

# FFT Monthly Summary: October 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
37	9	1	2	1	0	0	0	0	50	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>	<b>194</b>							
<b>Responses:</b>	<b>50</b>							
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total	
SMS - Autopoll	37	9	1	2	1	0	<b>50</b>	
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
<b>Total</b>	<b>37</b>	<b>9</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>50</b>	
<b>Total (%)</b>	<b>74%</b>	<b>18%</b>	<b>2%</b>	<b>4%</b>	<b>2%</b>	<b>0%</b>	<b>100%</b>	

### Summary Scores

 92% 
  6% 
  2%

## 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:

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

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

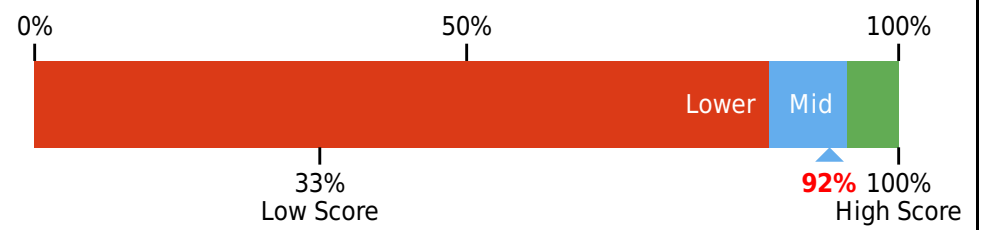
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

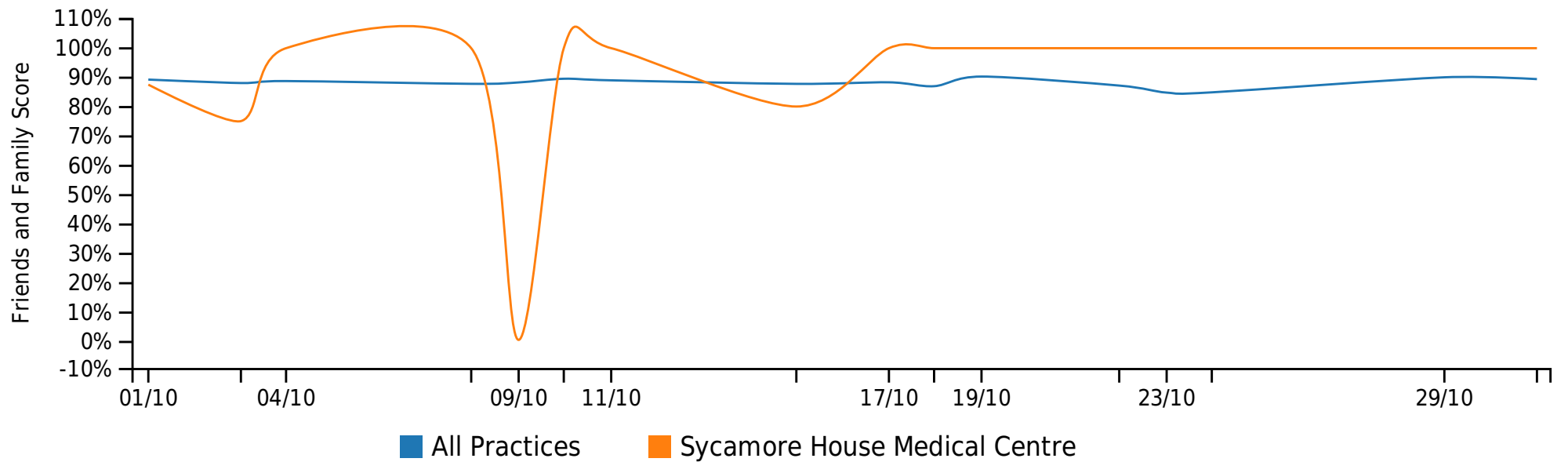
### Practice Score: 'Recommended' Rank

**Your Score:** 92%  
**Percentile Rank:** 65<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 65th percentile means your practice scored above 65% 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.

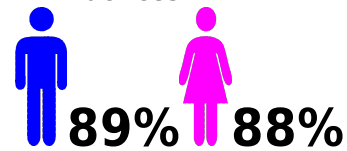
### Practice Score: 'Recommended' Demographic Analysis

#### Age

	< 25	25 - 65	65+
All Practices	83%	88%	92%
Sycamore House Medical Centre	100%	87%	95%

#### Gender

##### All Practices

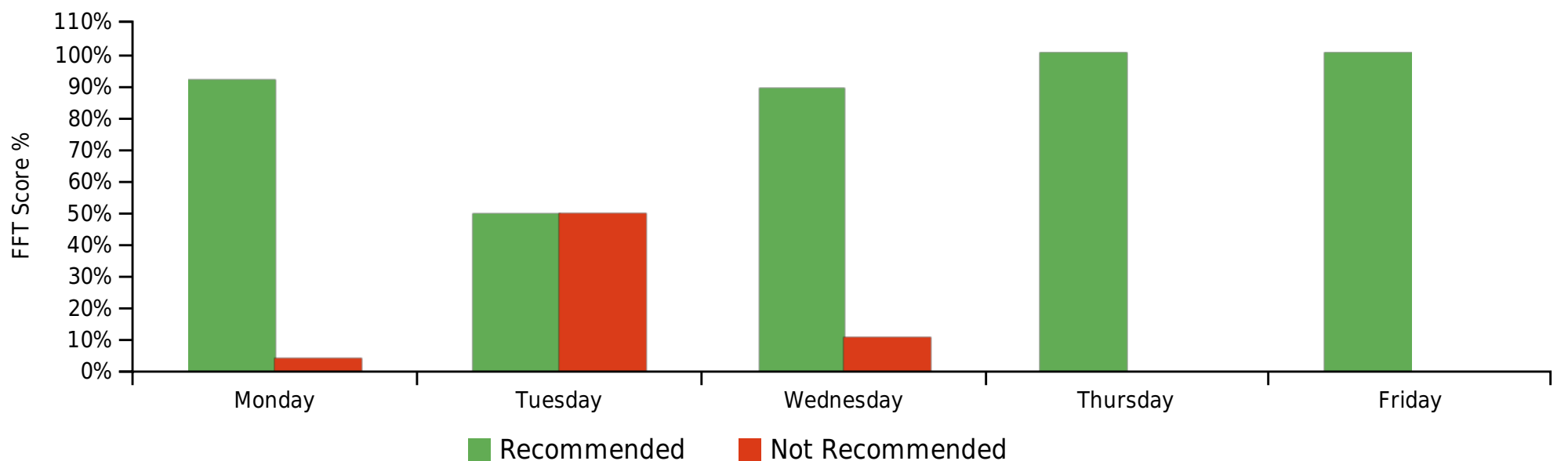


##### Sycamore House Medical Centre



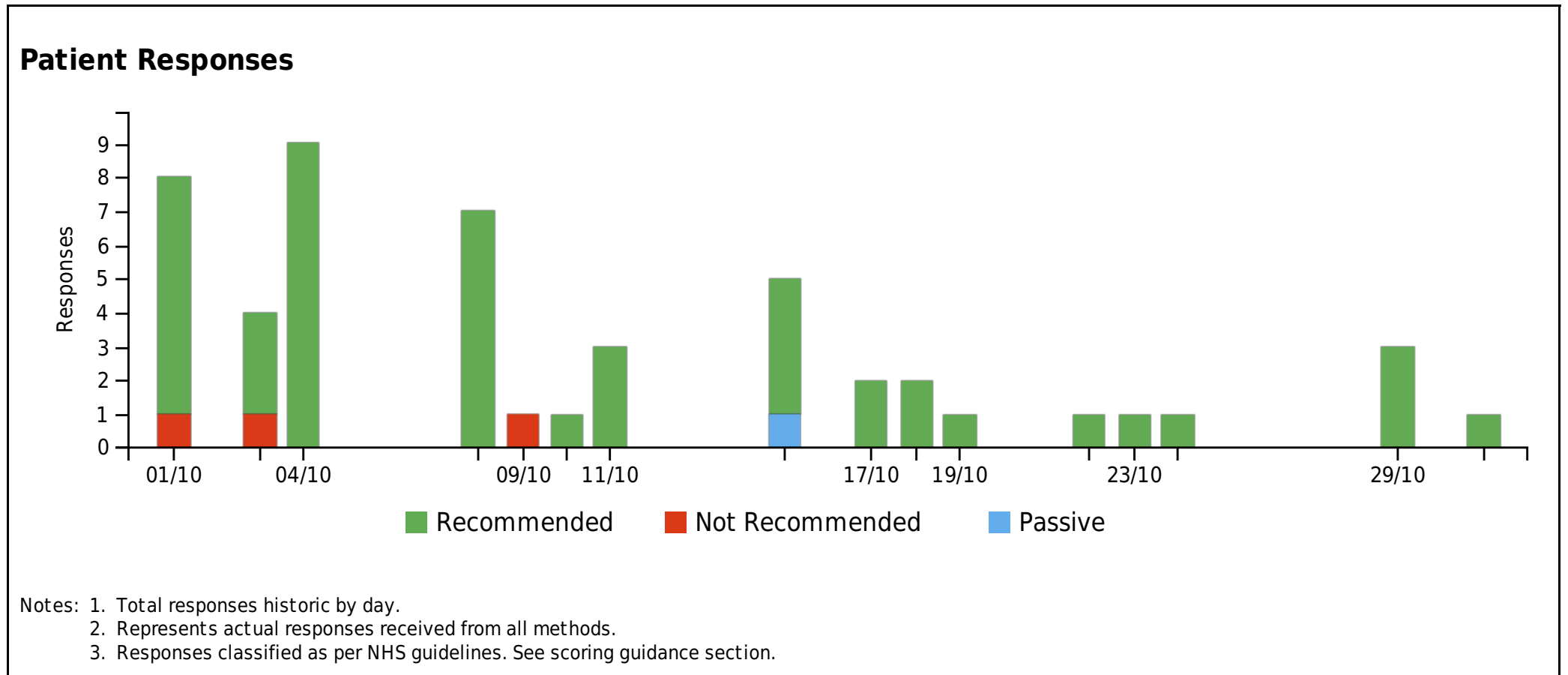
- Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: Day of the Week Analysis



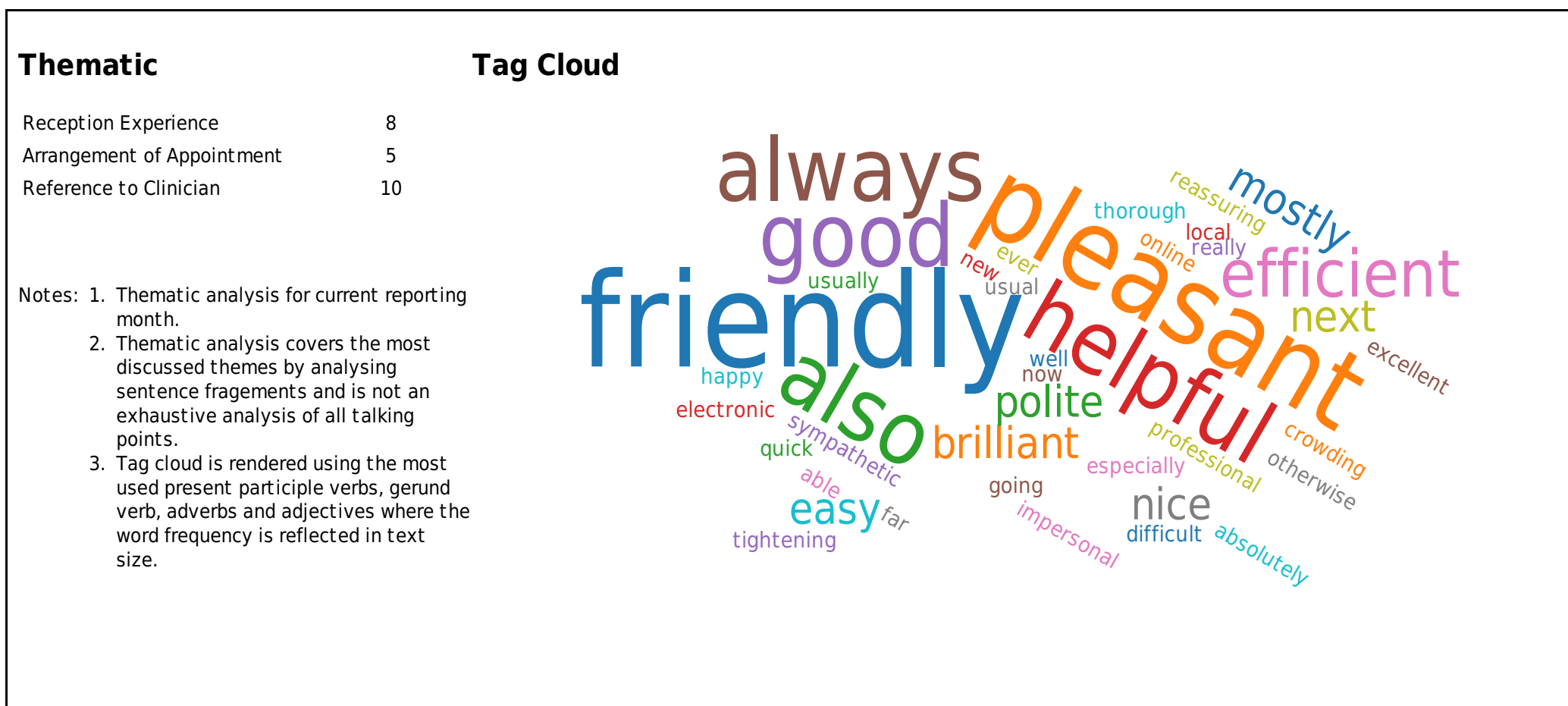
- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.  
2. Score calculated as per NHS requirements. See scoring guidance section.

## 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

- ✓ New training Doctor had time to listen to me and understand me today
- ✓ friendly service
- ✓ The nurse i had was really nice know what she was going
- ✓ Although my Appointment on Tuesday was cancelled by surgery they were able to fit me in today for blood tests in order to maintain my tablet review next@ next week. The nurse was also very pleasant.@sant.
- ✓ Appointments on time ,pleasant reception staff,professional service
- ✓ Went In got saved by the stuff nice and easy in and out happy days
- ✓ Easy to make appointment. Friendly efficient service during visit
- ✓ Well organised and efficient.
- ✓ Doctors and reception staff are mostly friendly and helpful. Contact online for booking appointments and repeat prescription is usually good. One nurse @urse practitioner is not so good and is to be avoided.@ided.
- ✓ Friendly staff local
- ✓ Efficiency
- ✓ Because I've received excellent care and support from the practice, especially Dr Dugas who by far is the best doctor I have ever come across. And also @also the reception staff are absolutely brilliant and I hope they won't be replaced by some computer screen.@reen.
- ✓ Difficult to get an appointment
- ✓ No over crowding and pleasant staff.
- ✓ Staff kind and friendly, put me at my ease
- ✓ Quick efficient treatment
- ✓ Polite and friendly staff, good timekeeping mostly, good electronic communication and access to results/prescription etc
- ✓ I always find my doctor, nurses and reception staff to be polite and helpful. I have always appreciated this and whilst I understand the tightening budg@ budgets etc, I do find the elctronic system that we are now referred on arrival to be very impersonal, otherwise I would have given a 1.@ a 1.
- ✓ I have been with the surgery since it began and when it was on lysway st with dr Moore I was 22 I have always been very pleased with the service and dr@nd dr Dugas also everyone is very pleasant and helpful @pful
- ✓ Kindness and helpful
- ✓ Brilliant patient care, from everyone at the Surgery. Always reassuring, pleasant and thorough

#### Not Recommended

- ✓ Unavailability of usual GP's when you try to get an appt.
- ✓ GP seen not sympathetic to my concerns. I've gone home being told to take painkillers for 6 months & then return

#### Passive