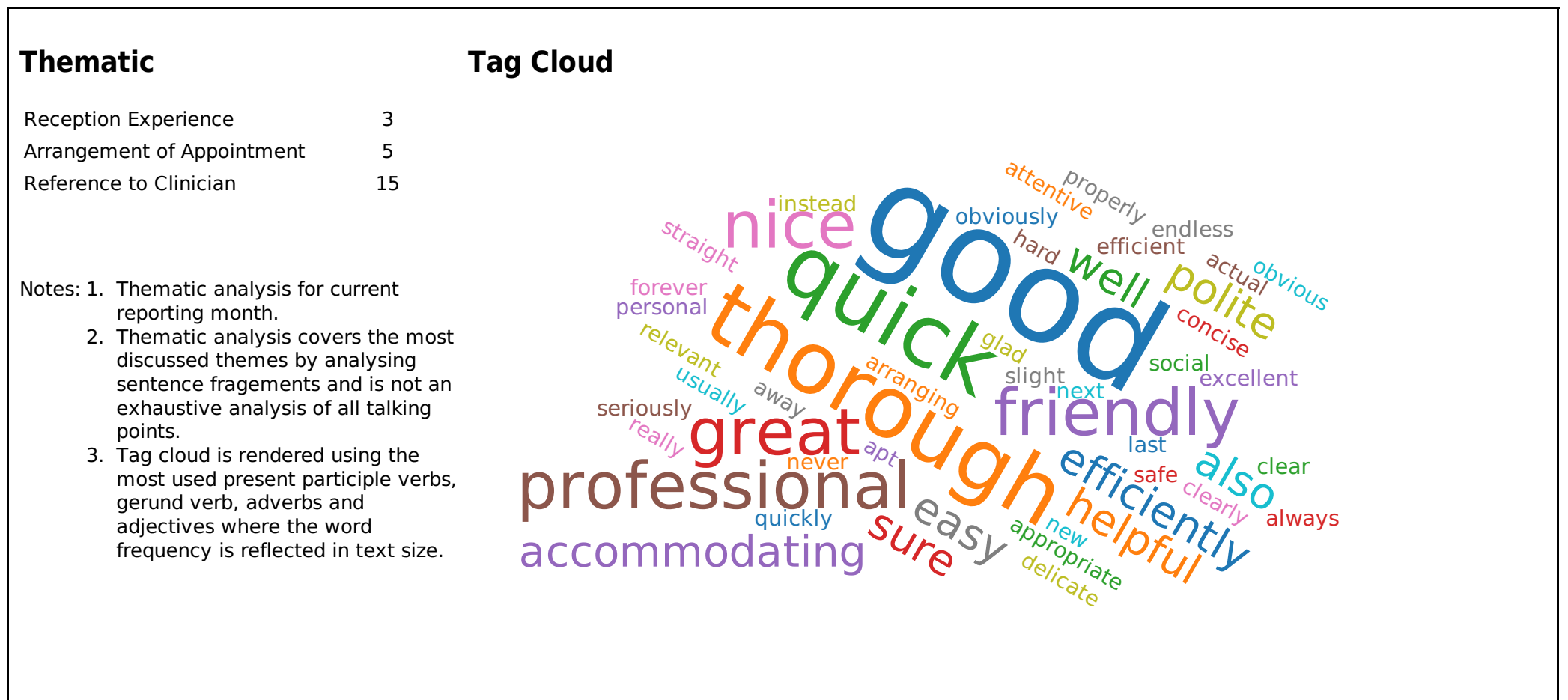
2. Score calculated as per NHS requirements. See scoring guidance section.

## 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

- ✓ Easy, efficient and good customer service!
- ✓ My query was dealt with straight away and I got my call the time they said so I was glad about that
- ✓ On time, polite and Social distance safe.
- ✓ Because the nurse I met was great, very friendly and professional
- ✓ Excellent, very professional service
- ✓ Got a telephone appointment same day
- ✓ Everyone was very professional but also friendly
- ✓ Because I am very satisfied with our gp and the rest of the staff. It is very easy to get in touch with any one in the surgery .
- ✓ The reason I gave the score of 2, was the appointment for for 12.10pm but the actual call didn't happen until 12.25.
- ✓ Put me at ease
- ✓ I got a phone appointment same day!
- ✓ Dr Chawdhery acted efficiently and I feel as though she was thorough
- ✓ Helpful and polite nurse. Dr Williams was thorough and explained everything clearly. The only slight problem is that I was offered two appointments for a well man check instead of one. I had one with the doctor and another with the nurse the next day. I was puzzled and attended both but obviously I didn't need to. @ to.
- ✓ Because it was very good ok
- ✓ The Doctor was very attentive and made sure he understood my issues and he gave appropriate treatment.
- ✓ Receptionist always very pleasant and accommodating, I got a phone appointment very quick and the gp I spoke to was very nice. I didn't feel rushed or not taken seriously. Text messages also work well for reminders etc. Can't complain about anything! @ing!
- ✓ Nurse I saw was thorough and nice to deal with
- ✓ Dr. Williams really took her time to properly diagnose me and asked me all the relevant questions, she was great!!
- ✓ Service was quick and thorough for my new patient appointment
- ✓ Appreciate call from doctor today!
- ✓ Very helpful
- ✓ Issue was dealt with quickly and efficiently and doctor was nice
- ✓ The nurse was very good with me very patient made me feel I could ask questions on things I was not sure about And I Did Not Feel Rushed
- ✓ Staff excellence
- ✓ Very accommodating in the clinic and quick advice from the doctor
- ✓ Very good communication throughout, didn't have to chase up on swan results. Quick, clear diagnosis and concise explanation of treatment and follow up steps
- ✓ She was very friendly. It was personal and she showed empathy. Great advice.
- ✓ The nurse is been very kind and delicate. My experience at the 306 was very good
- ✓ That's obvious.

#### Not Recommended

- ✓ The doctor never called me

#### Passive

- ✓ Usually good but within the last week I have had trouble arranging a replacement prescription
- ✗ Redacted consent withheld

## SECTION 6

### Patient Free Text Custom Comments: Summary

Thematic	Tag Cloud
Reception Experience	0
Arrangement of Appointment	0
Reference to Clinician	0

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

#### Not Recommended

#### Passive