FFT Monthly Summary: November 2019

Winstanley Medical Centre
Code: P92038

SECTION 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
17	6	1	3	0	1	0	0	0	28	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: **83**

Responses: **28**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	17	6	1	3	0	1	**28**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**17**	**6**	**1**	**3**	**0**	**1**	**28**
Total (%)	*61%*	*21%*	*4%*	*11%*	*0%*	*4%*	*100%*

Summary Scores

👍 82% 👎 11% ☟ 7%

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.

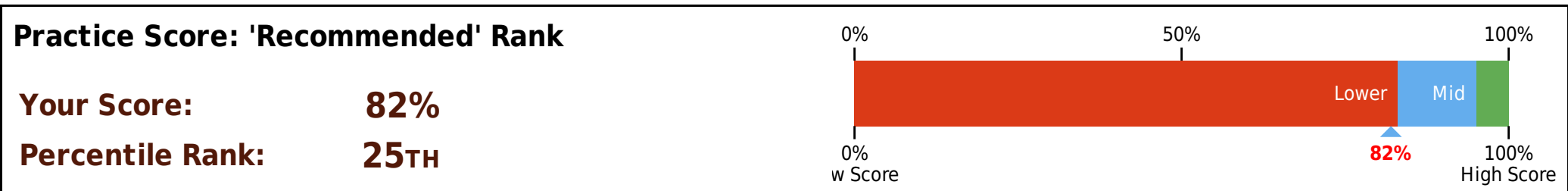The percentage measures are calculated as follows:

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

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

For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:
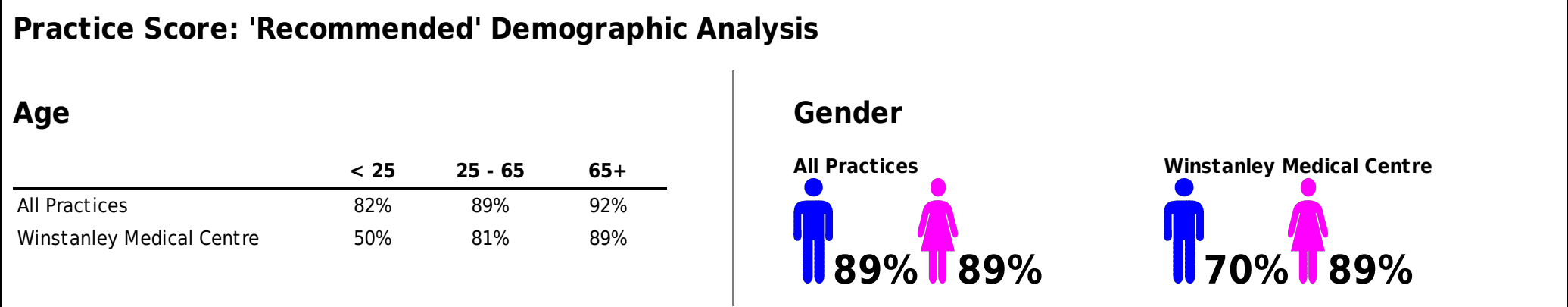
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Practice Score: 'Recommended' Rank

**Your Score:**   **82%**

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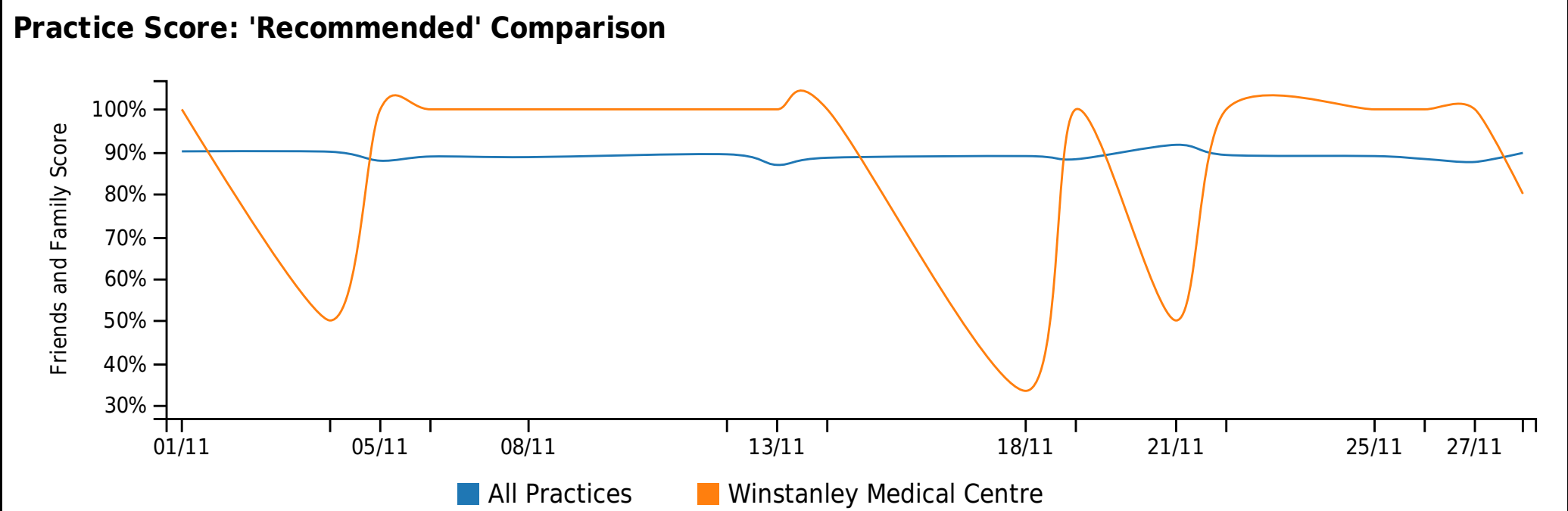
Notes: 1. Practice score comparison of 'recommended' scores only.
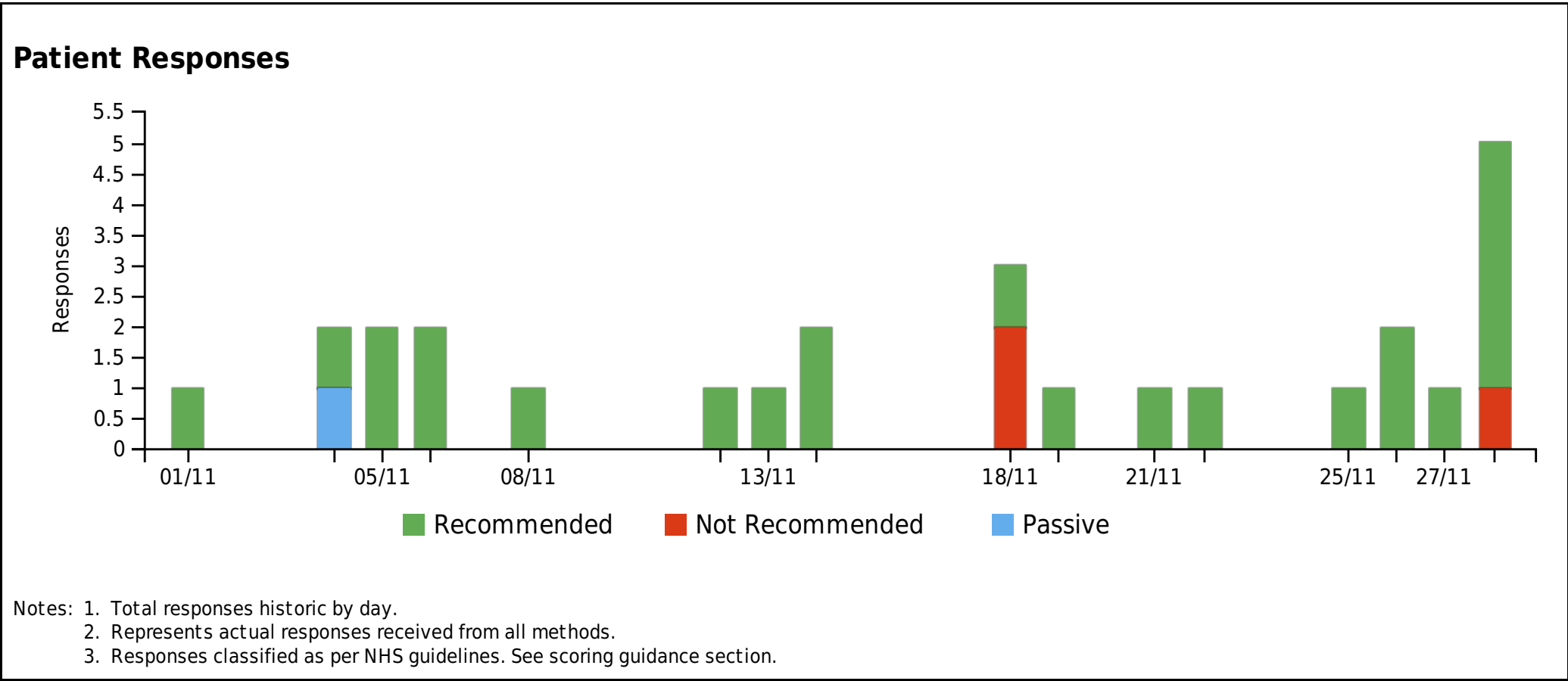2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	82%	89%	92%
Winstanley Medical Centre	50%	81%	89%

Gender

All Practices

89%   89%

Winstanley Medical Centre

70%   89%

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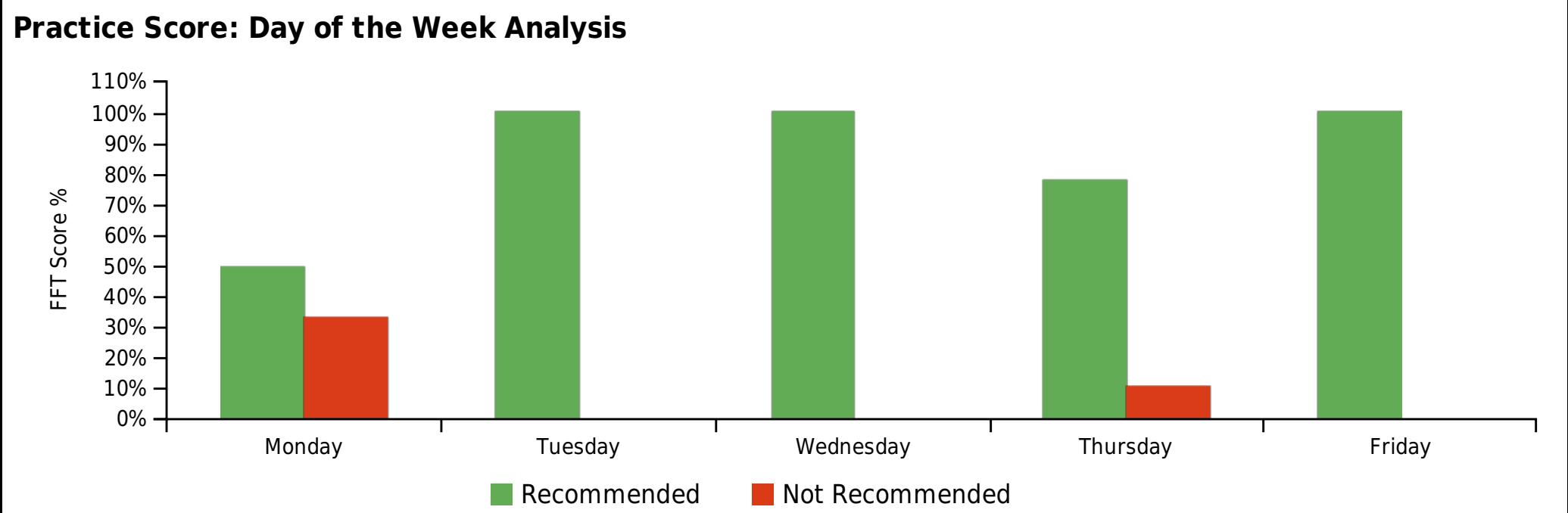
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
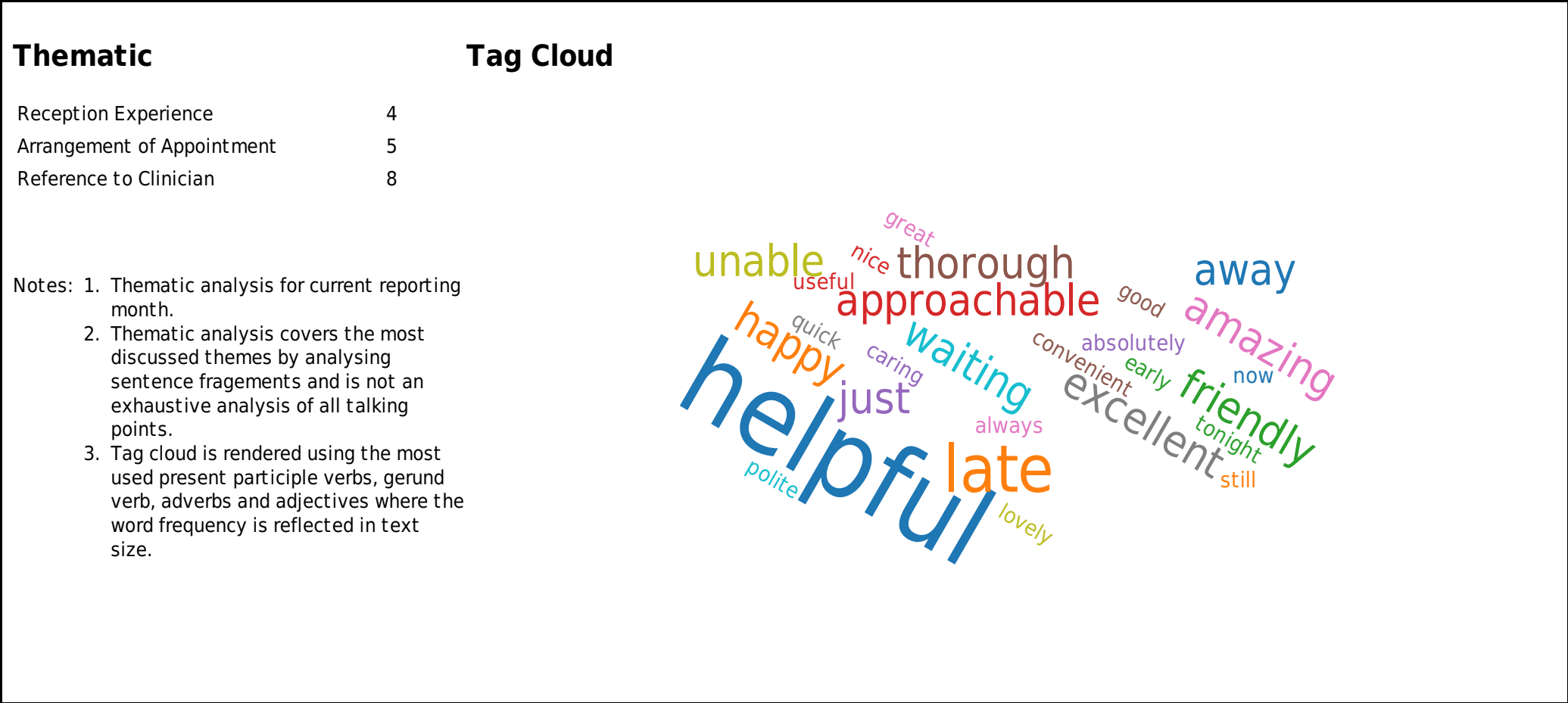2. Score calculated as per NHS requirements. See scoring guidance section.

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

Thematic

Reception Experience	4
Arrangement of Appointment	5
Reference to Clinician	8

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.

Tag Cloud

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, helpful and approachable doctors
✓*Very helpful*
✓Dr Anthony listens to what you say and is very thorough she is nice kind and caring and amazing at her job
✓*The practice is very convenient and the staff will go out of their way to be helpful*
✓Excellent service
✓*Great Dr's, can get appointments quick, helpful reception. Lovely practise*
✓Receptionist very polite and helpful and doctor very thorough,
✓*The surgery could use another gp as my appointment was 40 minute late.*
✓Compassion
✓*Excellent doctor*
✓Information was very useful and I felt valued in my appointment
✓*Can struggle to get an app but Dr Anthony is absolutely amazing and so good at her job!*
✓Friendly,approachable nurse that's happy to help and give advice.
✓*Very happy with servi ce and consultation.*

Not Recommended

✓Unable to get appointment when needed and when I have done it's been cancelled on me and so now unable to get time off for myself and my daughters asthma@sthma checks and still no word on daughters flu jab/spray @pray
✓*Appointment was at 5.40 and only went in at 6.20. I had to leave work early to make this appointment but sat waiting since 5.30. If I was 40 minutes late@ late I'd have been turned away.@away.*
✓Always waiting at least 20 minutes to be seen

Passive

✓It's a struggle to get through to the reception to make an enquiry. Sometimesbb engaged or it just rings out, then just get cut off. Rang tonight about 4@out 40 times.@imes.