

FFT Monthly Summary: April 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
35	8	4	1	0	0	0	0	0	48	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:	139						
Responses:	48						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	35	8	4	1	0	0	48
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	35	8	4	1	0	0	48
Total (%)	73%	17%	8%	2%	0%	0%	100%

Summary Scores

 **90%**
 **2%**
 **8%**

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:

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

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

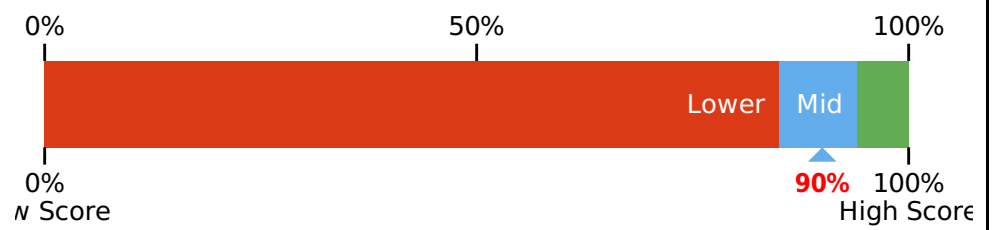
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: **90%**
Percentile Rank: **45TH**

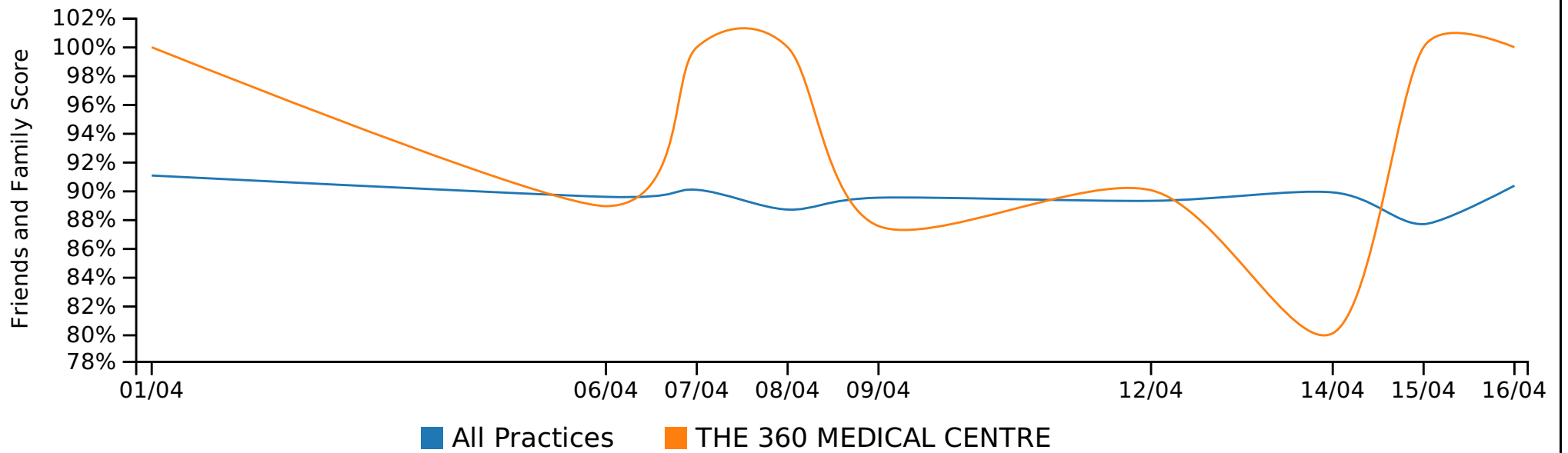


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

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 45th percentile means your practice scored above 45% of all practices.

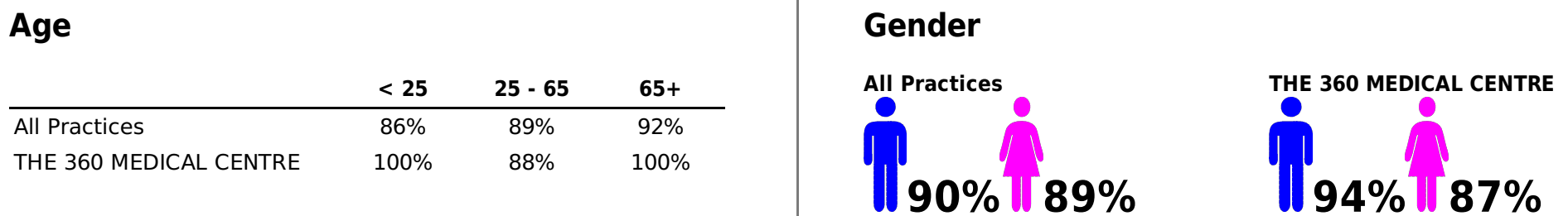
Practice Score: 'Recommended' Comparison



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

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

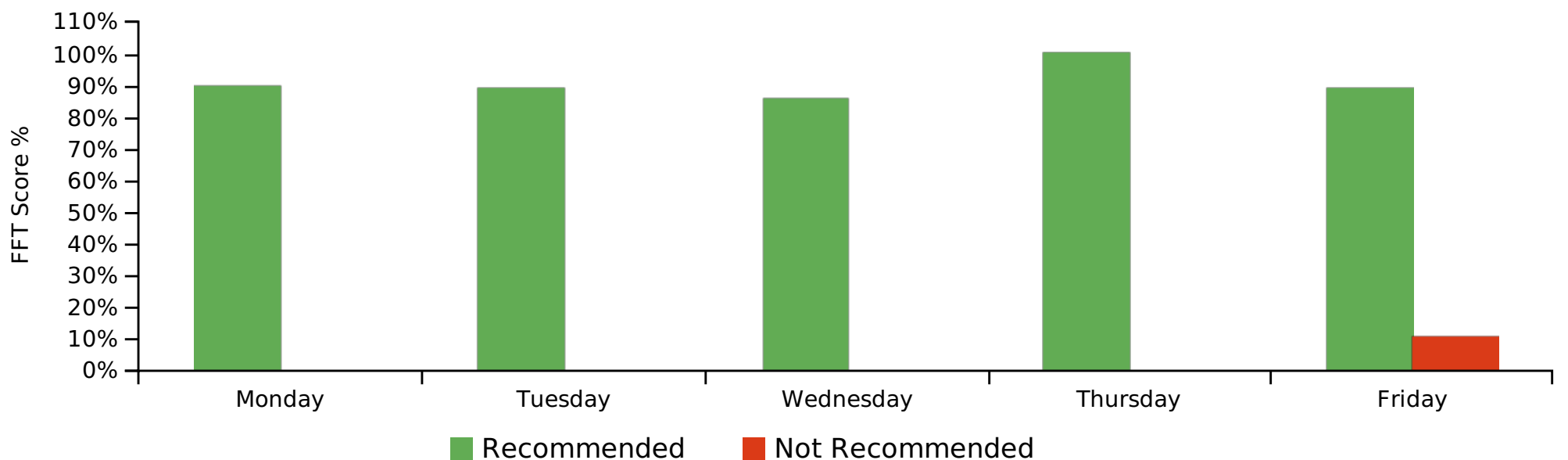
Practice Score: 'Recommended' Demographic Analysis



Notes: 1. Scores for current reporting month.

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

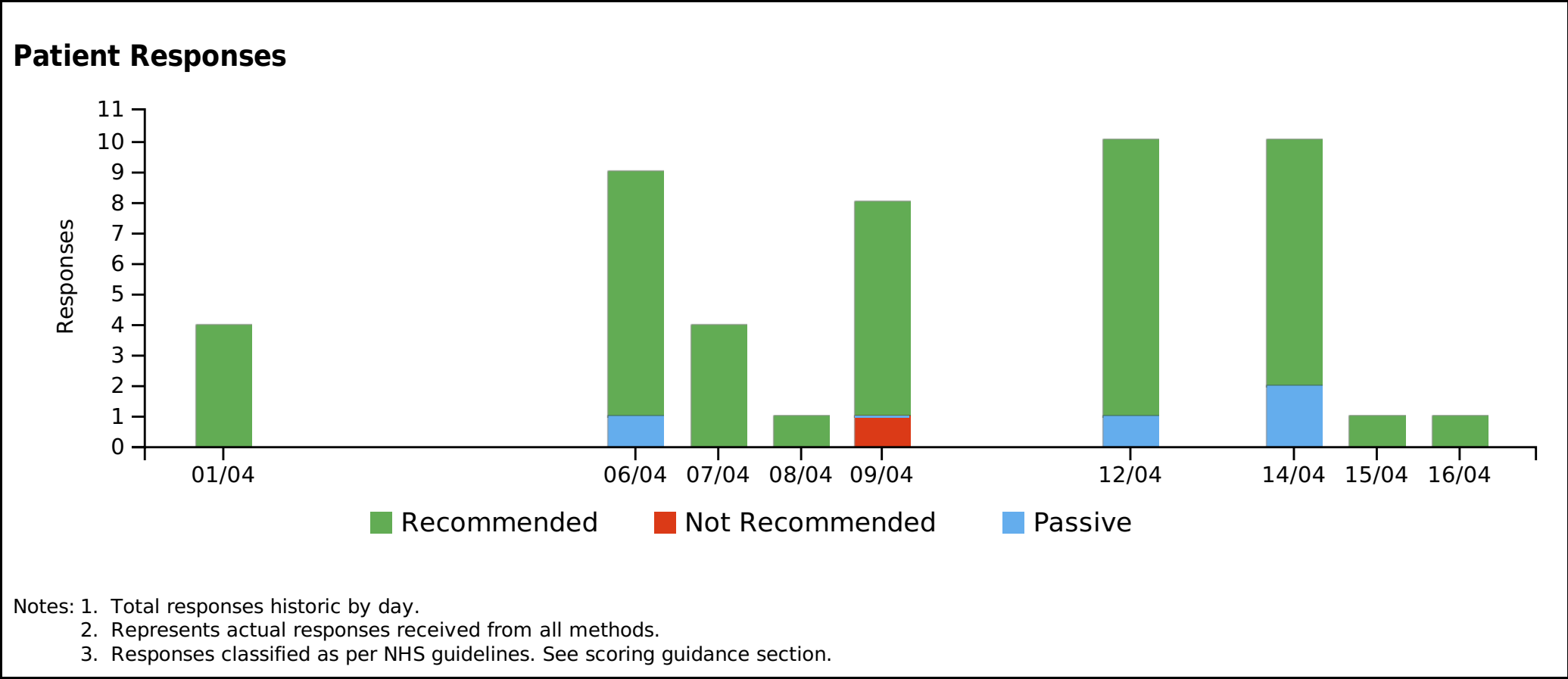
Practice Score: Day of the Week Analysis



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

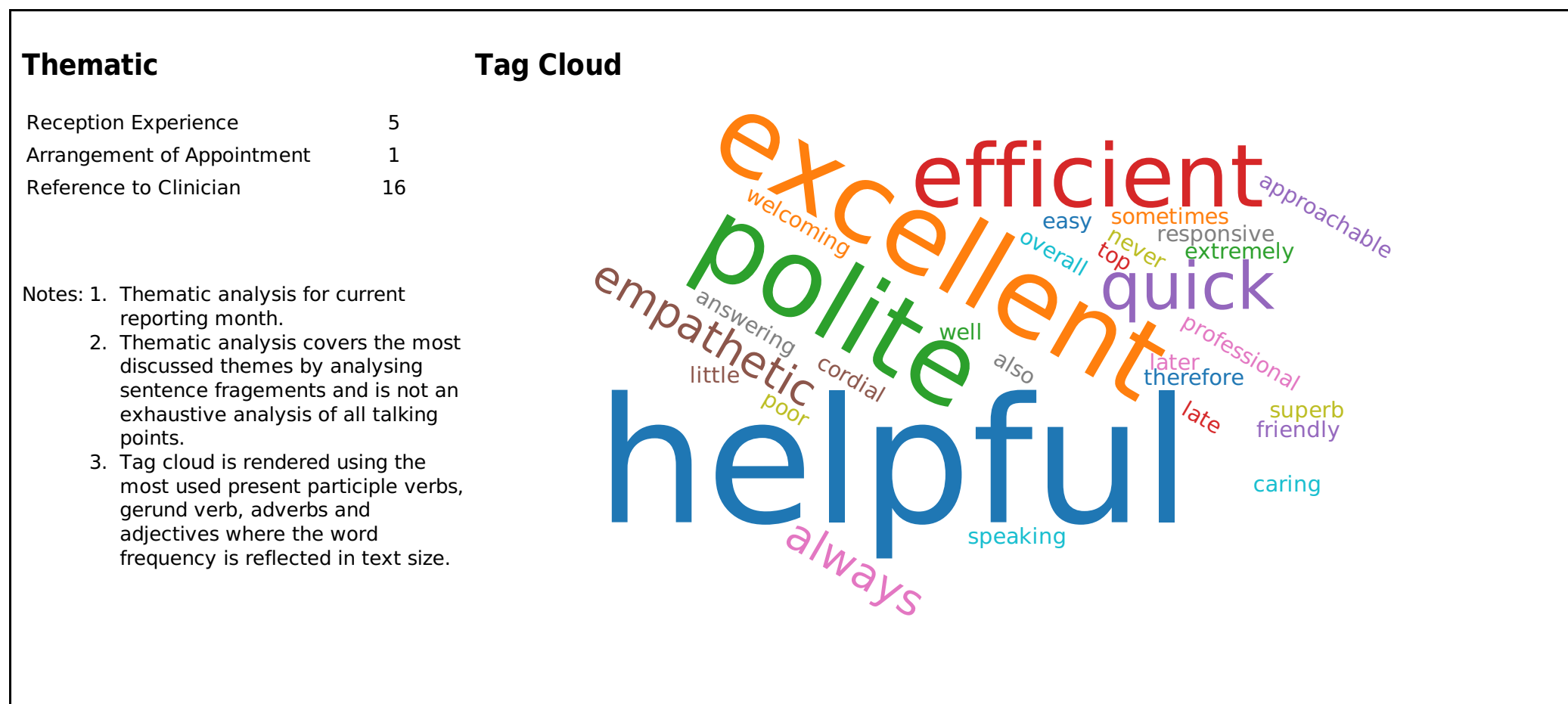
2. Score calculated as per NHS requirements. See scoring guidance section.

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

- ✓ Very efficient and did what was needed
- ✓ That's was very good and quick response
- ✓ The doctor. All me at the right time and solve my health issues
- ✓ Its good.
- ✓ The service was very good
- ✓ Empathetic and helpful
- ✓ It is because everyone I had contact with on my visit was extremely polite and most helpful . And I had a top class treatment.
- ✓ Very good service and very helpful and polite
- ✓ Very knowledgeable and approachable doctors I've spoken to
- ✓ Yes
- ✓ good service
- ✓ I give my answer because is very good GP every Time is very helpful for me and my family
- ✓ The Dr.'s Office Representative Was Very Cordial. The Receptionist Was Polite, and The Physician Was Very Professional in Answering My Questions. Thank you.
- ✓ Excellent services
- ✓ My concerns are always listened to. Decisions are always made off what both myself & the dr's think best. I'm never left feeling worst off after speaking@aking with a member of the team. Thank you.@ you.
- ✓ doctor is very good but the telephone booking is not easy to get through sometimes
- ✓ The receptionist was polite and helpful and doctor Chaudery as well very empathetic and helpful too
- ✓ Was pleased with the way the doctor attended to me
- ✓ Staff were very understanding
- ✓ Quick. Efficient. Friendly. Helpful. Excellent reception. Excellent doctor.
- ✓ Quick, efficient polite
- ✓ Good service, phonecall a little later than arranged. Not a problem
- ✓ Dr Choudery is very helpful and responsive
- ✓ It is all very efficient when I spoke to the doctor but the call was about 40 mins after the allotted time
- ✓ Doctor was superb.
- ✓ Good doctor caring
- ✗ Receptionist to book the appointment excellent. Dr's direction with receptionist although sign not so clear. Great health care. All be-mercedo patient the doctor experience very. Redacted consent withheld

Not Recommended

- ✓ Dr are good to explain and sort thing out for me.

Passive

- ✓ Call was 30 mins late
- ✗ "P all the experience was good" but have the experienced helps a thing of m. Is with was do". Overall the experience was good. Redacted consent withheld