

FFT Monthly Summary: November 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
67	24	2	4	4	2	0	0	0	45	58	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:	277						
Responses:	103						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	27	12	0	2	2	2	45
SMS - User Initiated							
Tablet/App							
Web/E-mail	40	12	2	2	2	0	58
Manual Upload							
Total	67	24	2	4	4	2	103
Total (%)	65%	23%	2%	4%	4%	2%	100%

Summary Scores

 88%
  8%
  4%

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:

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

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

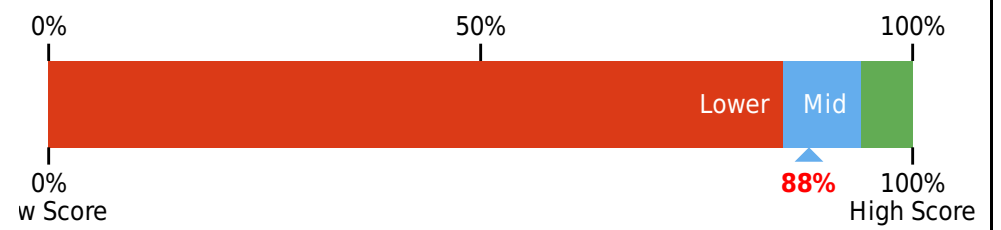
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

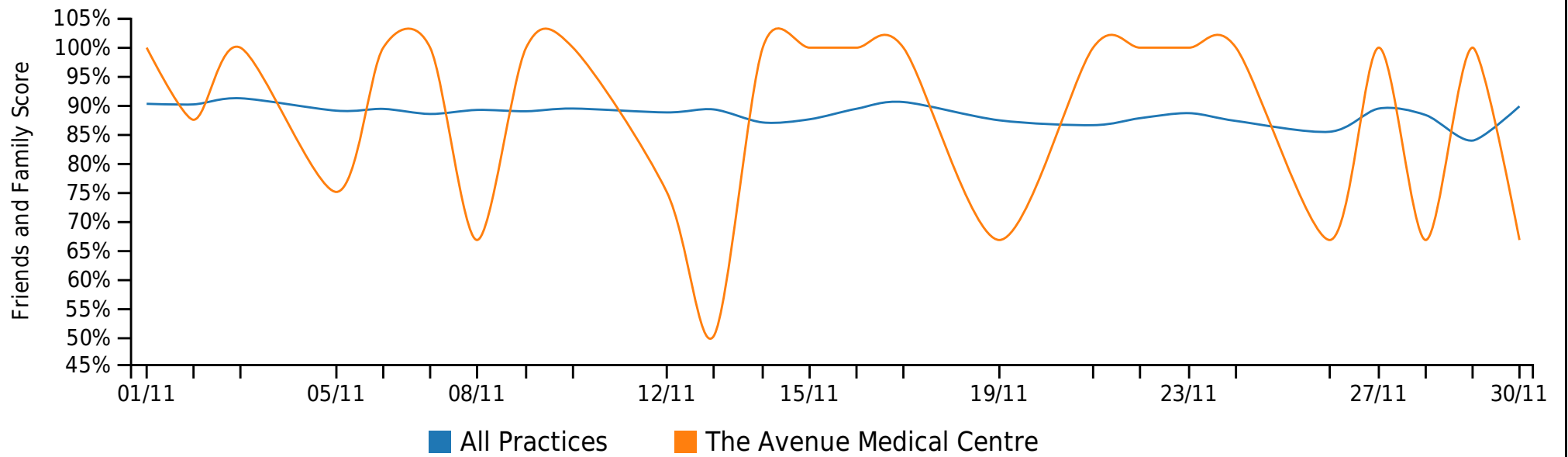
Practice Score: 'Recommended' Rank

Your Score: **88%**
Percentile Rank: **45TH**



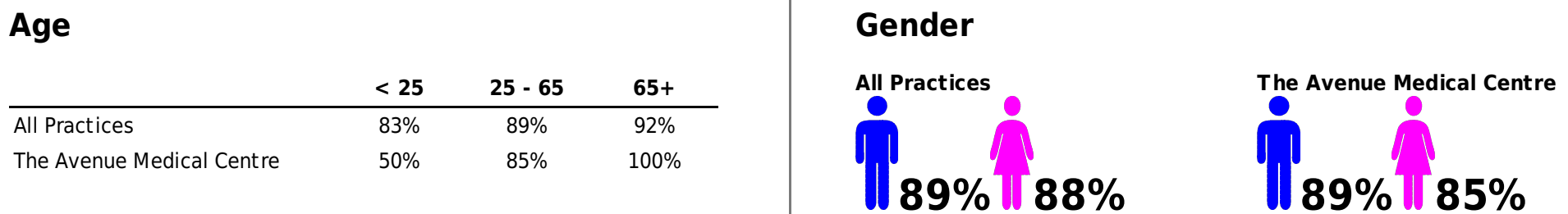
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 45th percentile means your practice scored above 45% of all practices.

Practice Score: 'Recommended' Comparison



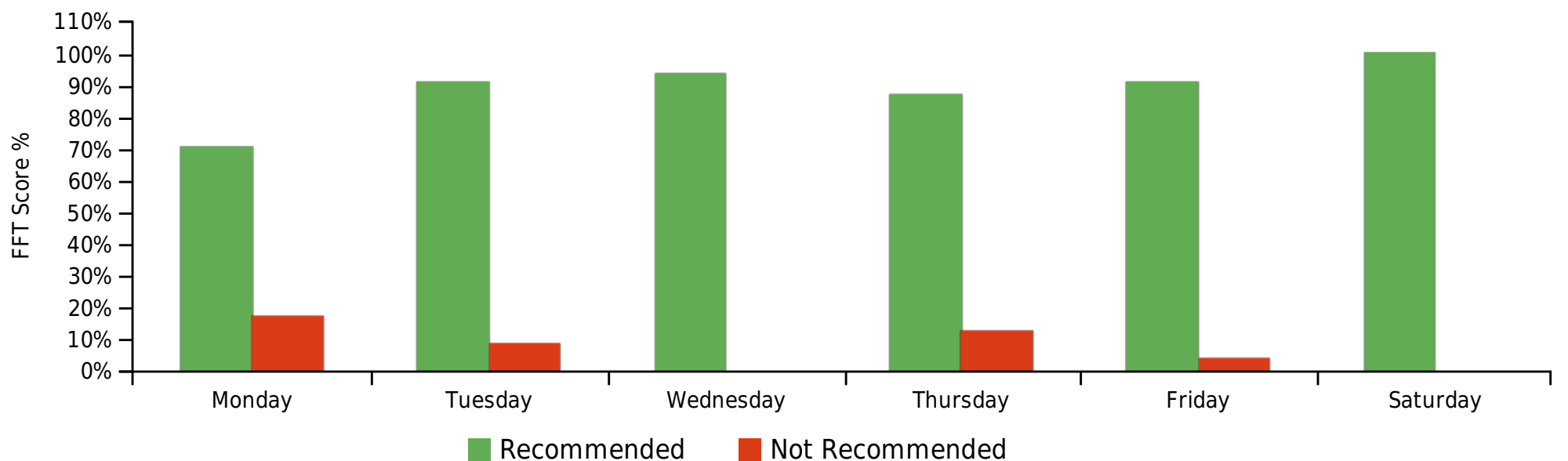
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



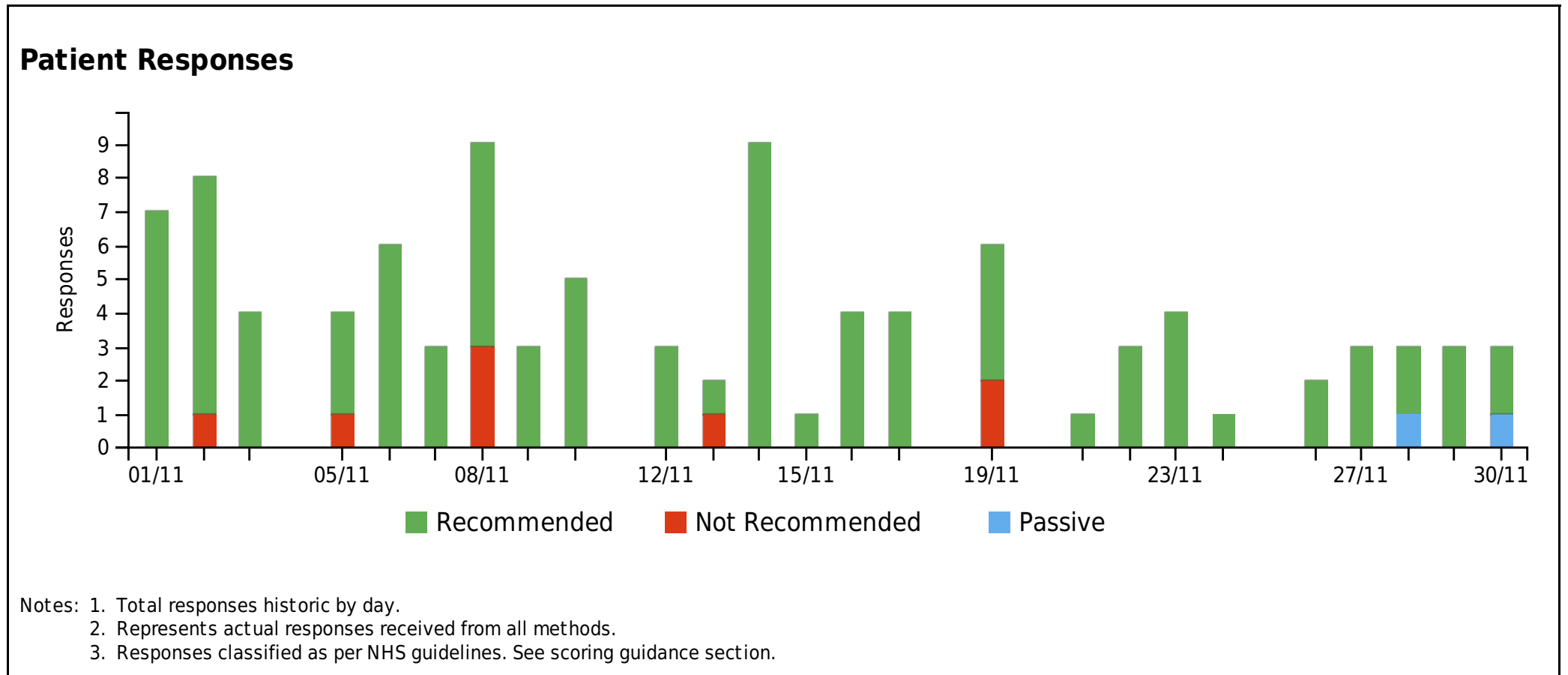
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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



- ✓ *On time*
- ✓ *Friendly staff and short waiting time*
- ✓ *Fadwa*
- ✓ *Fadwa is very easy to talk too ,and is very encouraging in every way*
- ✓ *Thorough examination explained everything in detail*
- ✓ *Friendly caring and knowledgeable. Made me feel at ease*
- ✓ *I trust this surgery and the staff*

X
X
X
X
X

X
X
X
X
X
X
X
X

Not Recommended

- ✓ *The nurses and some of the receptionist are a lot to be desired*
- ✓ *No appointments at 8.07am. Had to see nurse. Told to see a doc in a week, told no available appointments for 3 weeks?*

X
X

Passive

- ✓ *Difficulty in getting an appointment.*
- ✓ *You hardly get appointment for same day with GP and seen by prc nurse mostly. Phone always busy from 8am. Need to keep on dialling to get appointment. Cannot book appointment in advance for next day or further.*