

# FFT Monthly Summary: October 2018

The Avenue Medical Centre  
Code: K81039

## SECTION 1 CQRS Reporting

### CQRS Reporting

| FFT001 | FFT002 | FFT003 | FFT004 | FFT005 | FFT006 | FFT007 | FFT008 | FFT009 | FFT010 | FFT011 | FFT012 |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 44     | 13     | 5      | 2      | 5      | 2      | 0      | 0      | 0      | 45     | 26     | 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>245</b> |                         |               |                                    |                 |                           |                   |  |              |
| <b>Responses:</b>         | <b>71</b>  |                         |               |                                    |                 |                           |                   |  |              |
|                           |            | <b>Extremely Likely</b> | <b>Likely</b> | <b>Neither Likely nor Unlikely</b> | <b>Unlikely</b> | <b>Extremely Unlikely</b> | <b>Don't Know</b> |  | <b>Total</b> |
| SMS - Autopoll            |            | 28                      | 10            | 2                                  | 2               | 2                         | 1                 |  | <b>45</b>    |
| SMS - User Initiated      |            |                         |               |                                    |                 |                           |                   |  |              |
| Tablet/App                |            |                         |               |                                    |                 |                           |                   |  |              |
| Web/E-mail                |            | 16                      | 3             | 3                                  | 0               | 3                         | 1                 |  | <b>26</b>    |
| Manual Upload             |            |                         |               |                                    |                 |                           |                   |  |              |
| <b>Total</b>              |            | <b>44</b>               | <b>13</b>     | <b>5</b>                           | <b>2</b>        | <b>5</b>                  | <b>2</b>          |  | <b>71</b>    |
| <b>Total (%)</b>          |            | <b>62%</b>              | <b>18%</b>    | <b>7%</b>                          | <b>3%</b>       | <b>7%</b>                 | <b>3%</b>         |  | <b>100%</b>  |

### Summary Scores

 80%  10%  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:

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

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

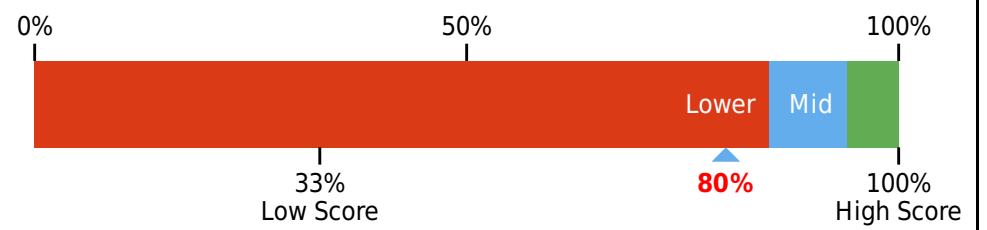
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

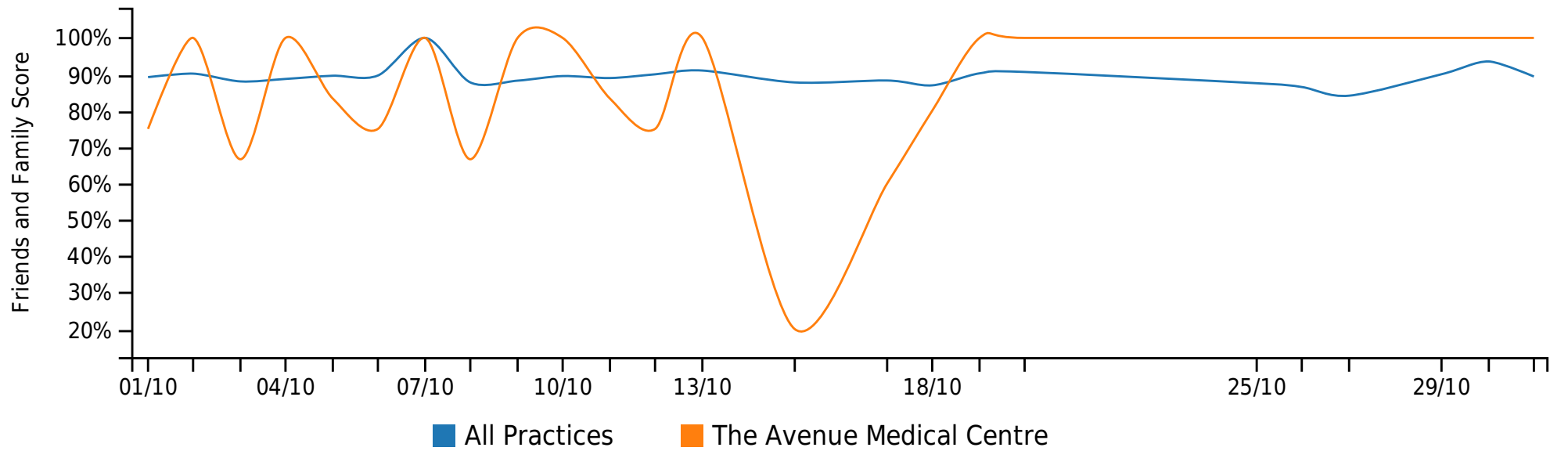
### Practice Score: 'Recommended' Rank

**Your Score:** 80%  
**Percentile Rank:** 15<sup>TH</sup>



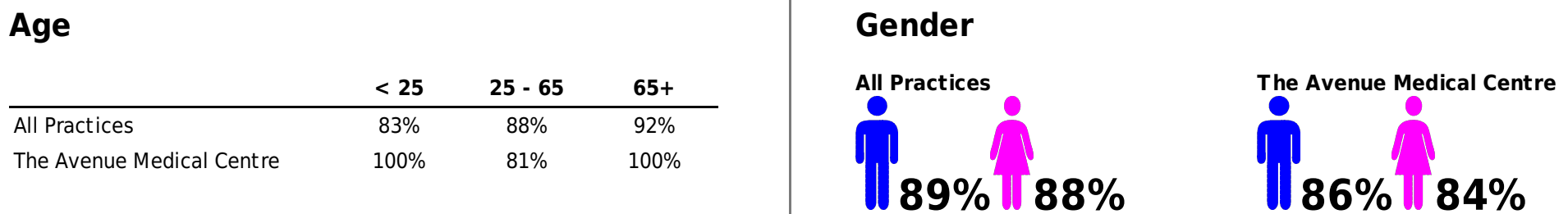
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.  
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 15th percentile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

### Practice Score: 'Recommended' Comparison



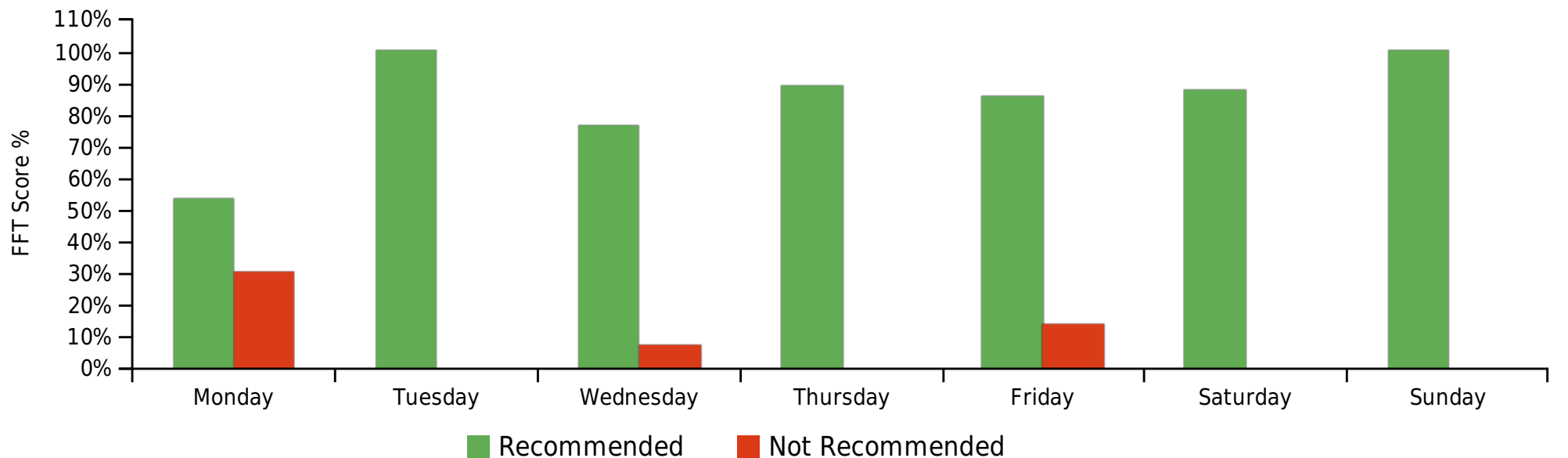
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



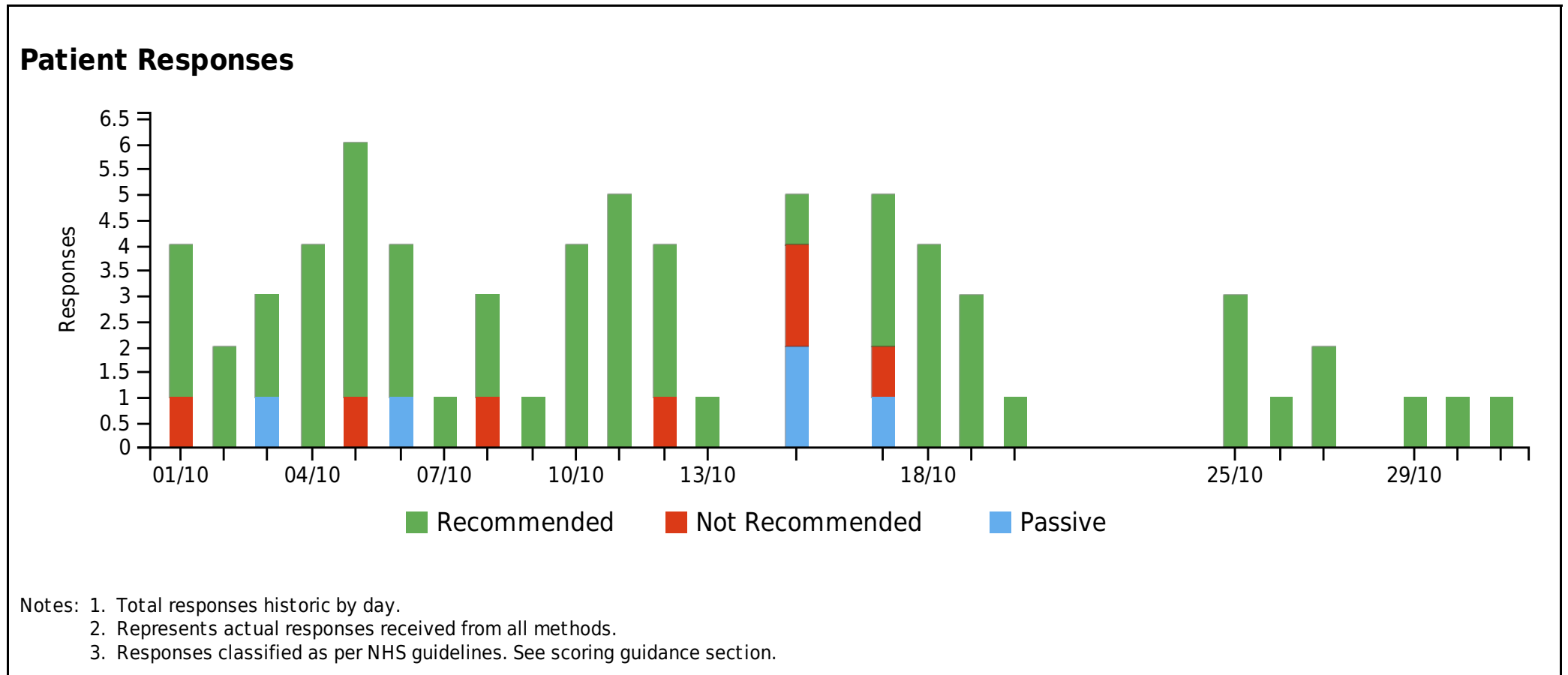
- Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: Day of the Week Analysis



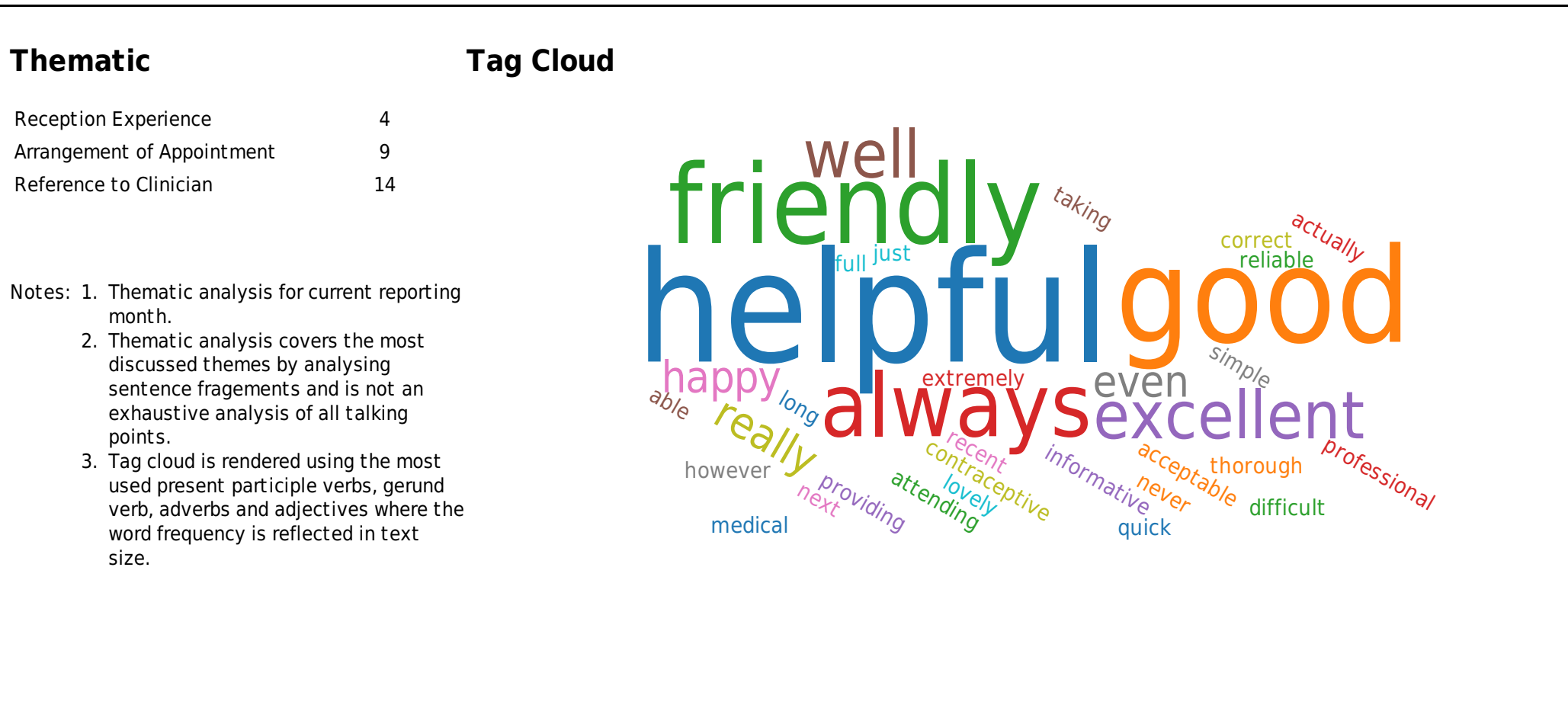
- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.  
2. Score calculated as per NHS requirements. See scoring guidance section.

## SECTION 4 Patient Response Analysis



## SECTION 5

### Patient Free Text Comments: Summary



### 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

- ✓ Always happy with the service you provide
- ✓ Because I was dealt with care and patients, and it was not an arranged appointment. Thank you.
- ✓ Very good service
- ✓ Even if you dont have an appointmet
- ✓ Very friendly and helpful
- ✓ Receptionists are very helpful & you receive excellent care
- ✓ Helpful team of staff
- ✓ Staff are very friendly and always there to help
- ✓ Friendly and helpful
- ✓ I have been with the Practice for a long time and never had an issue
- ✓ Been with the surgery all my life
- ✓ Excellent
- ✓ Nurse very informative and very helpful Even taking time to print off a recent blood test request and take the samples
- ✓ No problem
- ✓ I have chosen this answer because each time I've been here I've always had 100% care and politeness from whoever I have seen
- ✓ Lovely Doctors and Nurses at The Avenue medical Centre
- ✓ Well run GP surgery providing good health care
- ✓ I was able to get an appointment for the next day however, this was not for the correct nurse that I needed
- ✓ Good service
- ✓ Thorough service
- ✓ On time
- ✓ Excellent doctors
- ✓ Dr Coleman is so professional and treats us very well. He always has time to listen and explains things well.
- ✓ Very kind helpful doctors and staff
- ✗
- ✗
- ✗
- ✗
- ✗

#### Not Recommended

- ✓ It took me 61 calls to make an appointment then waited 50 minutes after my appointment time to be seen
- ✓ Not satisfied with appointments and emergency appointments
- ✓ Not happy to book appointment
- ✓ Improve your appointments system which is not acceptable for patients who need treatment
- ✗

#### Passive

- ✓ Attended appointment which I was advised of via text only to find out on attending that it was for a diabetes blood test which was not actually for me!
- ✗