

FFT Monthly Summary: September 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
53	23	7	4	7	1	0	0	0	95	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:	392							
Responses:	95							
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total	
SMS - Autopoll	53	23	7	4	7	1	95	
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
Total	53	23	7	4	7	1	95	
Total (%)	56%	24%	7%	4%	7%	1%	100%	

Summary Scores

 80%
  12%
  8%

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:

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

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

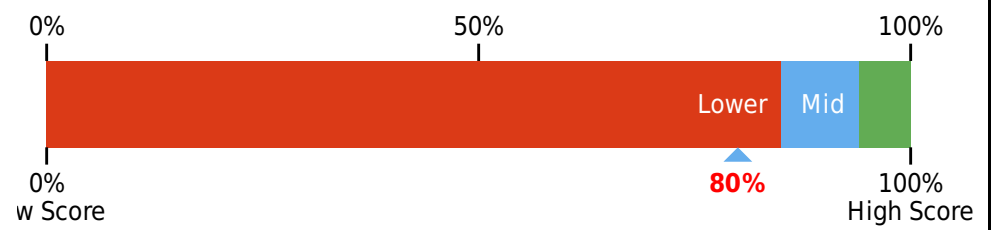
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

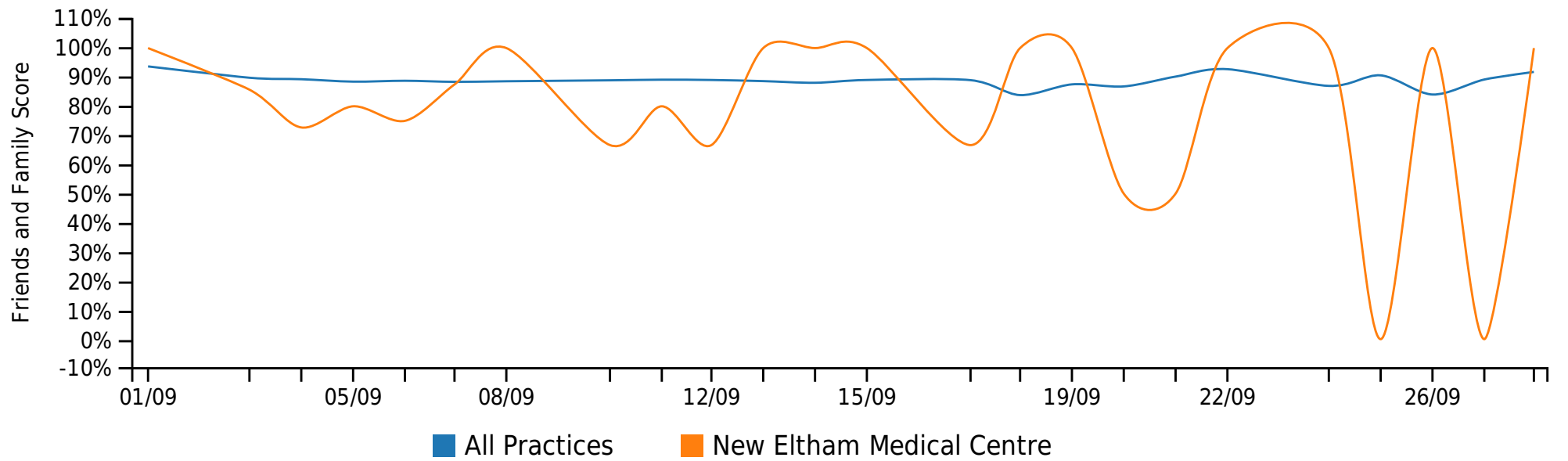
Practice Score: 'Recommended' Rank

Your Score: 80%
Percentile Rank: 15TH



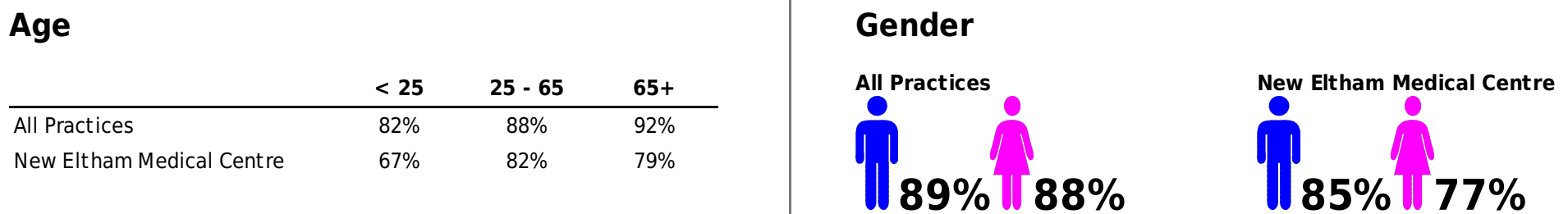
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 15th percentile means your practice scored above 15% of all practices.

Practice Score: 'Recommended' Comparison



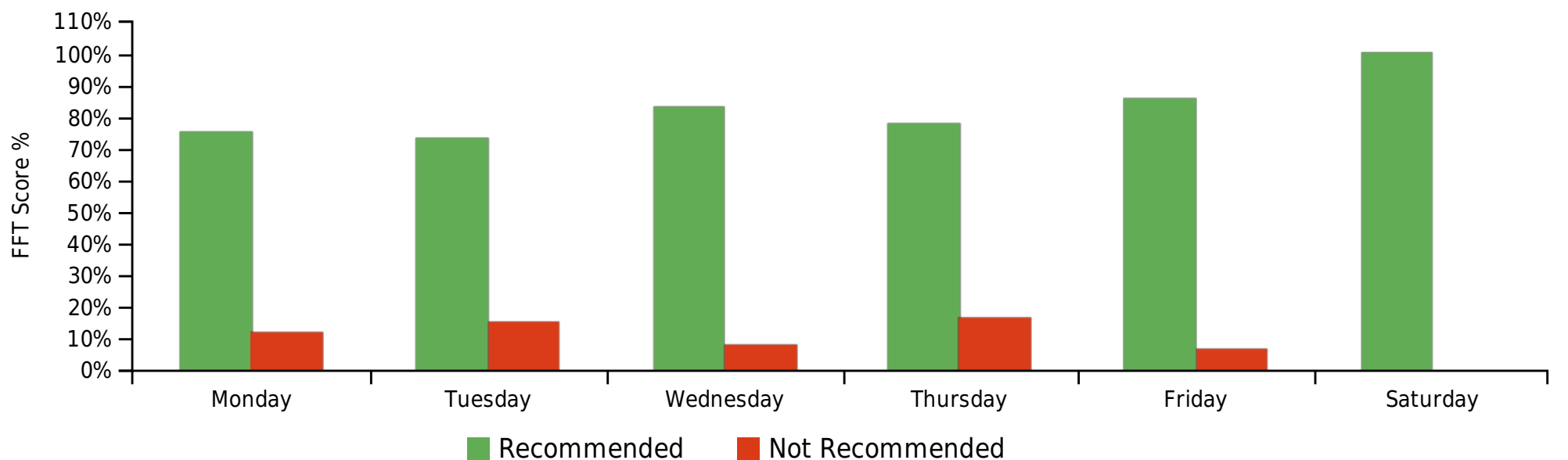
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



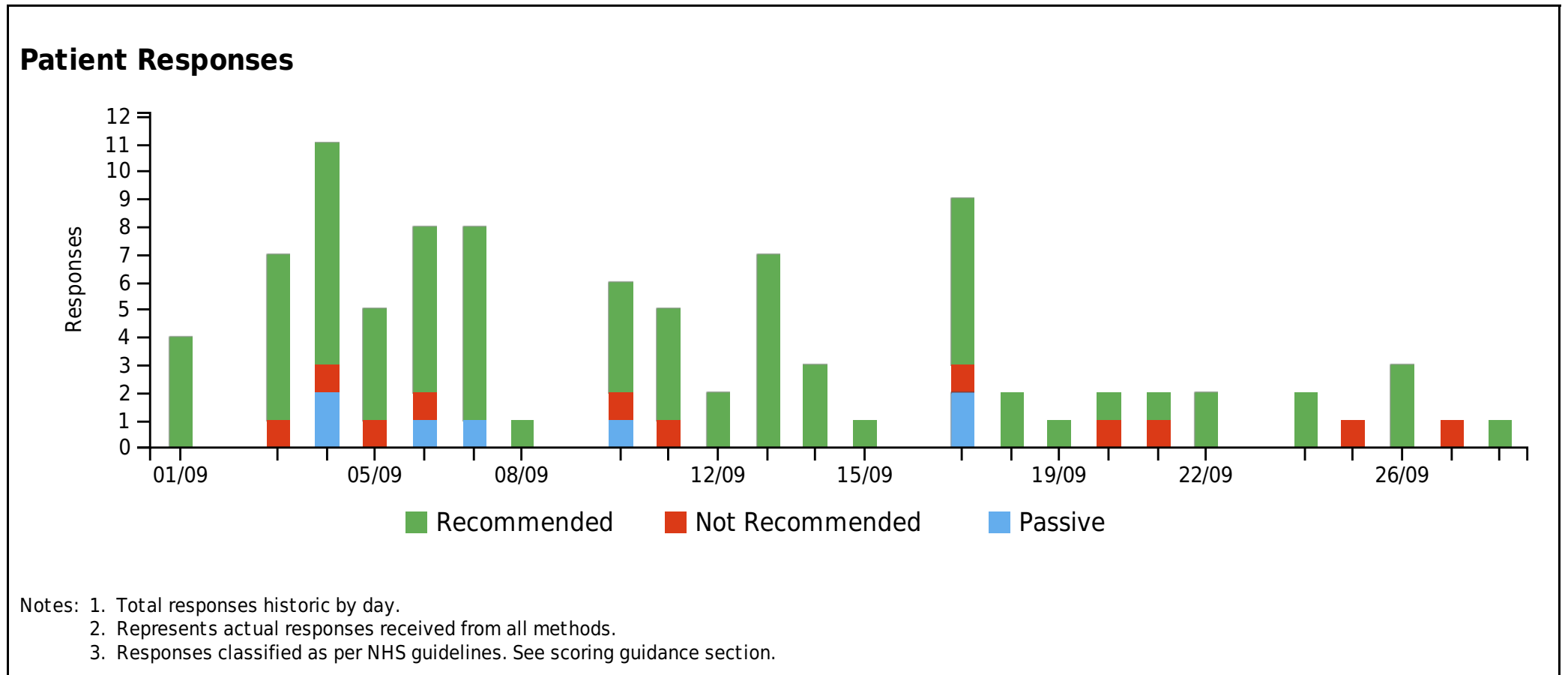
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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



to explain my problems to them before being allowed one, it can be hard enough for a person to book that appointment in the first place t@ace that's why I prefer the online booking but that's not always possible. @ble.

- ✓ *The Locum doctor who saw me today was useless. He told me I need to get in touch with someone else but didn't provide the details. He also didn't ask me @k me all the questions he was supposed to ask. Waste of time. @ime.*
- ✓ *The appalling lack of ordinary appointments for the local people.*
- ✓ *I felt I was being judged and was not given the opportunity to speak. Not once did the DR give eye contact. He just looked at screen. I went for medical @ical advice yet I came away being made feel guilty for going. I do not nor have I ever wanted free NHS care/treatment. But I was only ever wanting a referral@erral on the advice given by a different Gp seen at same centre.@tre.*
- ✓ *Too long to wait for an appointment even if it's an emergency. Better service in a @ e*
- ✓ *Never received appointment by text. Simple holiday vaccination will require 5 visits to the surgery.*

Passive

- ✓ *too early to make judgement*
- ✓ *It has taken me 3 days to get an urgent appointment and I had to wait 25 minutes when I did get my appointment.*
- ✓ *Very hard to get an appointment But once in surgery no other patients in there Receptionist not always helpful*
- ✓ *The Drs aren't very helpful.*