

FFT Monthly Summary: April 2018

Mitcham Family Practice
Code: H85078

SECTION 1 CQRS Reporting

CQRS Reporting




FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
13	6	0	1	4	1	0	0	0	25	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:	140						
Responses:	25						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	13	6	0	1	4	1	25
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	13	6	0	1	4	1	25
Total (%)	52%	24%	0%	4%	16%	4%	100%

Summary Scores

 76%
  20%
  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:

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

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

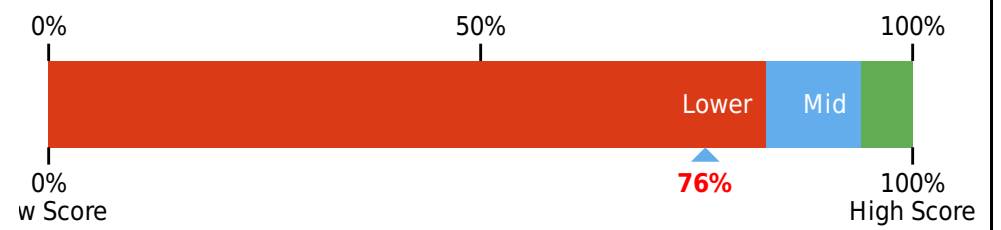
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

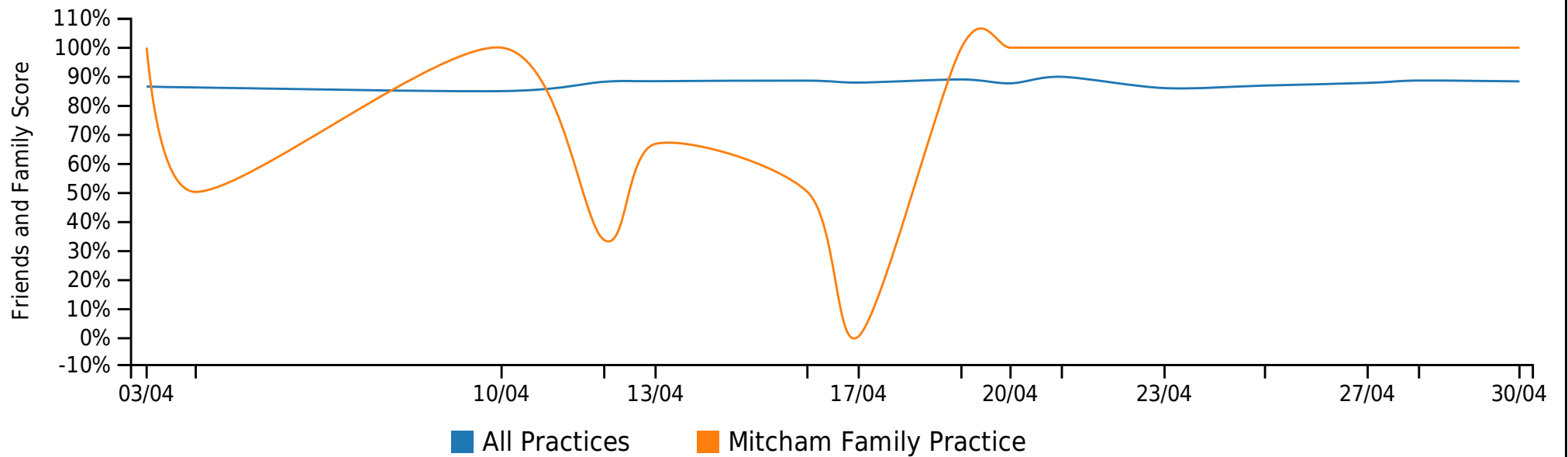
Practice Score: 'Recommended' Rank

Your Score: 76%
Percentile Rank: 10TH



- 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 10th percentile means your practice scored above 10% 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.

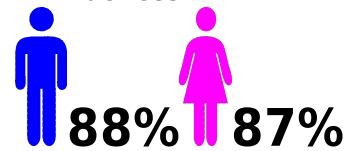
Practice Score: 'Recommended' Demographic Analysis

Age

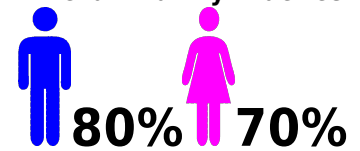
	< 25	25 - 65	65+
All Practices	81%	87%	92%
Mitcham Family Practice	0%	80%	100%

Gender

All Practices

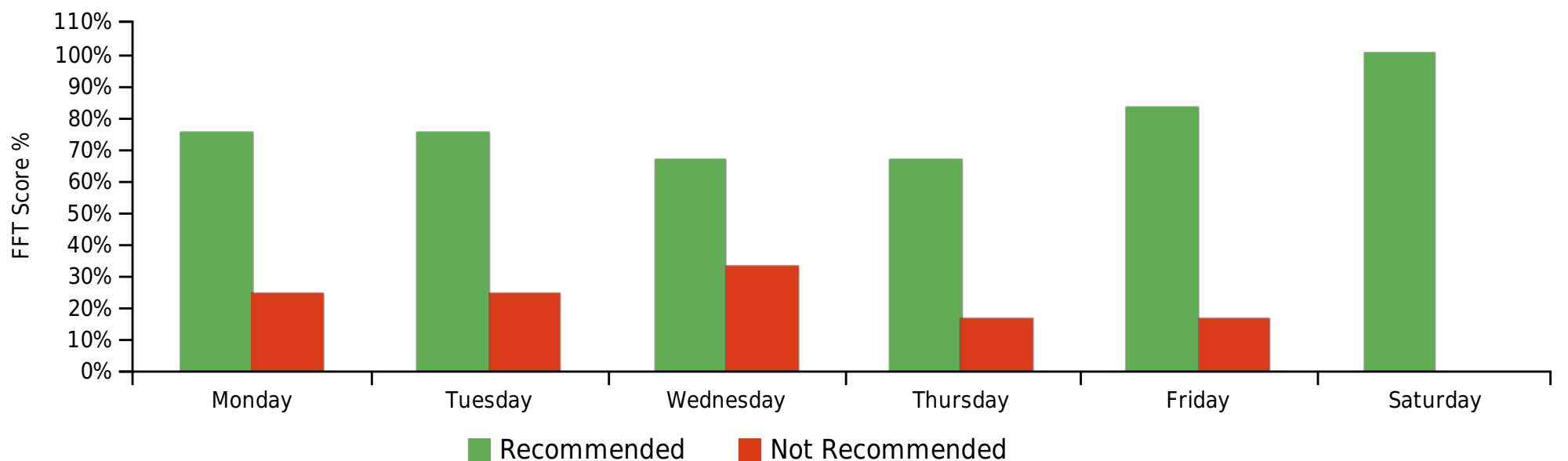


Mitcham Family Practice



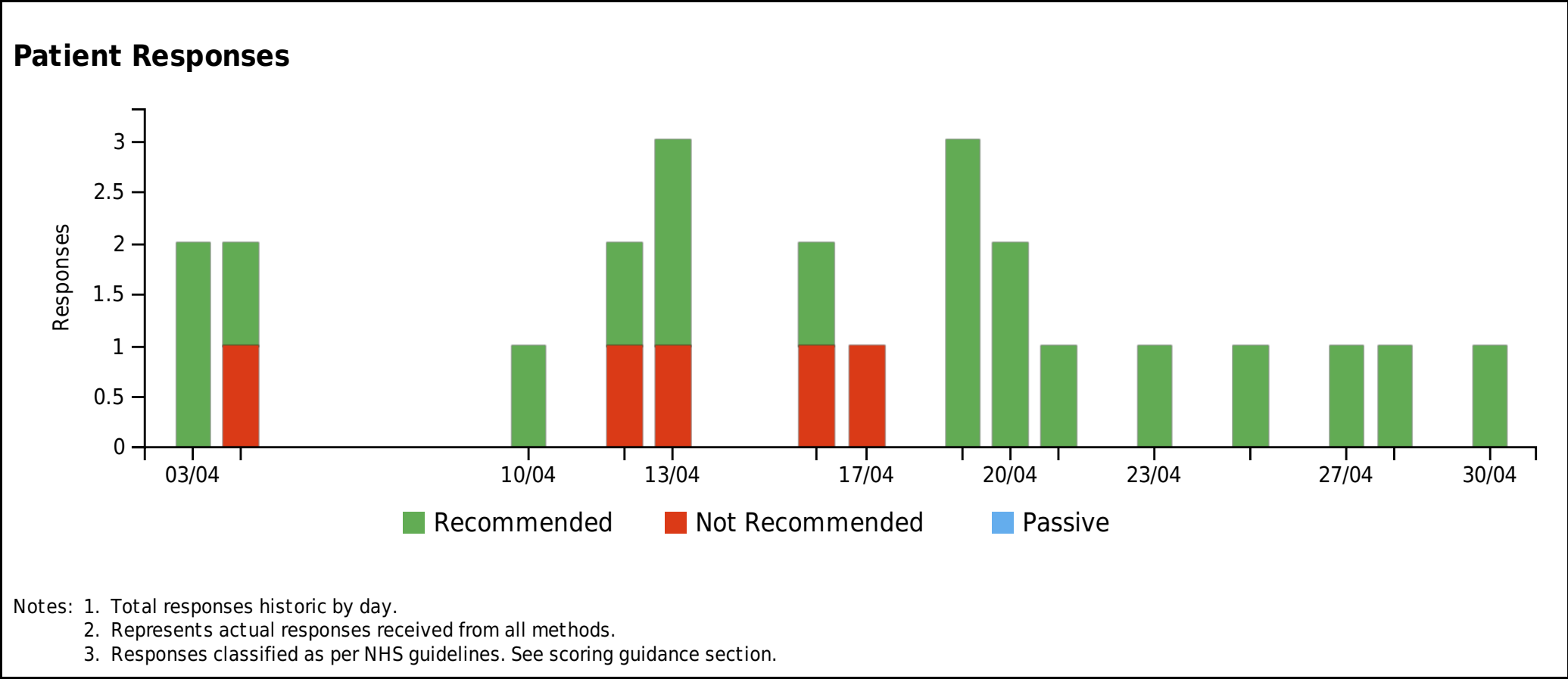
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis



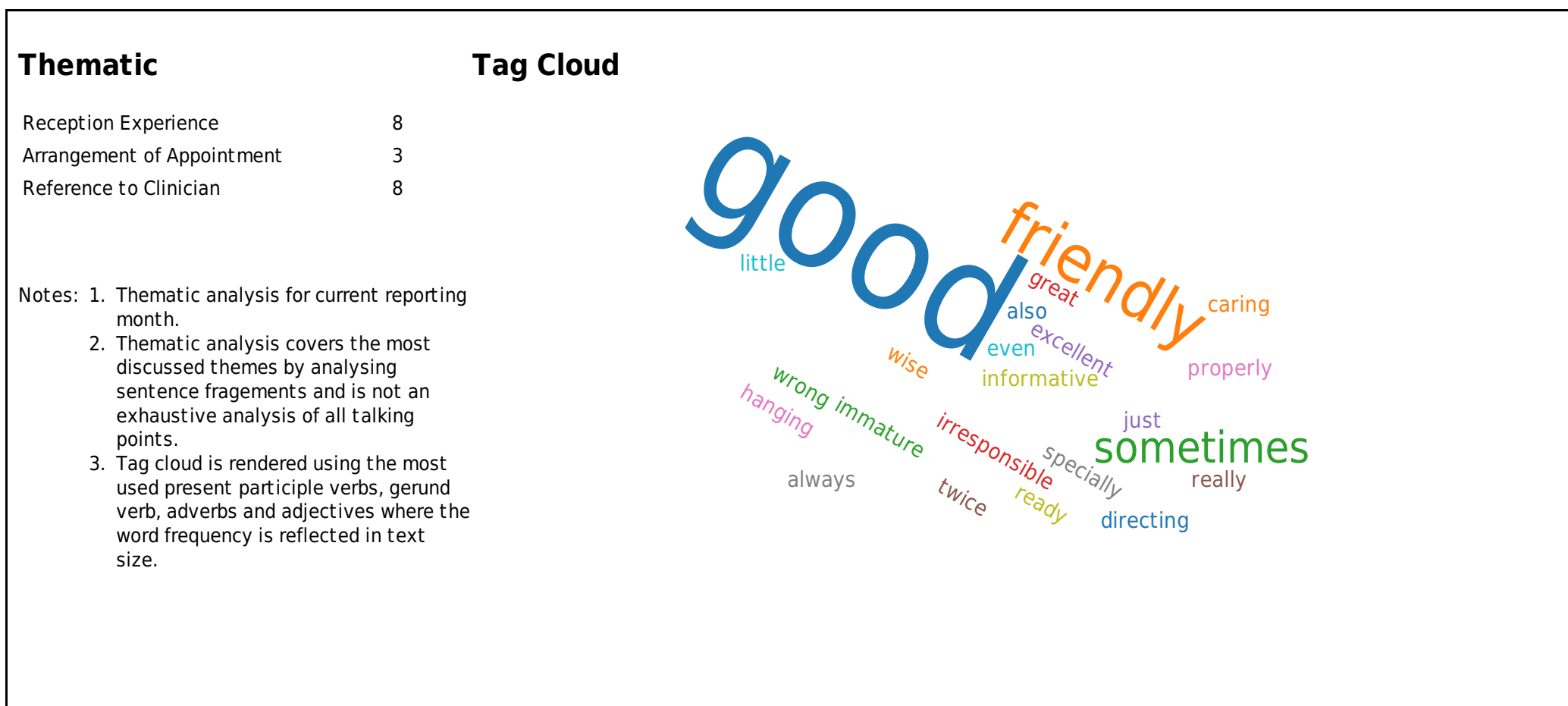
- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

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

- ✓ The staff is very good
- ✓ Friendly receptionist and caring doctor
- ✓ Good staff. Understanding doctors.
- ✓ Excellent doctors & staff
- ✓ Good service
- ✓ Good service nurse knew what injections were required but think your admin staff need to be trained up as when I phoned to ask no one really knew and wa@nd was left hanging on the phone for a while.@hile.
- ✓ Gus service
- ✓ The communication is very good , always get prompt reminders for my diabetes review check ups, The GP's are contactable via phone in an emergency for advice
- ✓ Appointment was on time nurse was informative Receptionist could be a little more friendly. Not directing patients where to go which way to turn sign po@gn posts was good other wise may go down wrong corridor.@idor.
- ✗ Good service
- ✗ Friendly staff and great doctors

Not Recommended

- ✓ Immature n irresponsible
- ✗ It took me half an hour to get through to reception just to be told no appointments for the rest of the week. They answered the phone and put it down twice.

Passive