

FFT Monthly Summary: February 2018

Sycamore House Medical Centre
Code: M91020

SECTION 1 CQRS Reporting

CQRS Reporting




FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
36	5	0	1	5	0	0	0	0	47	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:	168							
Responses:	47							
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total	
SMS - Autopoll	36	5	0	1	5	0	47	
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
Total	36	5	0	1	5	0	47	
Total (%)	77%	11%	0%	2%	11%	0%	100%	

Summary Scores

 87%
  13%
  0%

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:

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

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

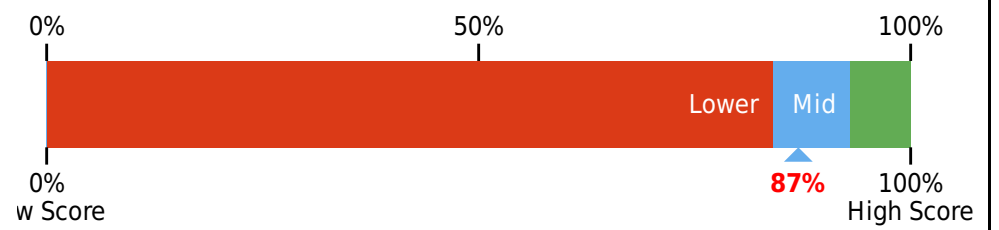
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

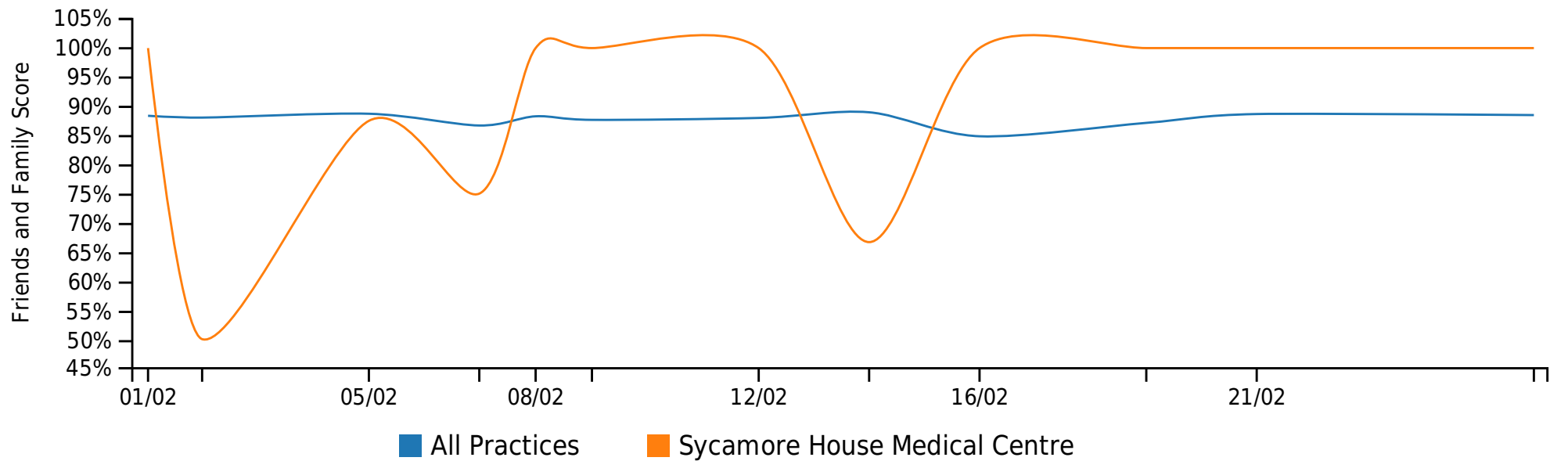
Practice Score: 'Recommended' Rank

Your Score: **87%**
Percentile Rank: **40TH**



- 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 40th percentile means your practice scored above 40% 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.

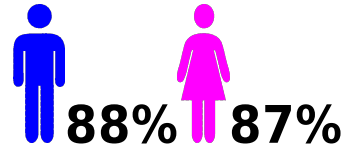
Practice Score: 'Recommended' Demographic Analysis

Age

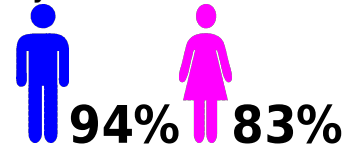
	< 25	25 - 65	65+
All Practices	80%	88%	92%
Sycamore House Medical Centre	33%	87%	100%

Gender

All Practices

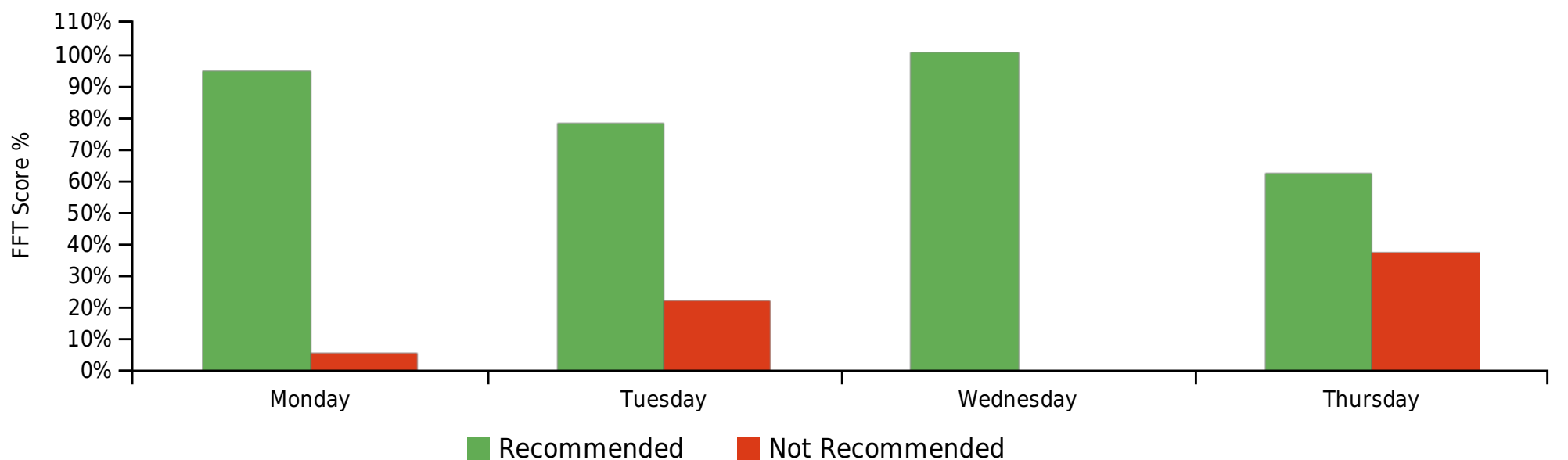


Sycamore House Medical Centre



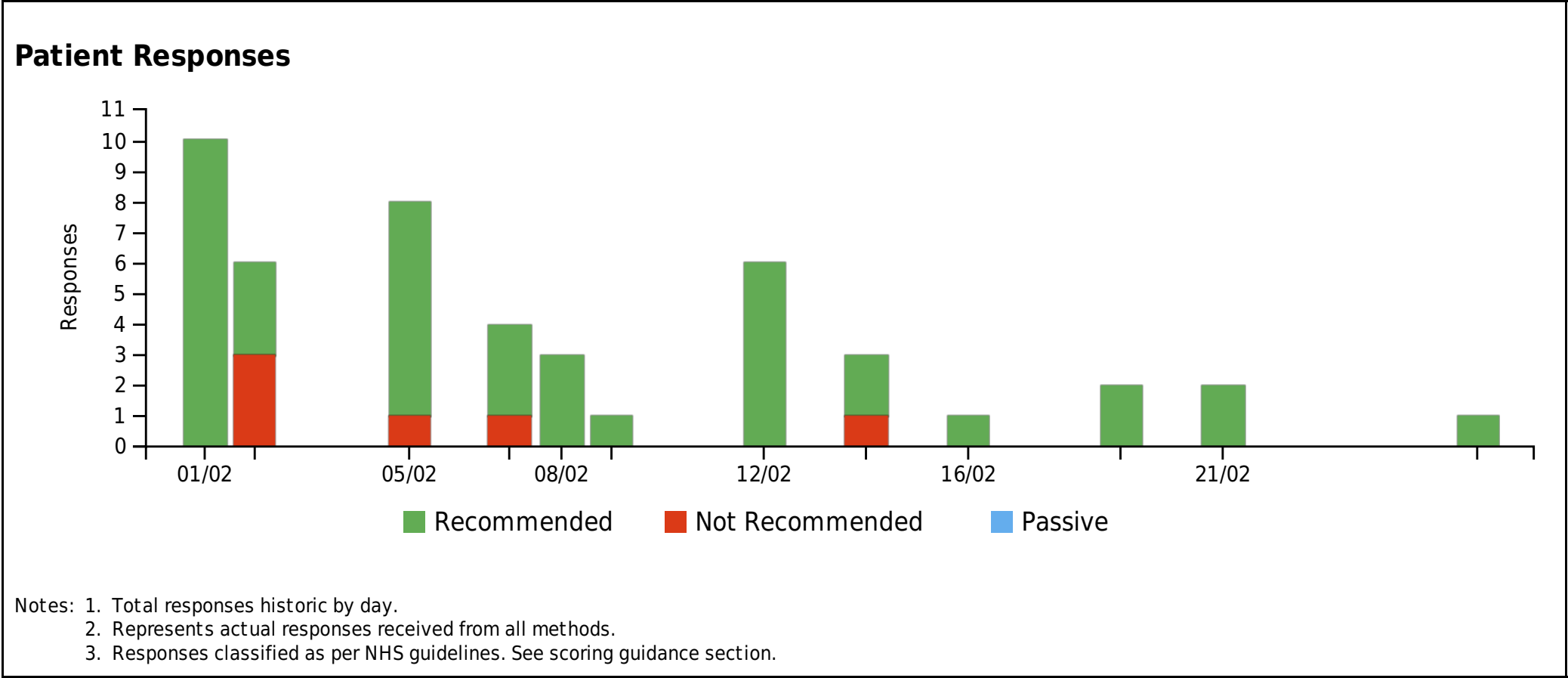
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis



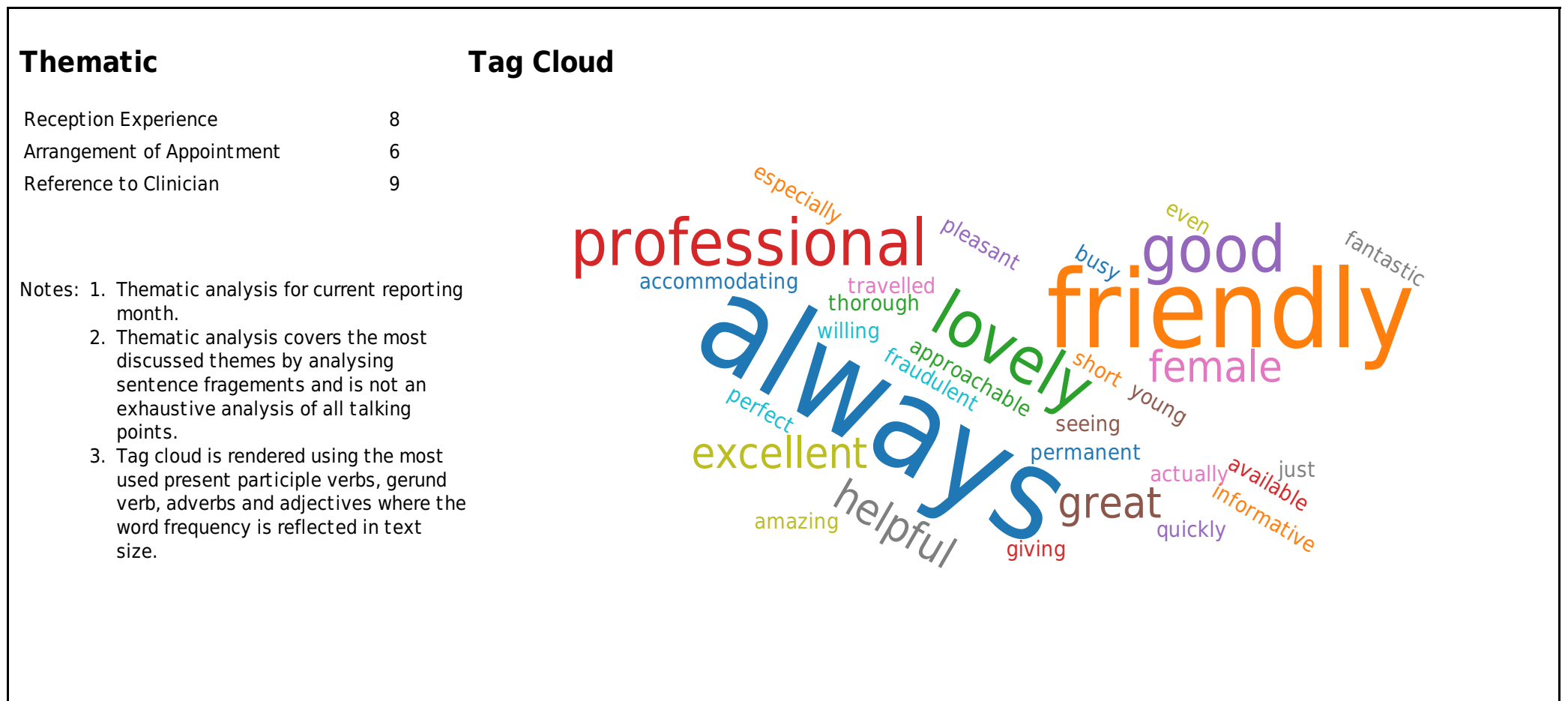
- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

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

- ✓ Great staff
- ✓ No one is perfect and always room for improvement. The practice needs more permanent Dr's and especially a female.
- ✓ Friendly practice , approachable , available can always quickly speak to Receptionists and get appointments. Have confidence in Doctors. Follow up referr@eferrals prompt.@ompt.
- ✓ Always helpful at reception and will do their best to accommodate.
- ✓ Fantastic Doctors who take time and care . Receptionists lovely and help with things like appointments , prescriptions . Thank you x
- ✓ Staff are friendly and very professional, drs are amazing at their job. Always willing to help and accommodate . Despite surgery being busy, they will al@ll always try to fit you in for an appointment asap unlike other surgeries where you have to wait weeks for an appointment.@ment.
- ✓ All staff and doctors have time to talk to you about the ailments you have and to inform you of which course of medication they are giving to cure your i@our issues,:) @s,.)
- ✓ Very pleasant & professional young lady
- ✓ Excellent service and lovely staff
- ✓ Satisfied with appointment
- ✓ Good services from Dr Majid Reception staffNursesOverall good patient care
- ✓ Answered all my questions & came out reassured
- ✓ Great service and always friendly
- ✓ I got excellent service today from the doctor I saw when I visited the surgery
- ✓ Friendly, accommodating, helpful/informative. Good relationship with patients.
- ✓ Professional and friendly service

Not Recommended

- ✓ Cannot get Diagnosis and Secretarys telephone manner is Brusque
- ✓ GP I saw showed lack of empathy. No female Dr since our lovely dr Kamal emigrated! No chance of seeing my GP that actually knows my history.
- ✓ Appointment received at short notice and doctor was thorough and did not rush the appointment.
- ✗ Told to fill in a form for vaccinations and I travelled 15 miles to do this to be told that you haven't being doing them for two to three weeks before ,y@re ,you then send me appointments through by text to be told these are just so the nurse can claim her time even though she didn't see me or do anything as yo@as you don't do them ,fraudulent claim by yourselves of government money if you ask me@sk me

Passive