

FFT Monthly Summary: December 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
59	23	8	1	4	1	0	0	0	96	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:	401						
Responses:	96						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	59	23	8	1	4	1	96
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	59	23	8	1	4	1	96
Total (%)	61%	24%	8%	1%	4%	1%	100%

Summary Scores

 85%
  5%
  10%

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:

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

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

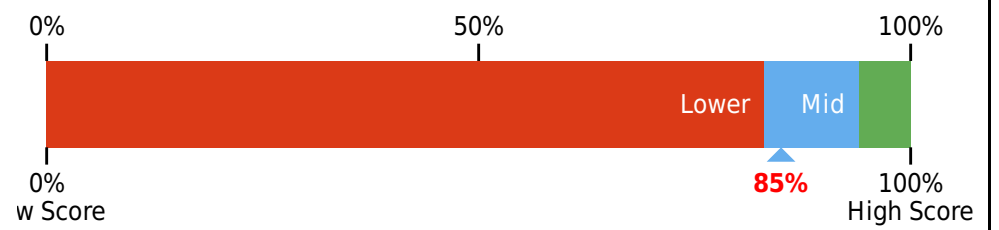
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

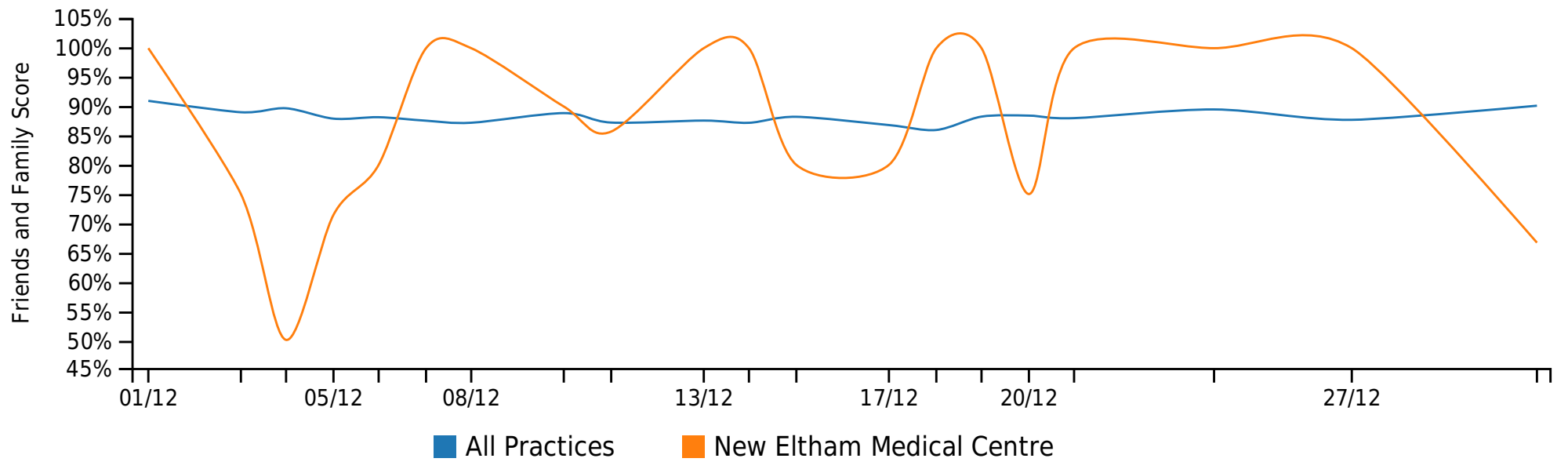
Practice Score: 'Recommended' Rank

Your Score: 85%
Percentile Rank: 35TH



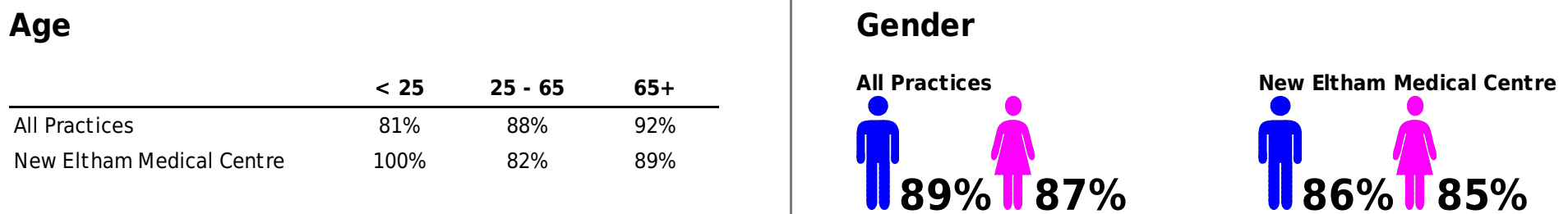
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 35th percentile means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

Practice Score: 'Recommended' Comparison



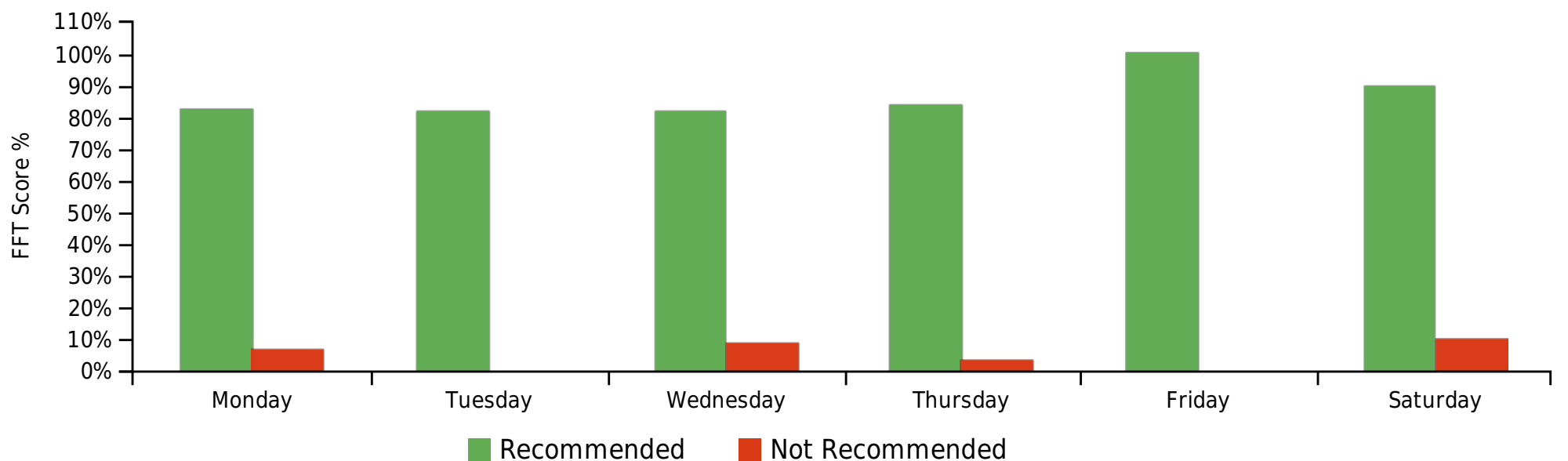
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



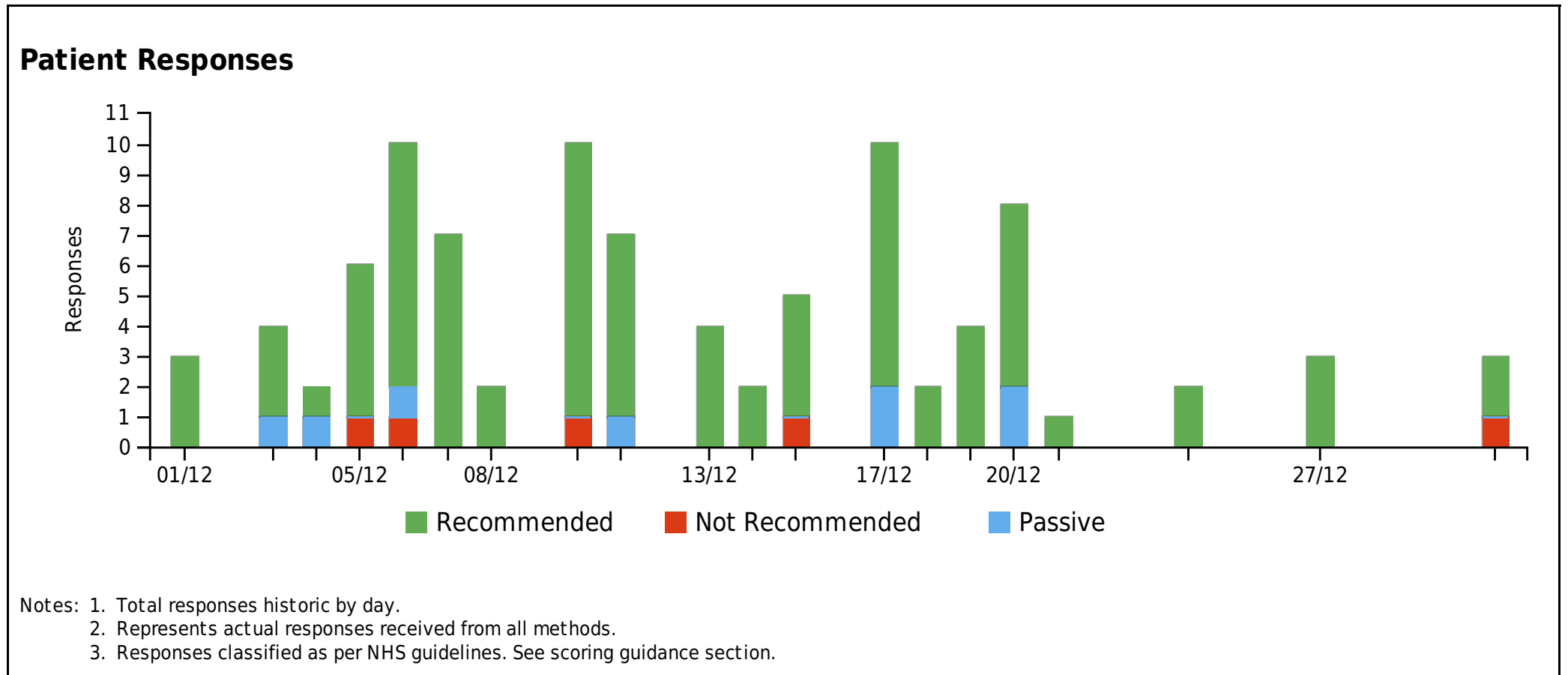
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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



✓ Warm welcome

X

Not Recommended

✓ I wouldn't recommend as there are too many patients now so it's so hard to get an appointment. (Love the staff etc but too many patients)

✓ There are never gaps to book appointments

X

Passive

✓ Fantastic chaperone assistance but the doctor felt a bit impersonal. The receptionist I booked through worryingly was rude and abrupt. If I was a vulnerable patient calling, I wouldn't feel welcomed or encouraged to get the help I might need. This isn't the first time I have experienced this over the phone unfortunately.

✓ No any physical medical related services conducted today.

✓ It has taken the practice over three months to arrange a referral for me at Queen Mary's audiology dept. as requested by Dr Arora. Thank you.

✓ Lack of focus by managing Doctor. Have been in hospital twice at St Thomas's and no focus on any relationship between cases. Not nurses fault. Down to doctors

✓ 1. Your feedback box is touchscreen which is surely unbelievably unhygienic and should be washed every time someone ill touches it. 2. There was a delay in sending off paperwork for an MRI which has meant that my appointment is now in February.