

FFT Monthly Summary: September 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
28	14	2	1	1	1	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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients:	200						
Responses:	47						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	28	14	2	1	1	1	47
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	28	14	2	1	1	1	47
Total (%)	60%	30%	4%	2%	2%	2%	100%

Summary Scores

 89%
  4%
  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:

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

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

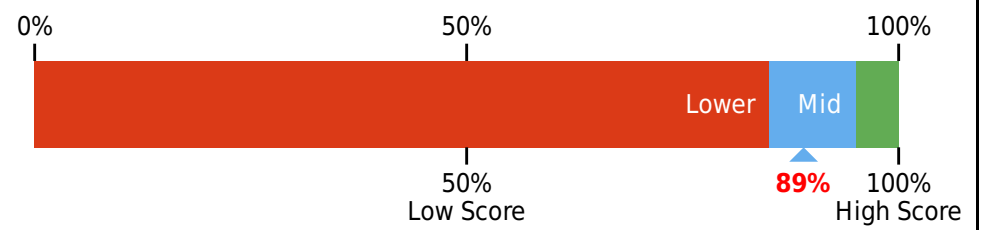
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

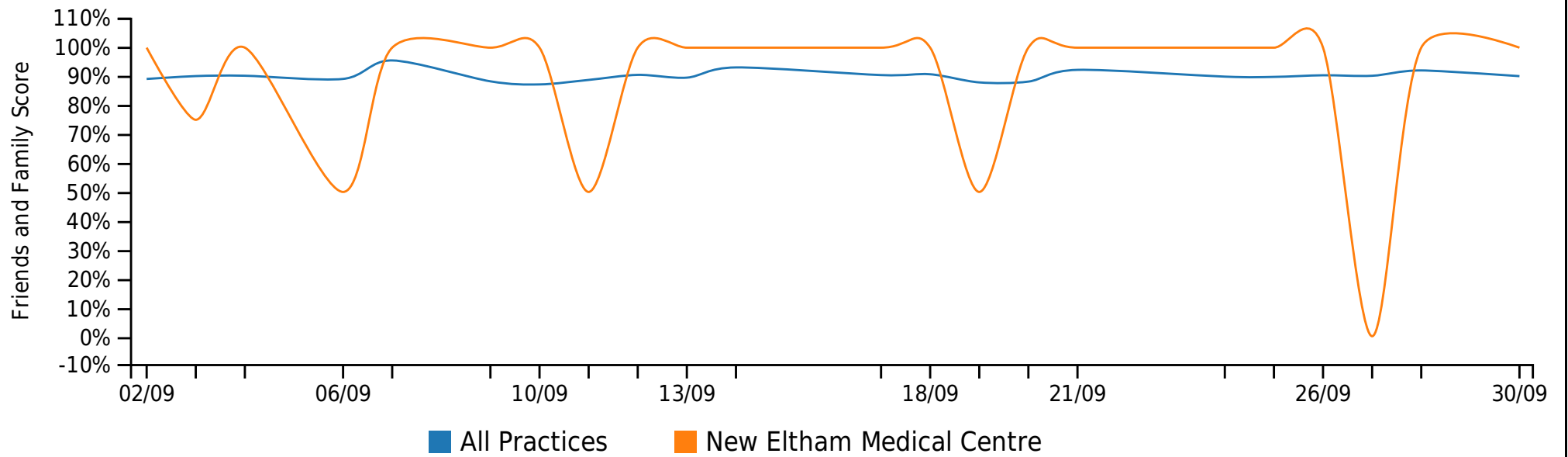
Practice Score: 'Recommended' Rank

Your Score: 89%
Percentile Rank: 45TH



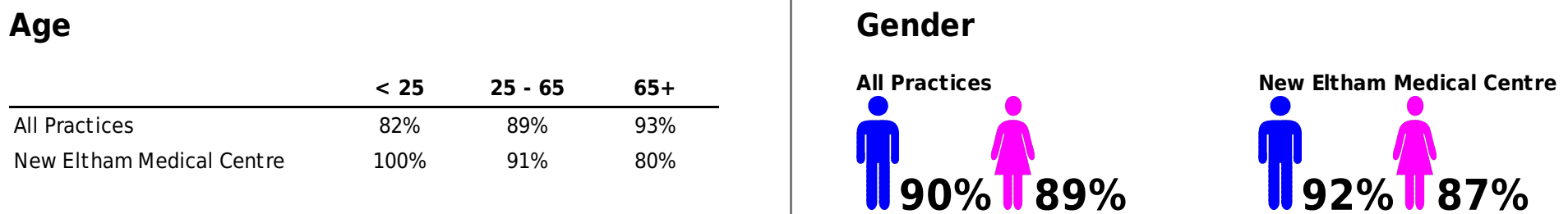
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 45th percentile means your practice scored above 45% of all practices.

Practice Score: 'Recommended' Comparison



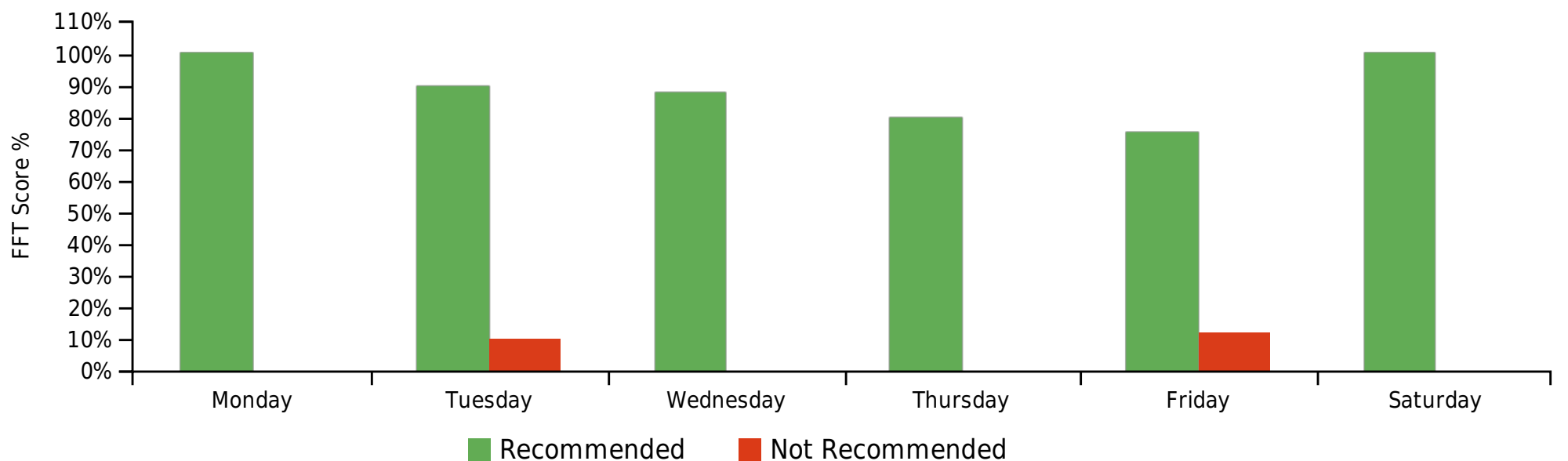
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



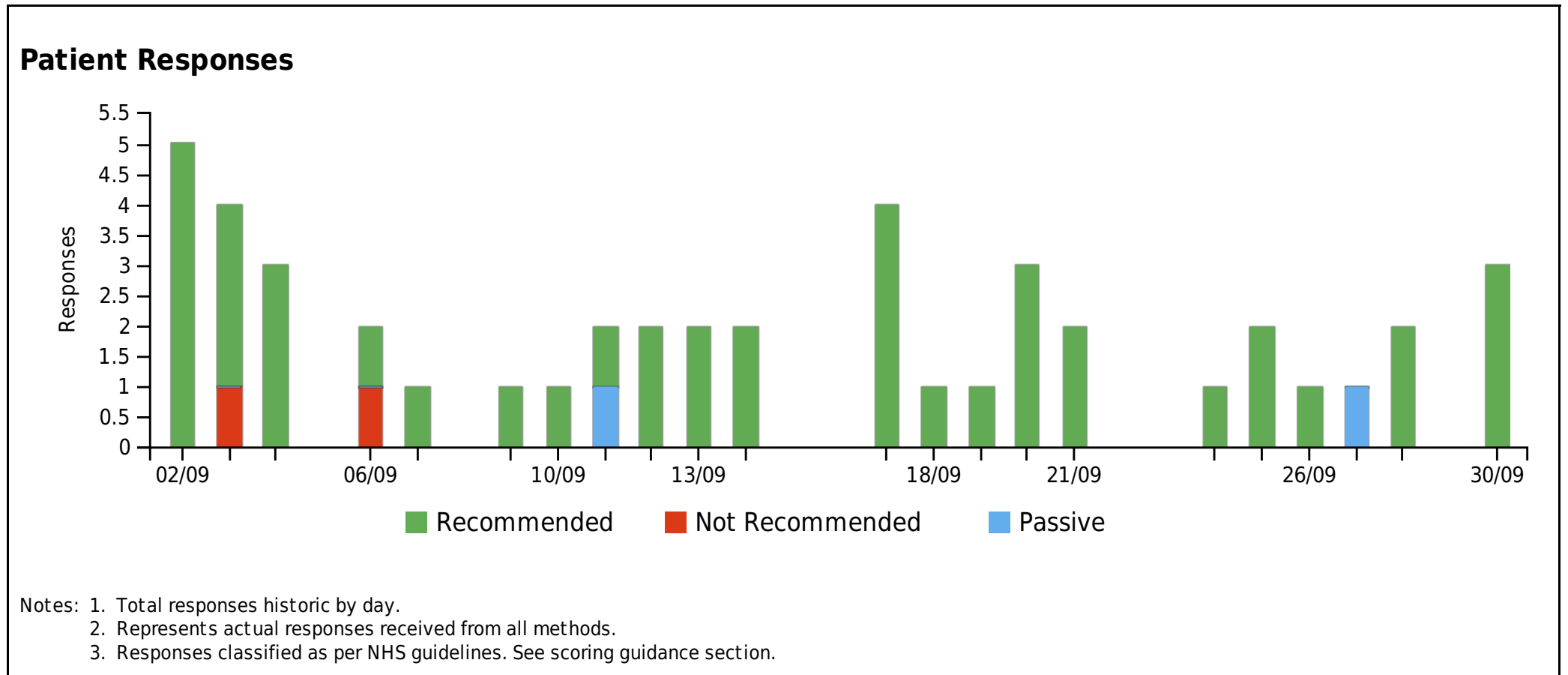
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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

Thematic	Tag Cloud
Reception Experience 3	
Arrangement of Appointment 7	
Reference to Clinician 6	

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

- ✓ Punctual and helpful friendly as well
- ✓ As it very personal and no wait time
- ✓ There no problem with the practice it's getting appointment
- ✓ The Receptionist rang & said my appointment had to be changed but could do one later. The Doctor I saw was extremely helpful
- ✓ Being registered with you for many years, I find your services are ee e
- ✓ Service was excellent
- ✓ Appointments need to be easier to get , I had to wait 2 weeks !!
- ✓ Quick service
- ✓ Doctor listened to me and acted accordingly
- ✓ Extremely likely
- ✓ Always Friendly, efficient and helpful
- ✓ Given an urgent appointment on the day and generally always find help and patience from the staff. Good all round service.
- ✓ Dr Arora is the best doctor
- ✓ All so helpful in the current struggles for nhs
- ✓ Polite Staff

Not Recommended

- ✓ If I turned up to an appointment 2 hours late I wouldn't get seen. Dr runs 2 hours late and everyone has to sit around and wait
- ✓ I waited for nearly an hour for my appointment, I didn't find the Doctor helpful to my problem, I was told if I was that worried to go to a private Doctor

Passive

- ✓ Very difficult to get an appointment. But doctors are excellent