

# FFT Monthly Summary: November 2018

New Eltham Medical Centre  
Code: G83628

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
64	22	4	5	4	0	0	0	0	99	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>398</b>						
<b>Responses:</b>	<b>99</b>						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	64	22	4	5	4	0	<b>99</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>64</b>	<b>22</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>0</b>	<b>99</b>
<b>Total (%)</b>	<b>65%</b>	<b>22%</b>	<b>4%</b>	<b>5%</b>	<b>4%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

 87%
  9%
  4%

## 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:

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

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

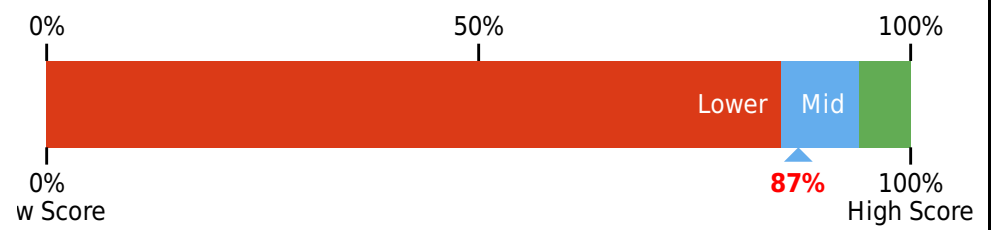
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

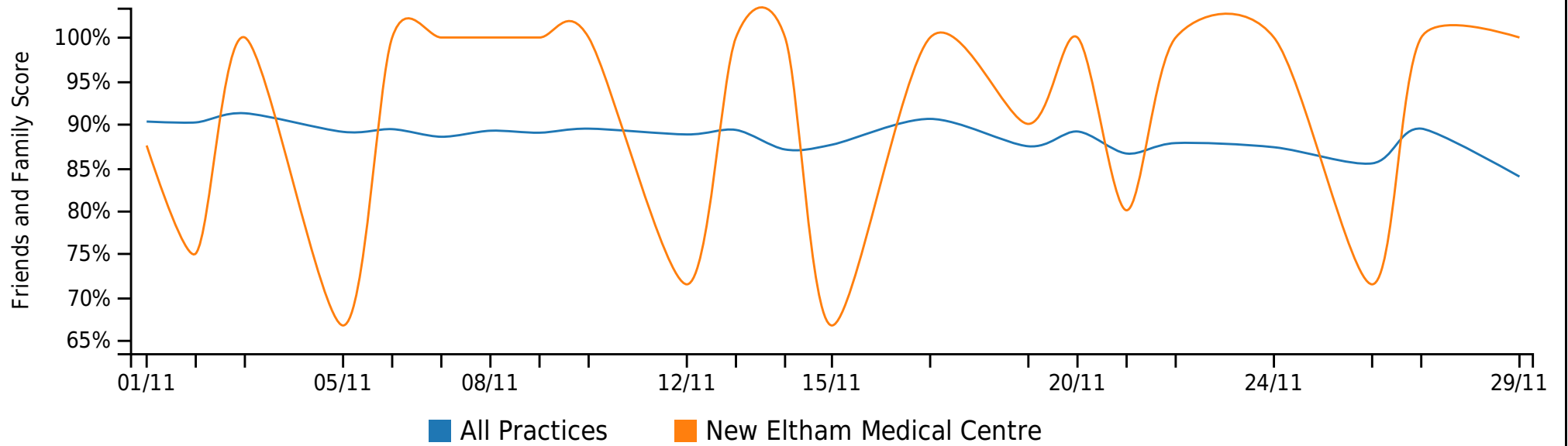
### Practice Score: 'Recommended' Rank

**Your Score:** **87%**  
**Percentile Rank:** **40<sup>TH</sup>**



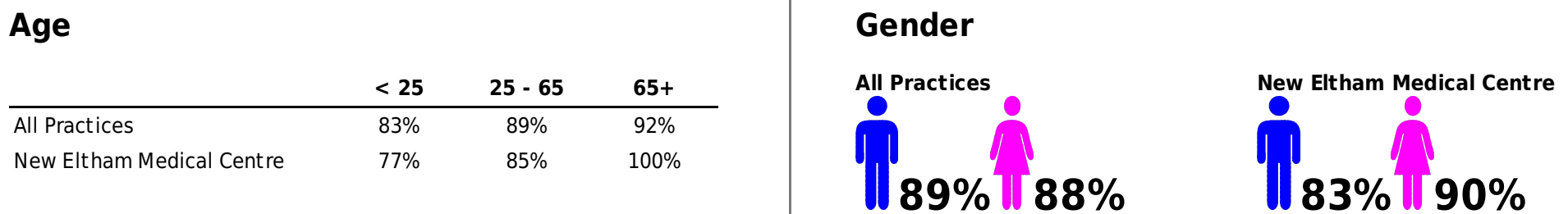
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.  
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 40th percentile means your practice scored above 40% of all practices.

### Practice Score: 'Recommended' Comparison



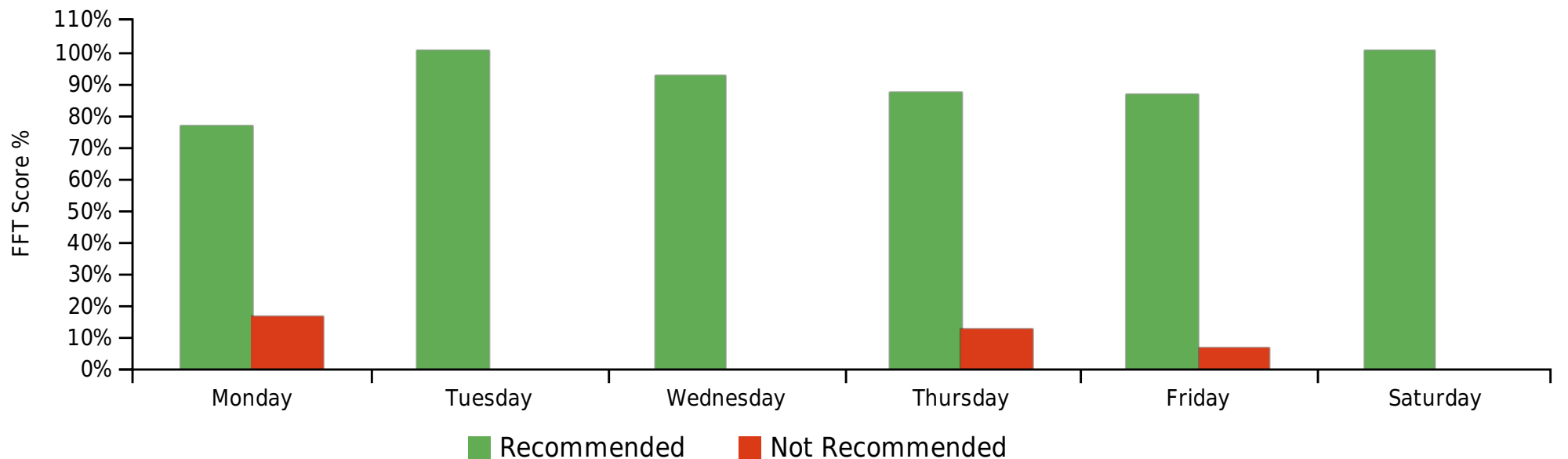
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



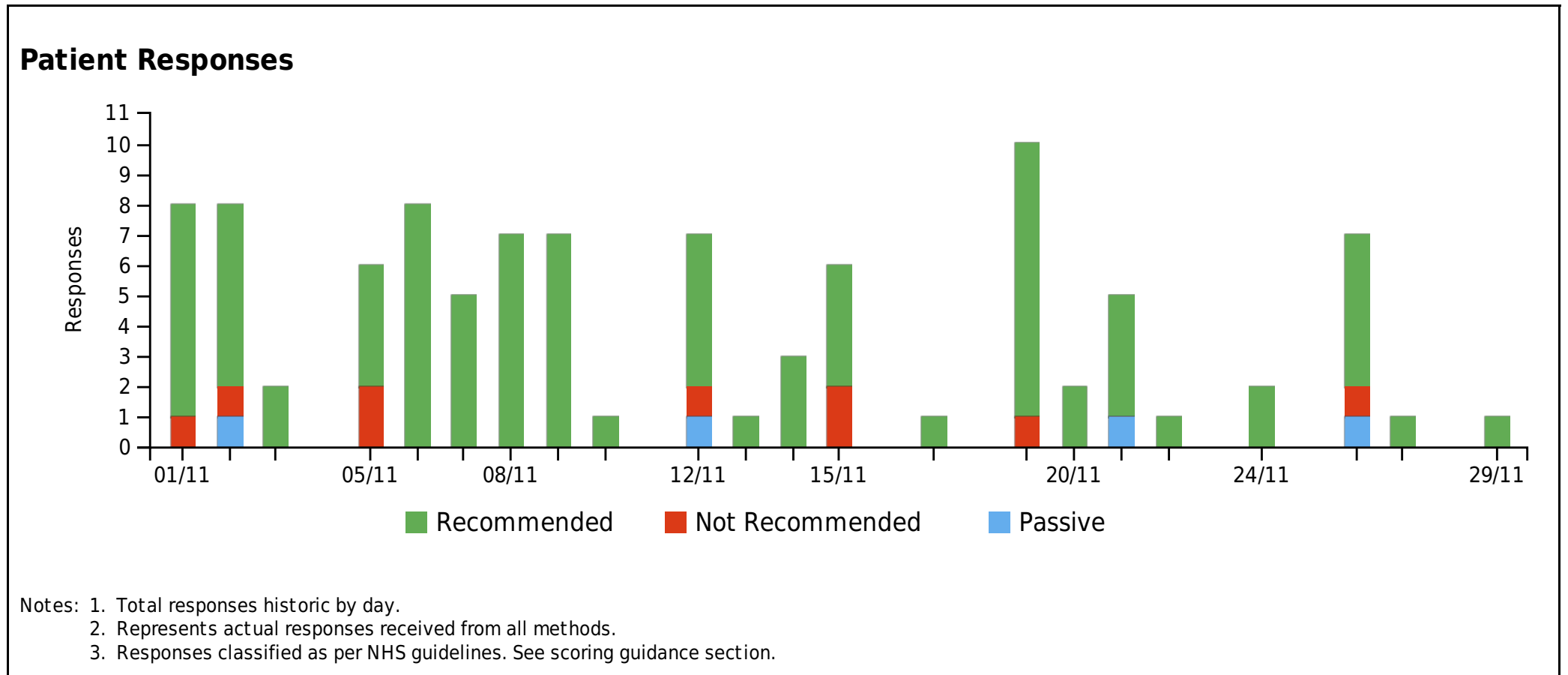
- Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### 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





X  
X  
X

### **Not Recommended**

- ✓ *Very difficult to get an appointment*
- ✓ *Extremely difficult to get an appointment! Too many patients!*
- ✓ *When booking appointments you have to wait at least 3 weeks for one ... not good enough*
- ✓ *Already wait long enough for appointment. Can never get through in phone*
- ✓ *Because dr Aurora shouted at me with my sixteen month old son in my arms telling me to wait outside with him as he was making too much noise. As to waiting outside it's freezing cold is disgusting! Pointing his finger at me telling me to control my child. He has a lot of energy I walked everywhere with him. It's not like I let him run off. I will be making a further complaint. There were 4 other people in the surgery and said how unprofessional he was. I will be taking this further.*
- ✓ *Delays in getting appointments never seen a regular doctor.*
- ✓ *Waiting 2 weeks for an appointment which then gets hijacked by children and delaying my appointment by 25 minutes*
- ✓ *No advice given.*

### **Passive**

- ✓ *Not so easy to get an appointment / wait on the phone at 8 am not always suitable, phone cuts out after about 17 mins waiting , would prefer a walk in service for appts*
- ✓ *Doctor was impatient and did not listen to my concerns*