

FFT Monthly Summary: February 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
59	24	4	3	6	1	0	0	0	97	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:	339						
Responses:	97						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	59	24	4	3	6	1	97
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	59	24	4	3	6	1	97
Total (%)	61%	25%	4%	3%	6%	1%	100%

Summary Scores

 86%
  9%
  5%

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:

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

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

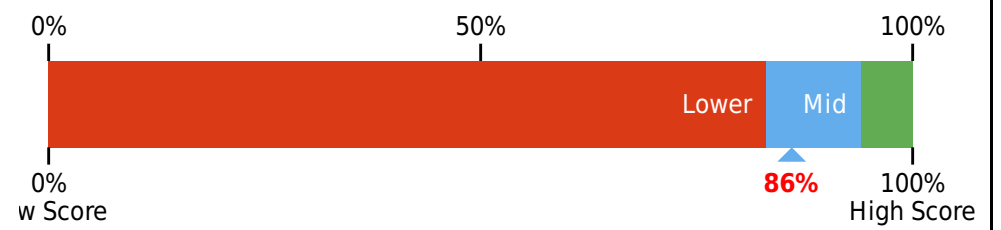
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

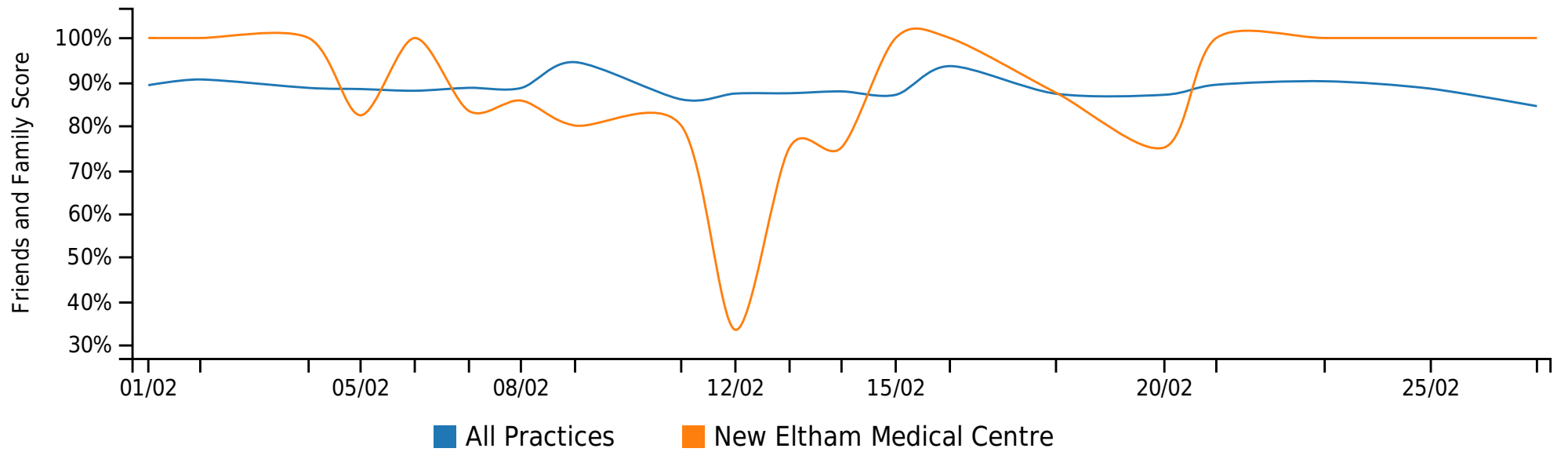
Practice Score: 'Recommended' Rank

Your Score: 86%
Percentile Rank: 35TH



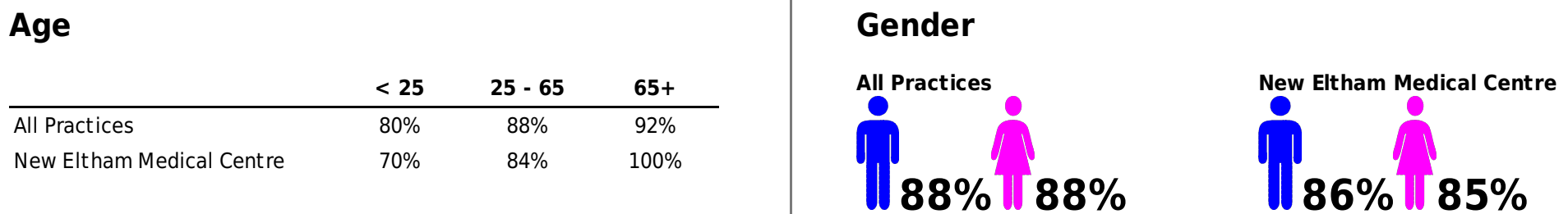
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 35th percentile means your practice scored above 35% of all practices.

Practice Score: 'Recommended' Comparison



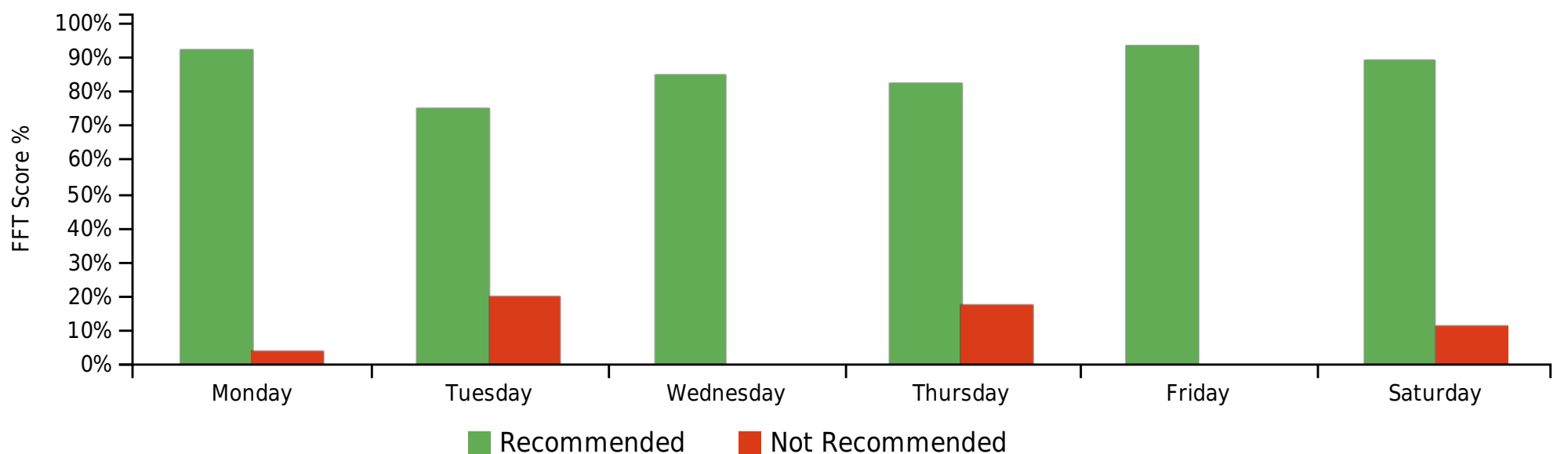
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



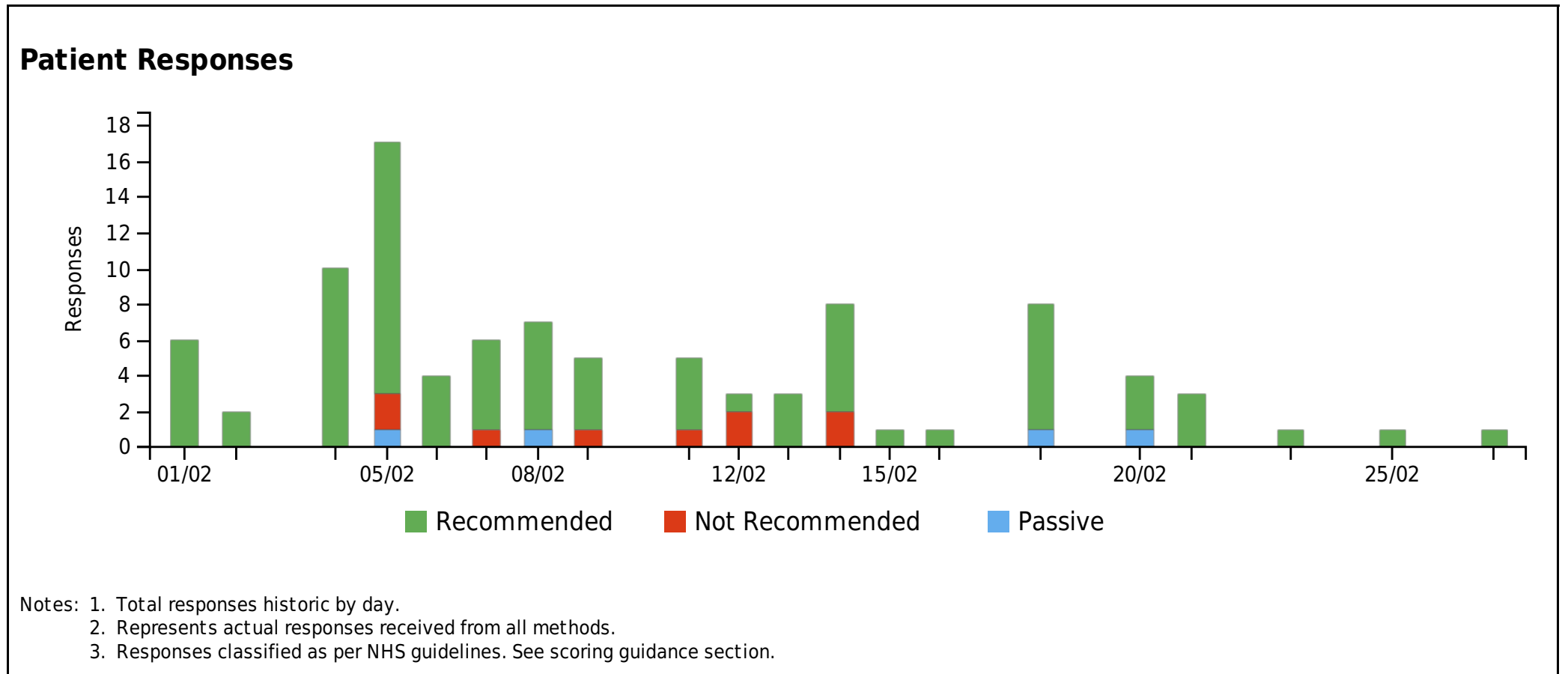
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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 9	
Arrangement of Appointment 17	
Reference to Clinician 21	

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

- ✓ Quick appointments
- ✓ Friendly and efficient service
- ✓ Friendly and approachable
- ✓ Friendly/helpful receptionist and Drs.
- ✓ No waiting, I was seen on time, and the appointment was informative and friendly.
- ✓ Nice kind receptionist, appointment on time, cheerful nurse
- ✓ the doctor listened to me, and helped with the after care.
- ✓ The 2 week waiting time to be seen by a doctor
- ✓ Can be difficult to get an appointment and would be good to just be able to see one doctor but I understand availability doesn't always make that possible
- ✓ Easy to get an appointment, helpful advice by gp and receptionist friendly
- ✓ Good service
- ✓ Nice practice but always hard to get an appointment although I understand there is a high demand
- ✓ Was good service tonight and no waiting about. Doctor was very thorough
- ✓ All the staff at the practice are friendly and professional = all good at their jobs.
- ✓ Friendly reception, caring doctors never too long to wait for an appointment
- ✓ Appointments on time, brilliant service, complete satisfaction.
- ✓ The doctor I saw was most sensitive and understanding.
- ✓ Waiting time for appointment
- ✓ Friendly, efficient and always helpful
- ✓ Drs r always listening to u
- ✓ The surgery is very obliging if need to see doctor I don't like the continuous message on phone Experiencing high volume of calls try later if an old @ old person called anytime they would never stay on line and not get the help they may need @d
- ✓ This is a good enough surgery but difficult to get dad to day appointments (v good if you ring at 8 am, dr rings back so good enough)
- ✓ The nurse was lovely and kind. Made me feel at ease
- ✓ The nurse was kind and helpful with our baby girl
- ✓ On time, friendly, accessible
- ✓ The doctor was excellent
- ✓ I came to this surgery when it opened. Very easy to get an appointment then. Now you are lucky to get one in a fortnight. I wonder if there are too many @many patients on the books. @oks.
- ✓ Seen by the Dr on time to lessen my problems with concern
- ✓ I feel I have been checked and acted upon efficiently
- ✓ The quick response to be able to see the Doctor as an emergency and also the aptness of the front desk staff.
- ✓ Friendly staff. Doctor was easy to talk to
- ✓ Always helpful
- ✓ Reception and Dr Arora both efficient, and gave the advice we needed. Seen on time!

Not Recommended

- ✓ The doctor who seen me today was rude, unfriendly, not welcoming, quite dismissive. I have to keep on questioning her about the health issue I am currently experiencing however it should be the other way around. Doctor has a duty of care, she should explain further not being irritated, that concern patient is keep on asking questions. I've left the appointment room in amusement how unfriendly and dismissive she was! I hope never to be seen by dr Harris again, I will request to be seen by someone else. @else.
- ✓ I have never paid for depo injection for the past 10 years...but I was told I have to pay for contraceptive which is free for every woman
- ✓ Poor communication
- ✓ Love the staff etc here but the time it takes to get appointments / etc is ridiculous
- ✓ The waiting time for an appointment
- ✓ The GP's at your medical center are not able to comfort the patient. And they don't give much time to listen to patients symptoms. They seem to be doing their job

out of misery. That is what is reflected from their faces. And its not just on one occasion but multiple occasions same treatment is shown. It@n. It takes patients weeks to get an appointment and the GP looks at us for 5 sec and sends us away. This is not the way other GP practice are doing. They hav@y have better listening GP.@g GP.

X

Passive

✓ Not running on time

✓ After finding I had to wait nearly 2 weeks just for the appointment to see a doctor. I then arrived to find I was being seen by a locom doctor & not a g.@ a g.p I was familiar with. @ith.