

# FFT Monthly Summary: October 2019

New Eltham Medical Centre  
Code: G83628

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
43	13	2	0	0	0	0	0	0	58	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>233</b>							
<b>Responses:</b>	<b>58</b>							
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total	
SMS - Autopoll	43	13	2	0	0	0	<b>58</b>	
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
<b>Total</b>	<b>43</b>	<b>13</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>58</b>	
<b>Total (%)</b>	<b>74%</b>	<b>22%</b>	<b>3%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>	

### Summary Scores

 97%
  0%
  3%

## 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:

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

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

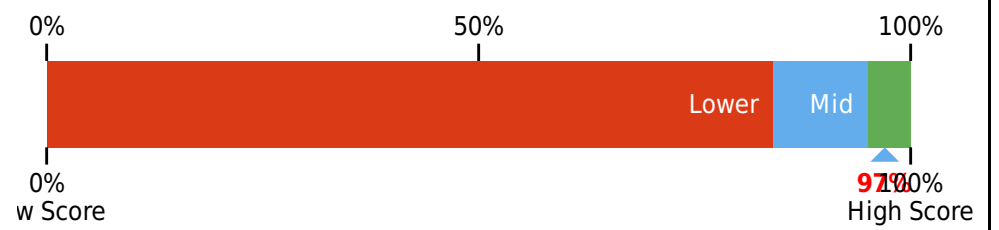
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

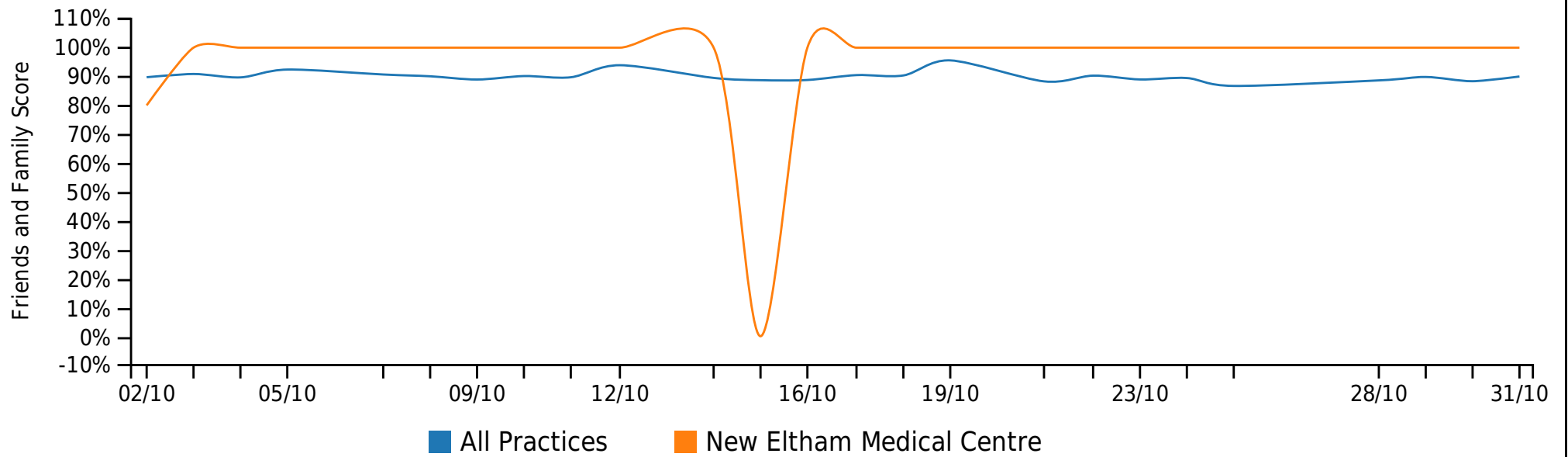
### Practice Score: 'Recommended' Rank

**Your Score:** **97%**  
**Percentile Rank:** **85<sup>TH</sup>**



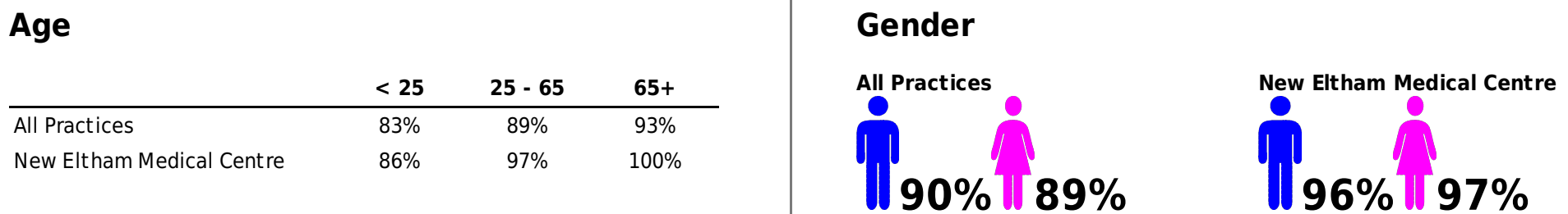
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.  
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 85th percentile means your practice scored above 85% of all practices.

### Practice Score: 'Recommended' Comparison



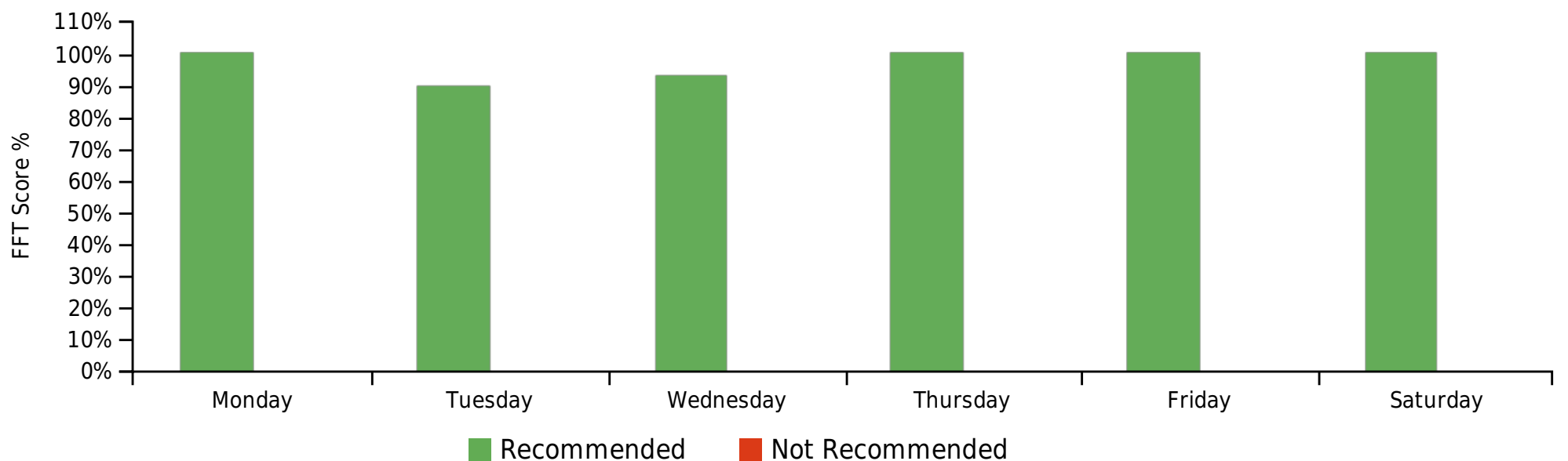
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



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

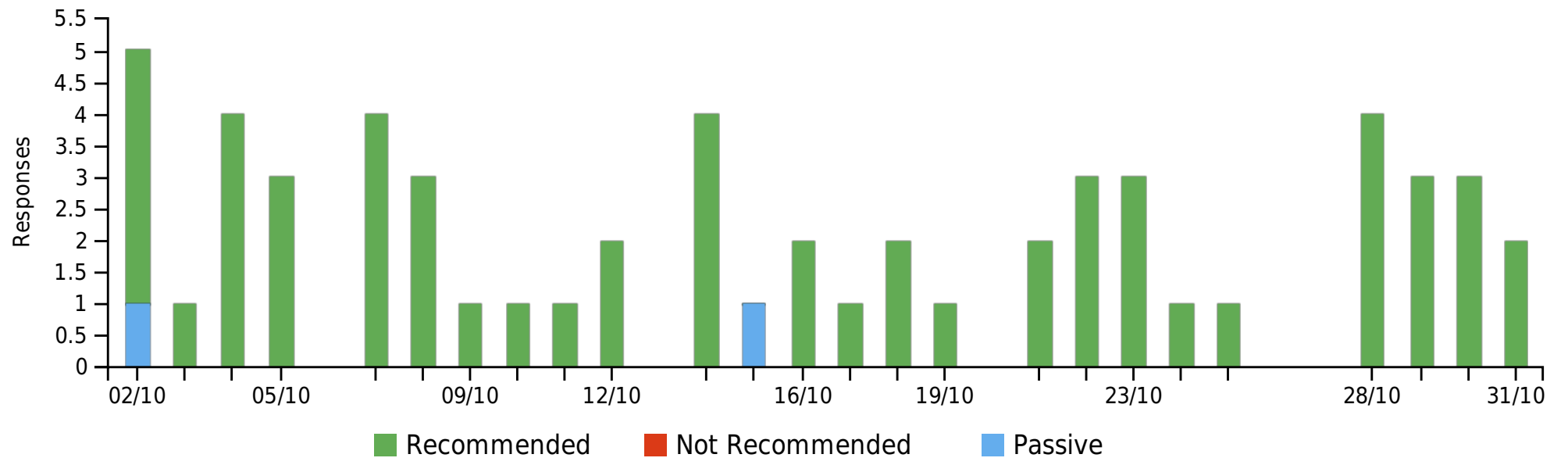
### Practice Score: Day of the Week Analysis



- 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

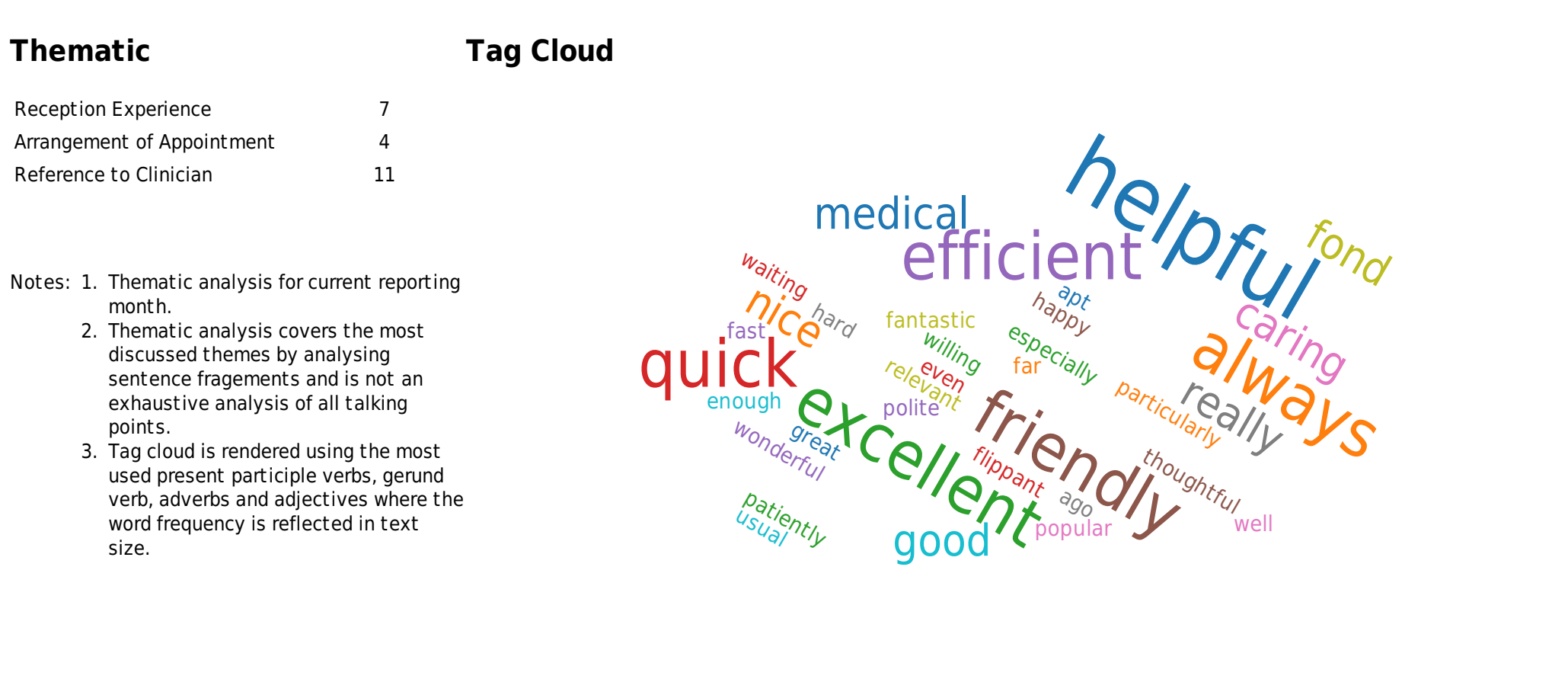
### Patient Responses



- 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



### 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

- ✓ Efficiency, politeness, caring
- ✓ Patiently looks into all the issues
- ✓ My wife and I are always treated by the wonderful Dr Sami Arora. He is so thoughtful and caring, we couldn't wish for better treatment. We are very fond @fond of Dr Arora, he is so popular, it's very hard to get an appointment with him. @ him.
- ✓ DR Arora is a fantastic doctor.
- ✓ The doctor and the staff are excellent
- ✓ Quick appointment that suited
- ✓ Rang up at 0800 and was offered an apt at 1100 on same morning so service was very prompt.
- ✓ Prompt and good analysis
- ✓ Excellent medical care. Particularly the excellent practice nurse. Care of the highest quality.
- ✓ Have been with them over 40 years and are very willing to help when needed
- ✓ Efficient and friendly staff
- ✓ I was seen on time and the staff was polite
- ✓ Happy with the treatment.
- ✓ Same day appointment, dr mcadams really friendly.
- ✓ I have trust in the doctors and in the way they treat us
- ✓ Reception staff friendly and very helpful the nurse I saw today so nice and put me at ease plus the doctors that I've seen Top marks all round. Well done @ done thaxteed road surgery @gery
- ✓ The staff and Doctor's are efficient and always make me feel at ease. I had a medical concern a couple of years ago, I cannot praise the quick response @nse and referral too the relevant hospital enough. A great surgery/doctor's. @r's.
- ✓ I was impressed how the doctor helped and listened to me
- ✓ Facilities good and helpful GP
- ✓ Everyone especially the reception ladies are always helpful, even though they work under pressure
- ✓ Quick and efficient
- ✓ Fast & efficient

#### Not Recommended

##### Passive

- ✓ The reception team are very flippant, dismissive and not very helpful. They really need to be trained better on how to communicate.