

FFT Monthly Summary: August 2018

Mitcham Family Practice
Code: H85078

SECTION 1 CQRS Reporting

CQRS Reporting




FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
17	7	1	2	1	1	0	0	0	29	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:	181							
Responses:	29							
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total	
SMS - Autopoll	17	7	1	2	1	1	29	
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
Total	17	7	1	2	1	1	29	
Total (%)	59%	24%	3%	7%	3%	3%	100%	

Summary Scores

 83%
  10%
  7%

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:

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

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

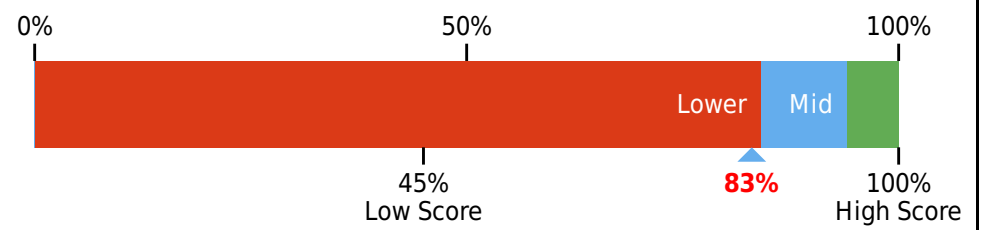
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

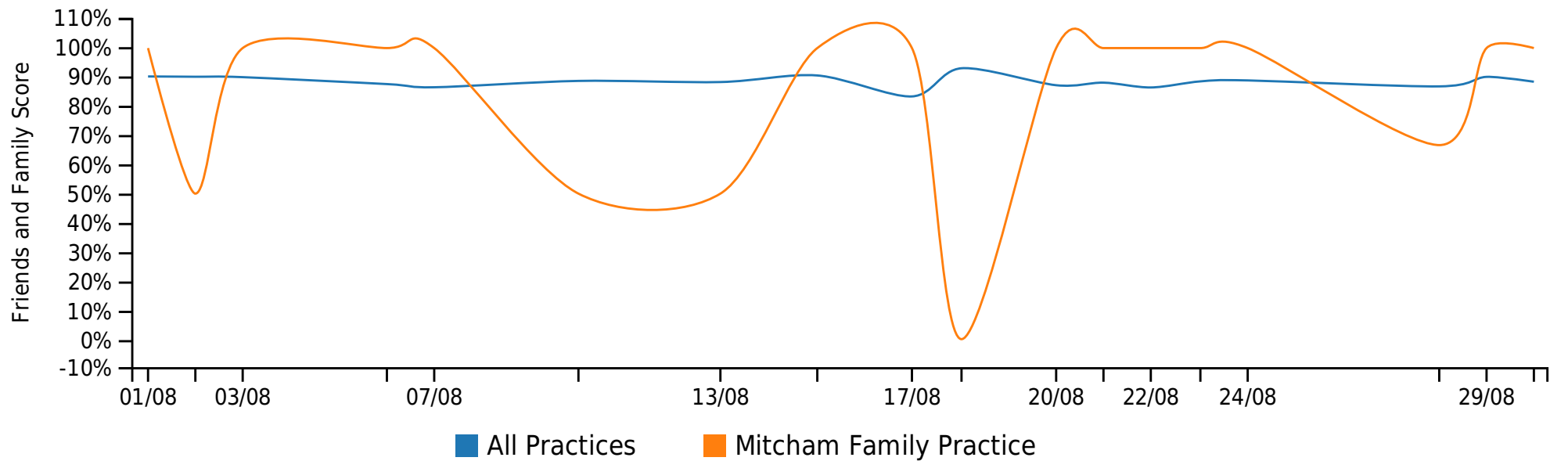
Practice Score: 'Recommended' Rank

Your Score: 83%
Percentile Rank: 25TH



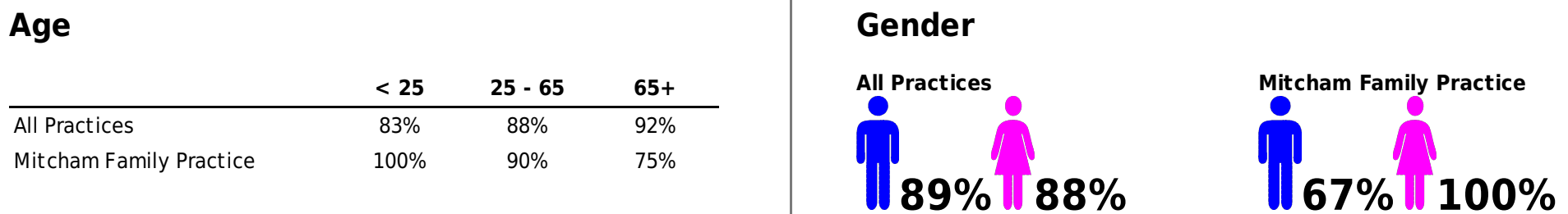
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 25th percentile means your practice scored above 25% of all practices.

Practice Score: 'Recommended' Comparison



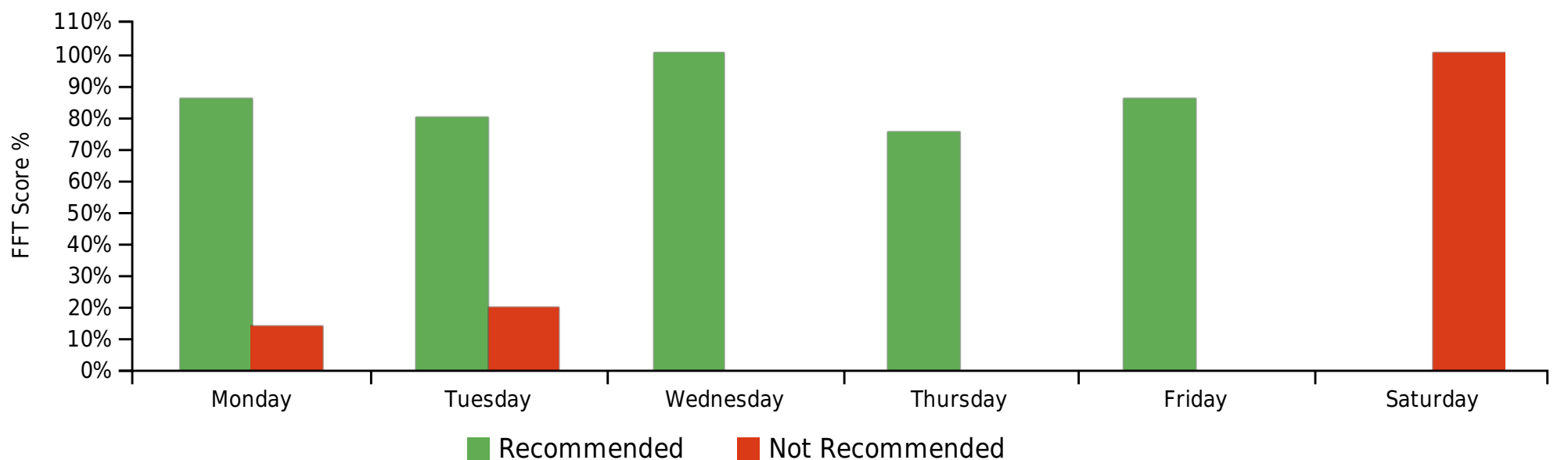
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



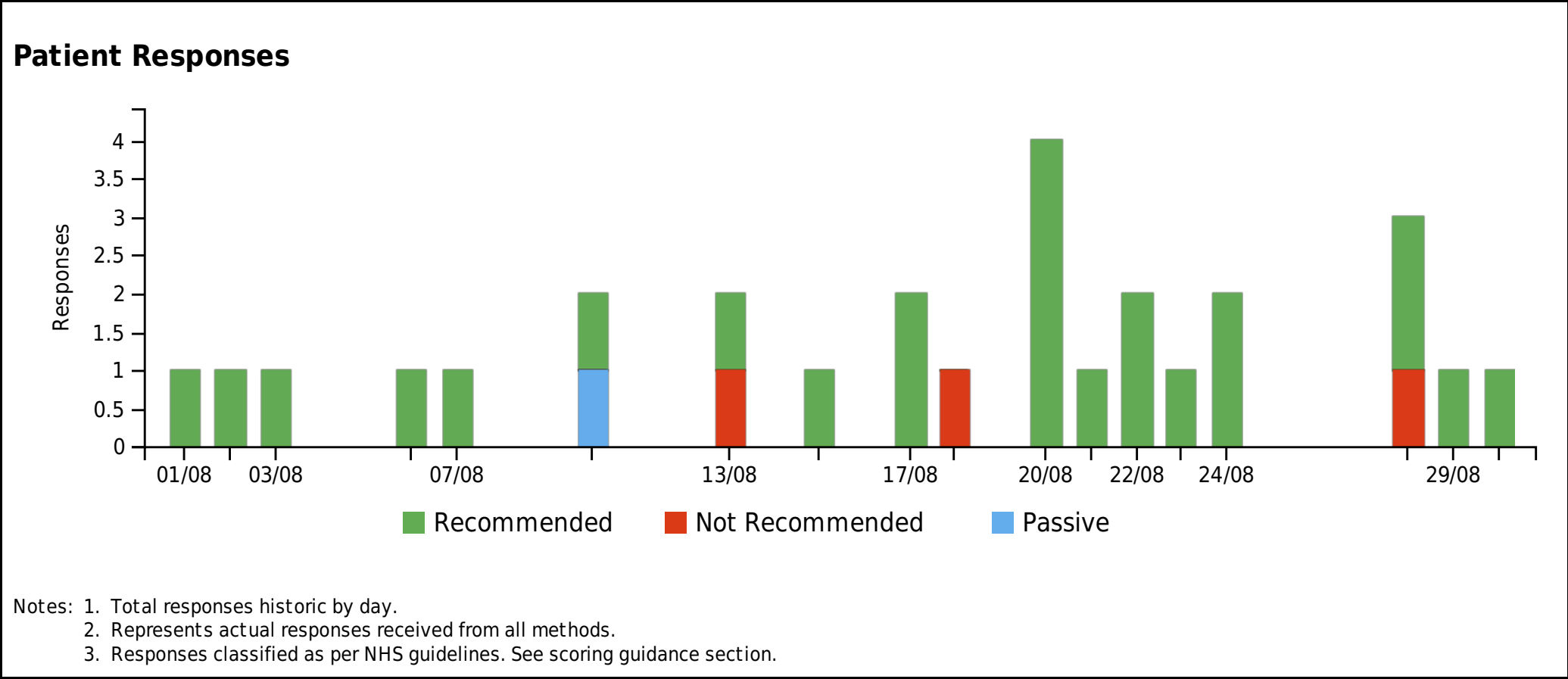
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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

Thematic	Tag Cloud
Reception Experience 5	
Arrangement of Appointment 1	
Reference to Clinician 10	
Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most discussed themes by analysing sentence fragments and is not an exhaustive analysis of all talking points. 3. Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and adjectives where the word frequency is reflected in text size.	

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 nurse and reception were really nice and polite.
- ✓ Good service
- ✓ Nicolette is a credit to your surgery and has been very understanding to my symptoms.
- ✓ Dr. Rana who is extremely nice every time I attend
- ✓ Dr Rana is passionate about his career and goes the length & breaths for his patience.
- ✓ Because your people are very nice
- ✓ My doctor is a very good doctor and il recommend him to anyone
- ✓ The personnel are very helpful in most cases
- ✓ Doctor and receptionist gave the best treatment to my wife and son. Will recommend to friends.
- ✓ Great service and care
- ✓ I have enjoyed the service of the Surgery for over 25 years apart from one or two minor hiccups.
- ✓ The staff and doctor were very helpful
- ✓ I didn't have to wait, I saw the doctor on time to the time I was booked, all the personal and reception are very helpful
- ✓ Excellent staff attitude
- ✓ Dr Rana is really good. Amazing doctor.....
- ✓ Sorry it was meant to be 1-extremely likely because I have never had a problem when it came to getting an appointment and usually the service is great.

Not Recommended

Passive

- ✓ Lack of listening, treating my case like a hundred others. Lack of knowledge when confronted with my own research. I do realise I'm just a patient, but I@but I believe it's the doctor who should be up to date not me. @ me.