

FFT Monthly Summary: February 2021

THE 360 MEDICAL CENTRE
Code: G85091



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
42	8	0	0	0	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:	123						
Responses:	50						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	42	8	0	0	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	42	8	0	0	0	0	50
Total (%)	84%	16%	0%	0%	0%	0%	100%

Summary Scores

100%
 0%
 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:

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

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

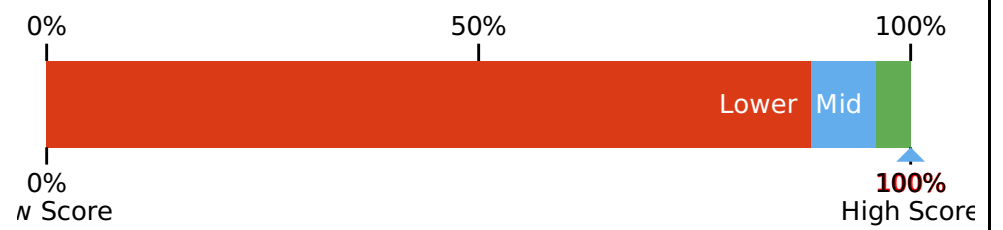
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

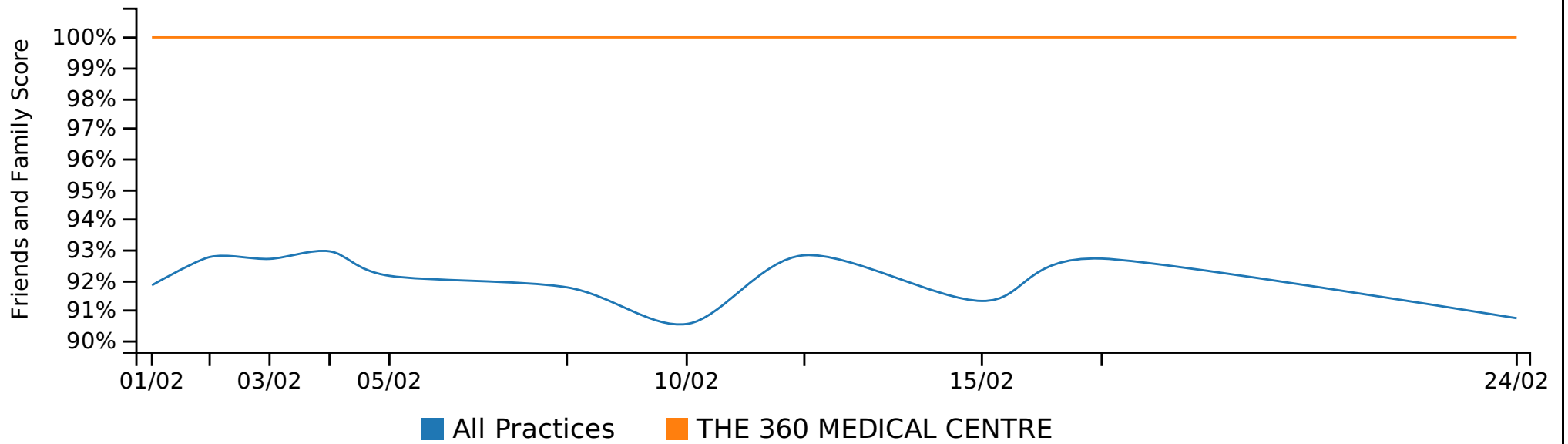
Practice Score: 'Recommended' Rank

Your Score: 100%
Percentile Rank: 100TH



- 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 100th percentile means your practice scored above 100% 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.

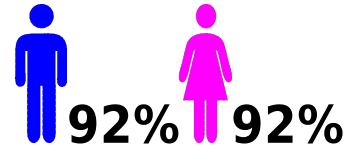
Practice Score: 'Recommended' Demographic Analysis

Age

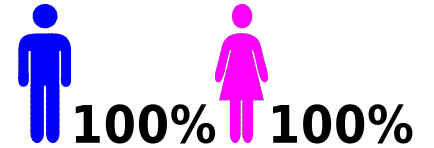
	< 25	25 - 65	65+
All Practices	88%	92%	94%
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Gender

All Practices

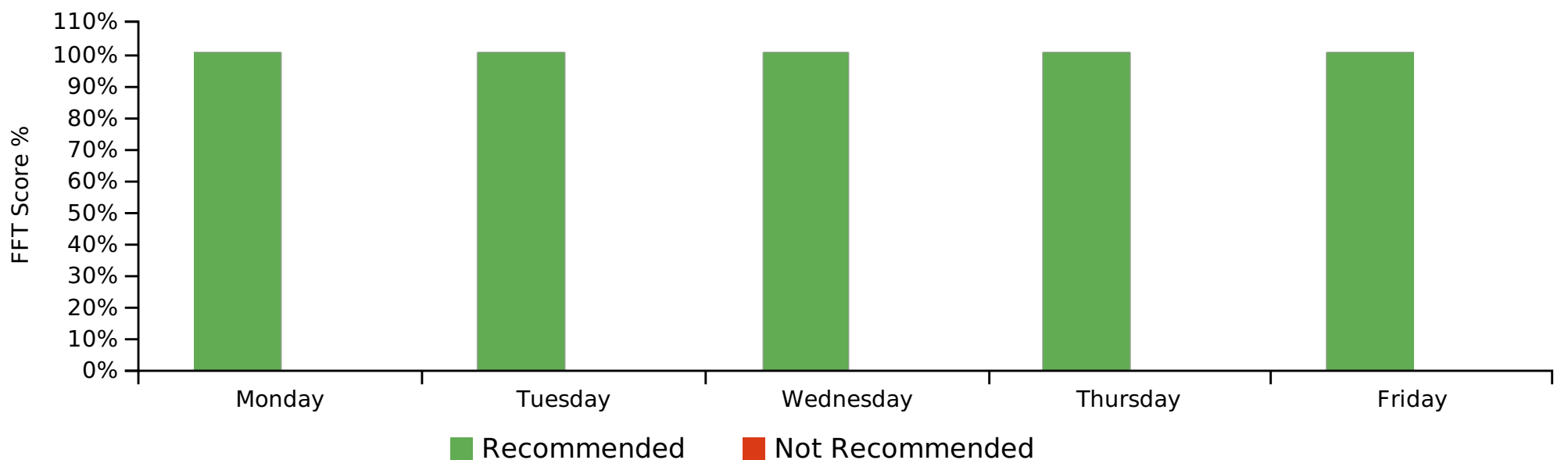


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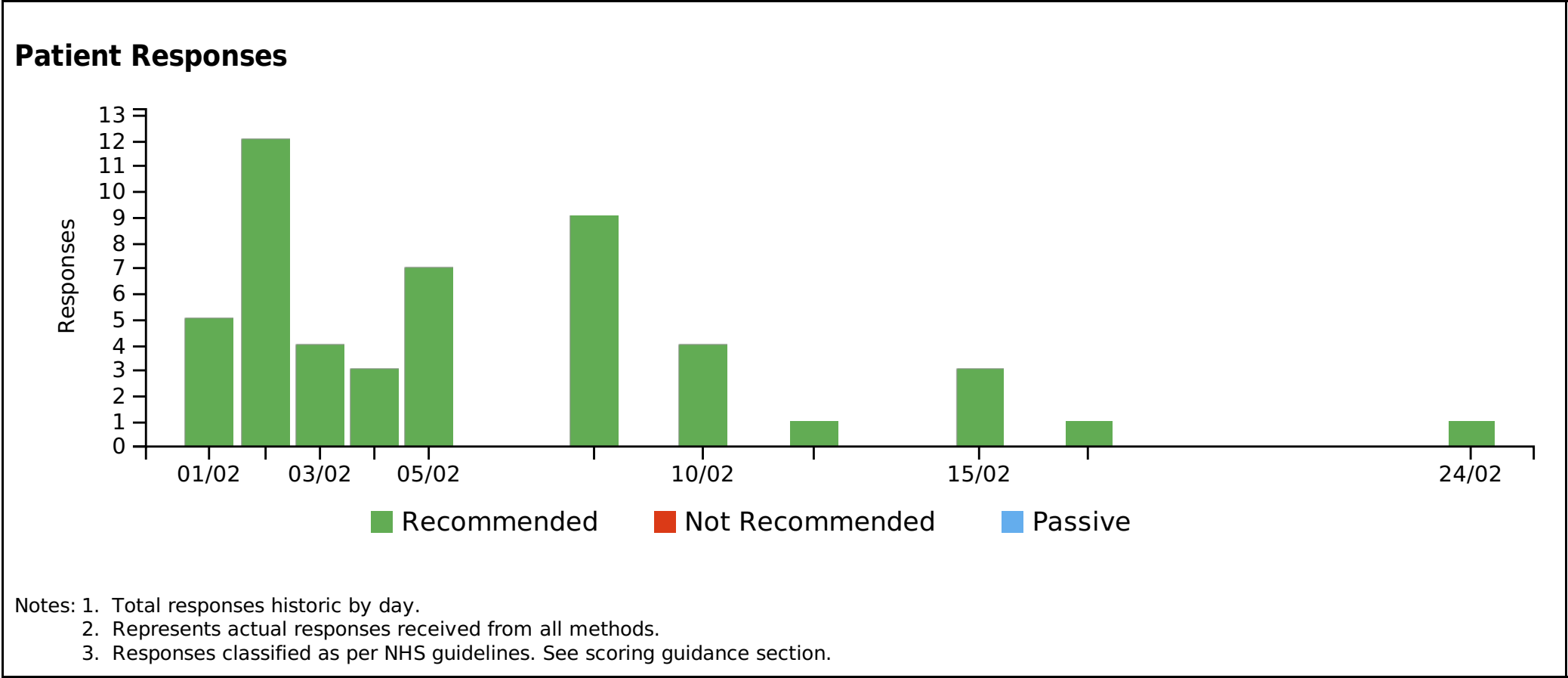
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis



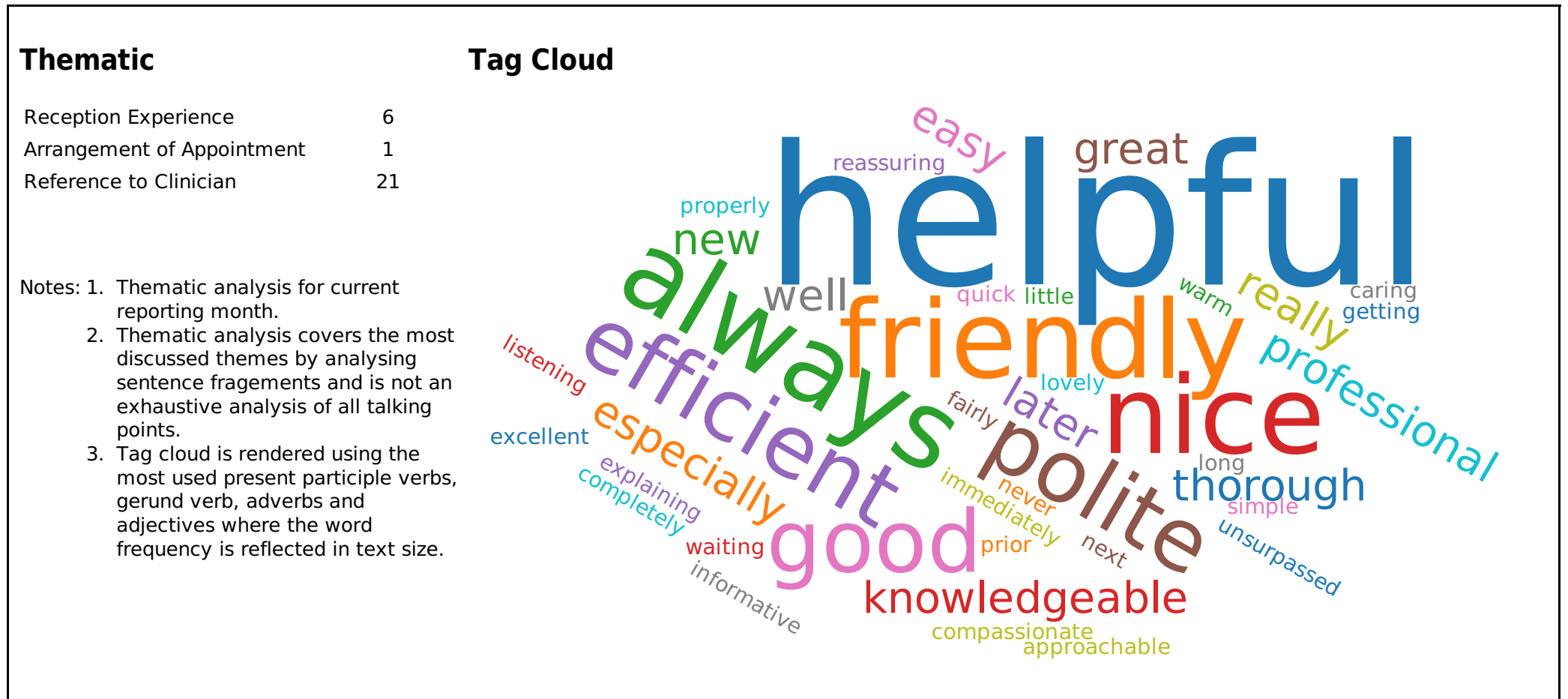
- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

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

- ✓ Friendly staff, didn't have to wait a long time
- ✓ Because on the time I call or have an issue I am well attended to immediately
- ✓ lovely manner and efficient nurse
- ✓ I really appreciated getting a follow up call.
- ✓ Staff at 306 are always nice and polite. Doctors are very kind. i would never change Doctors.
- ✓ Nice helpful doctors
- ✓ Efficient, friendly, well organised
- ✓ Very efficient little waiting and the nurse was very friendly.
- ✓ Very helpful and friendly and professional and reassuring
- ✓ Very nice receptionist and helpful doctor
- ✓ Because the doctor was very helpful and made me feel at ease.
- ✓ Because my doctor is very good and you need to know
- ✓ The Dr was very thorough during the consultation. Very kind but professional manner.
- ✓ Dr Chaudhery is so helpful and thorough, especially during our health crisis
- ✓ It was a fairly simple & efficient process (new patient appointment), and I was in and out in 10 mins.
- ✓ Because it provides me caring and compassionate attention to my needs
- ✓ My GP was very polite knowledgeable and gave me confidence that my problem will be investigated properly, I would have given a 1 if the call wasn't later@later than expected @cted
- ✓ Really good patient care
- ✓ Because the service is unbeatable! Reception etc always polite and nd e and great attention to detail. Especially dr Mahreen Chawdheryery who has all time and patience with your problems Unsurpassed serser
- ✓ Nice doctor take time to listen
- ✓ Very polite and didn't rush through the call. Had read my notes prior to the call.
- ✓ Warm staff and helpful.
- ✓ The Dr was very helpful and went through everything I needed to know. They ensured that I had no questions and that i understood whatthat the results meant and was very helpful. I.
- ✓ Friendly reception staff and nurse
- ✓ Doctor very patient and good at listening and explaining condition and next steps.
- ✓ Quick and easy. Phone call
- ✓ Very informative information and great advice
- ✓ The dr is so nice
- ✓ Hi, how can I find my nhs number?
- ✓ Dr Faizan Chaudery was patient and understanding with me as a new parent. He is so approachable and always makes me feel completely at ease.
- ✓ Dr Lucy Williams was very helpful and easy to talk to.
- ✓ Because I always got very good treatment from my surgery .
- ✓ Understanding knowledgeable doctor.
- ✓ Because I always receive excellent care at your surgery

Not Recommended

Passive