

FFT Monthly Summary: January 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
63	17	7	2	4	1	0	0	0	94	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:	383						
Responses:	94						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	63	17	7	2	4	1	94
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	63	17	7	2	4	1	94
Total (%)	67%	18%	7%	2%	4%	1%	100%

Summary Scores

 85%
  6%
  9%

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:

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

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

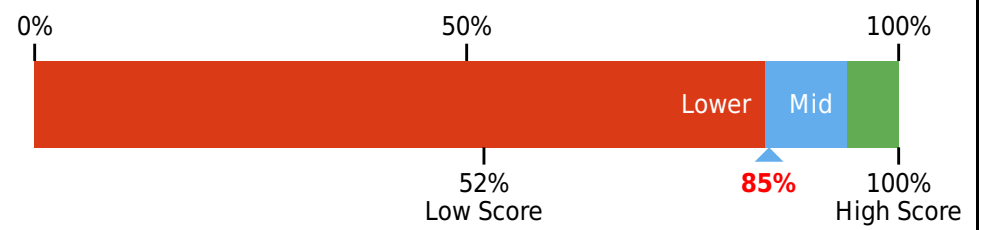
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

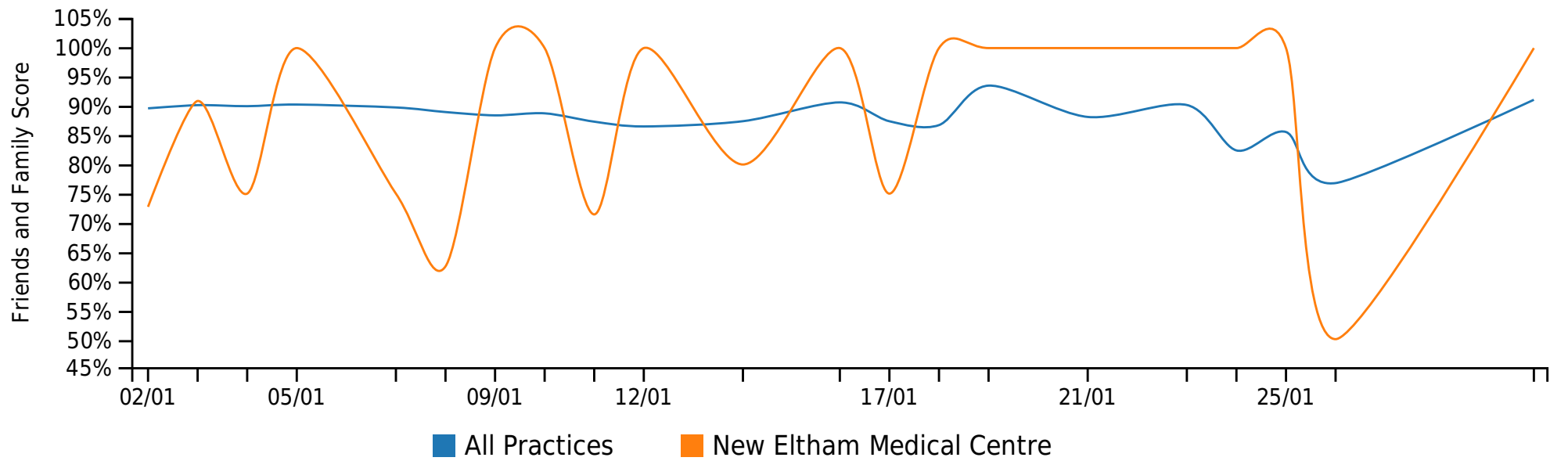
Practice Score: 'Recommended' Rank

Your Score: 85%
Percentile Rank: 30TH



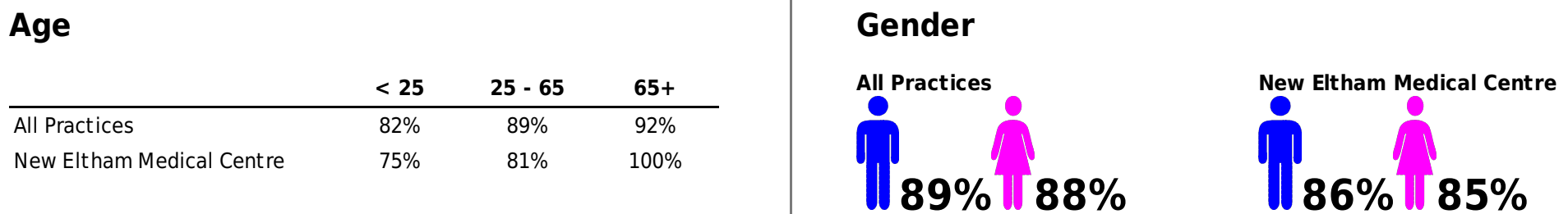
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 30th percentile means your practice scored above 30% of all practices.

Practice Score: 'Recommended' Comparison



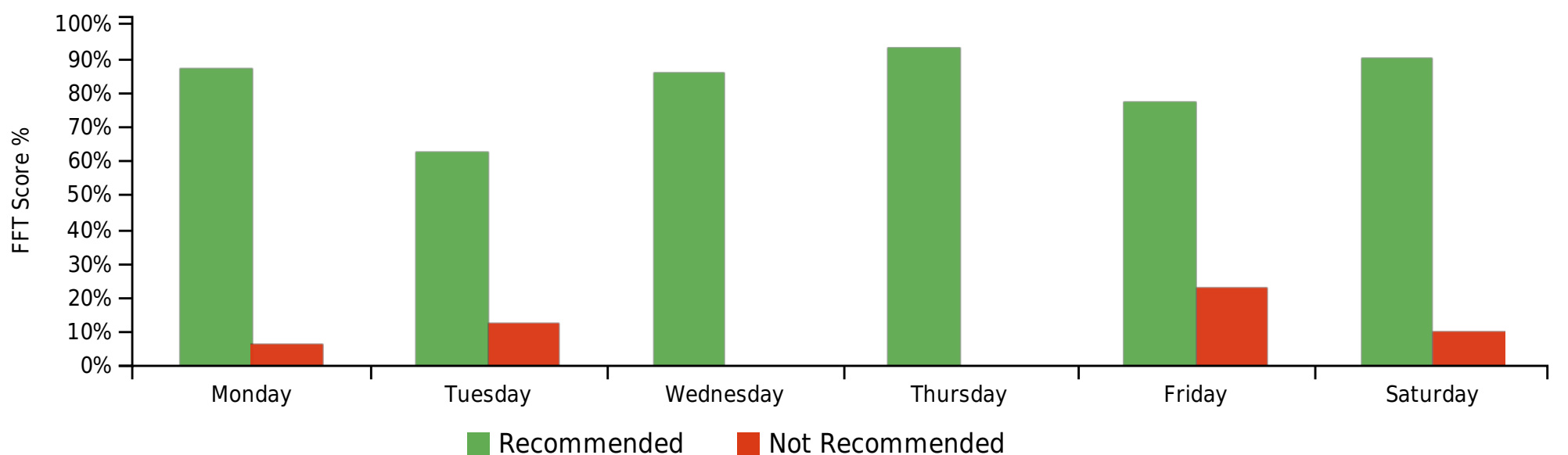
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



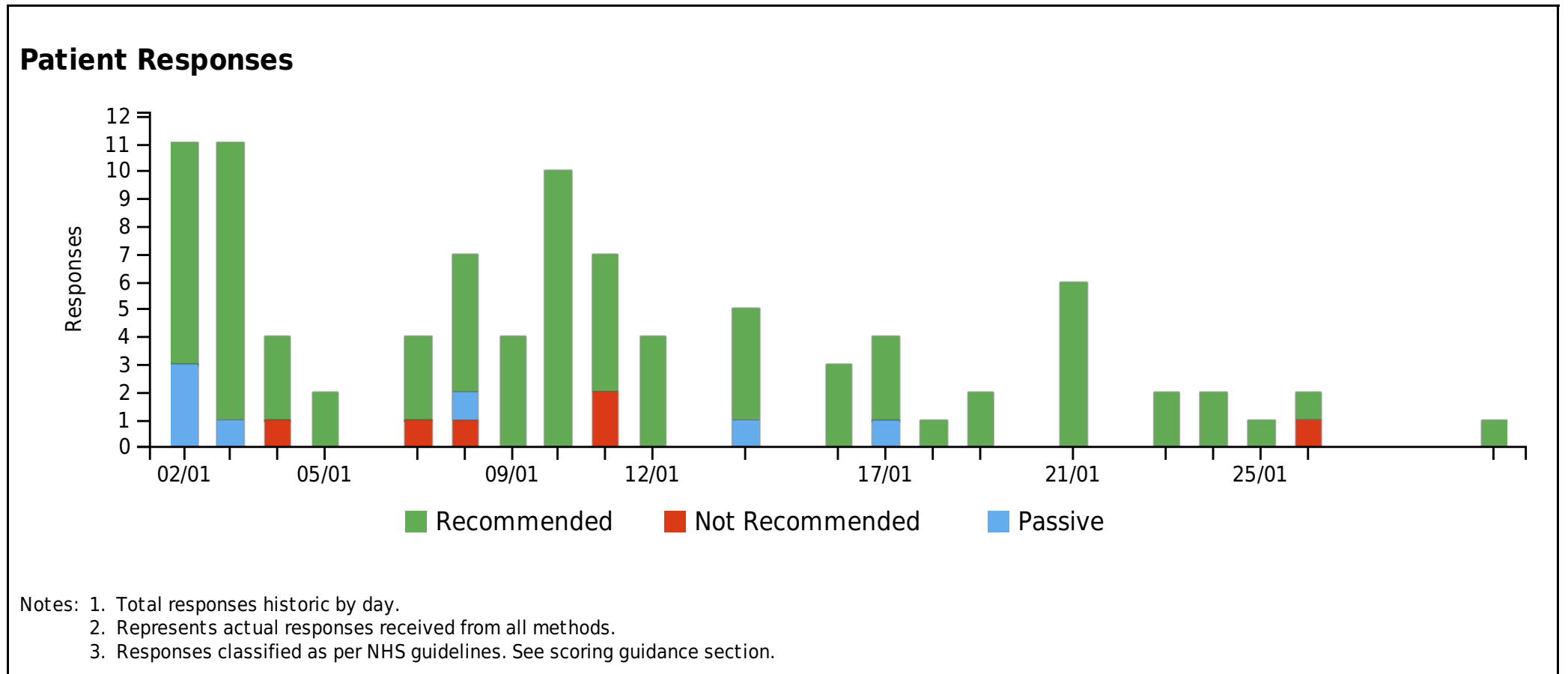
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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



- ✓The appt at the time of day given 12.30pm was quick and easy
 - ✓A++ reception staff
 - ✓I had my female GP doctor today very friendly, smily makes you feel welcome like at home, polite, understanding, very professional ,excellent listener, he@r, helpful, easy communicate, respectful and much more. I had my perfect Doctors appointment today really really happy. Excellent job my female doctor today ! T@y ! Thank you very much @much
 - ✓Very polite and efficient
- X

Not Recommended

- ✓Sorry should have said 1
- ✓Needless visit and for the 2nd time paper work has been lost or miss placed .
- ✓Both nurses I have seen have been rude and dismissive. Ages to get an appointment with the doctor
- ✓Gone downhill since Dr Yoga left, I didn't get given any medication, very annoyed, waste of time going.

Passive

- ✓Lack of apps just like any other docs.
 - ✓There was nothing special, in general surgeries are picked based on location. Nothing happened that would override this
 - ✓Service not constant. Doctors young with lack of experience
- X