

FFT Monthly Summary: February 2018

Mitcham Family Practice
Code: H85078

SECTION 1 CQRS Reporting

CQRS Reporting




FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
20	9	2	2	5	3	0	0	0	40	1	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:	214						
Responses:	41						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	20	9	2	2	4	3	40
SMS - User Initiated							
Tablet/App							
Web/E-mail	0	0	0	0	1	0	1
Manual Upload							
Total	20	9	2	2	5	3	41
Total (%)	49%	22%	5%	5%	12%	7%	100%

Summary Scores

 71%
  17%
  12%

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:

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

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

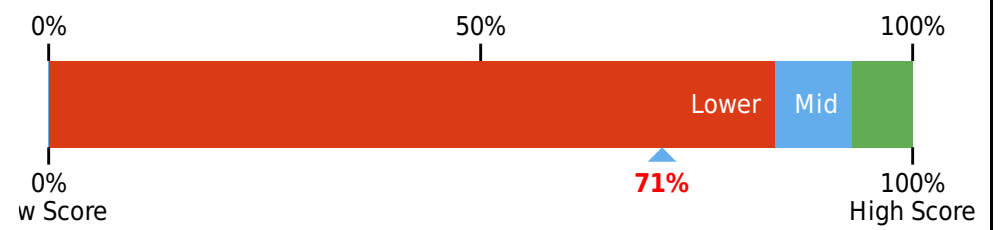
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

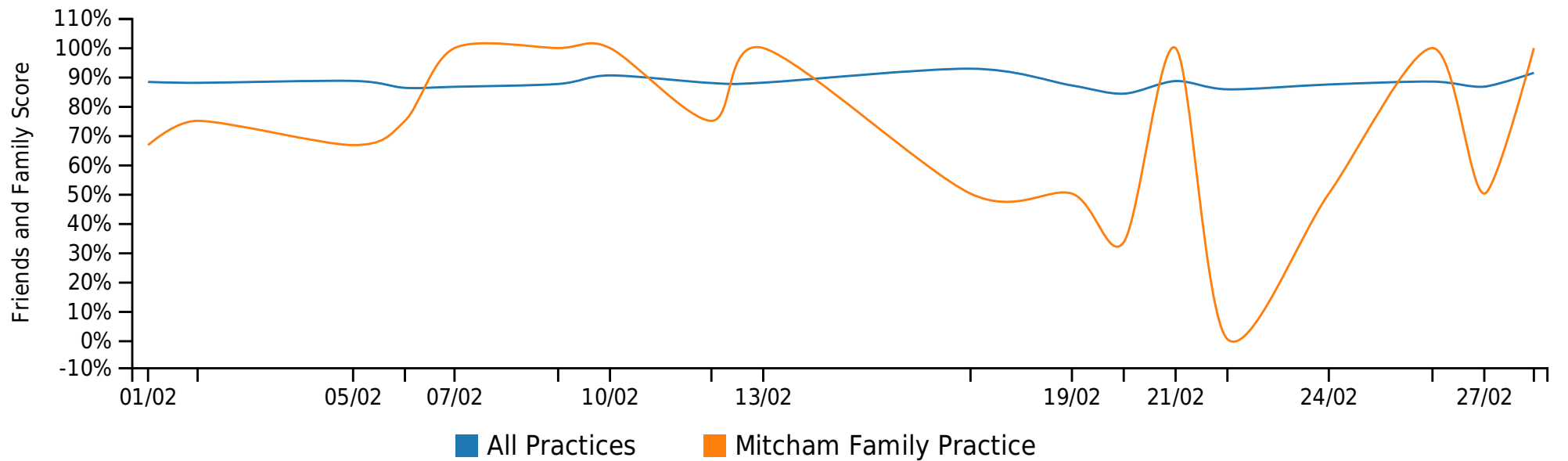
Practice Score: 'Recommended' Rank

Your Score: 71%
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.

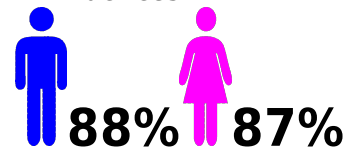
Practice Score: 'Recommended' Demographic Analysis

Age

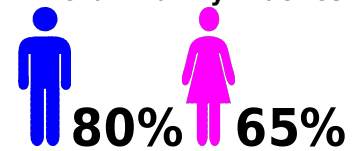
	< 25	25 - 65	65+
All Practices	80%	88%	92%
Mitcham Family Practice	33%	75%	78%

Gender

All Practices

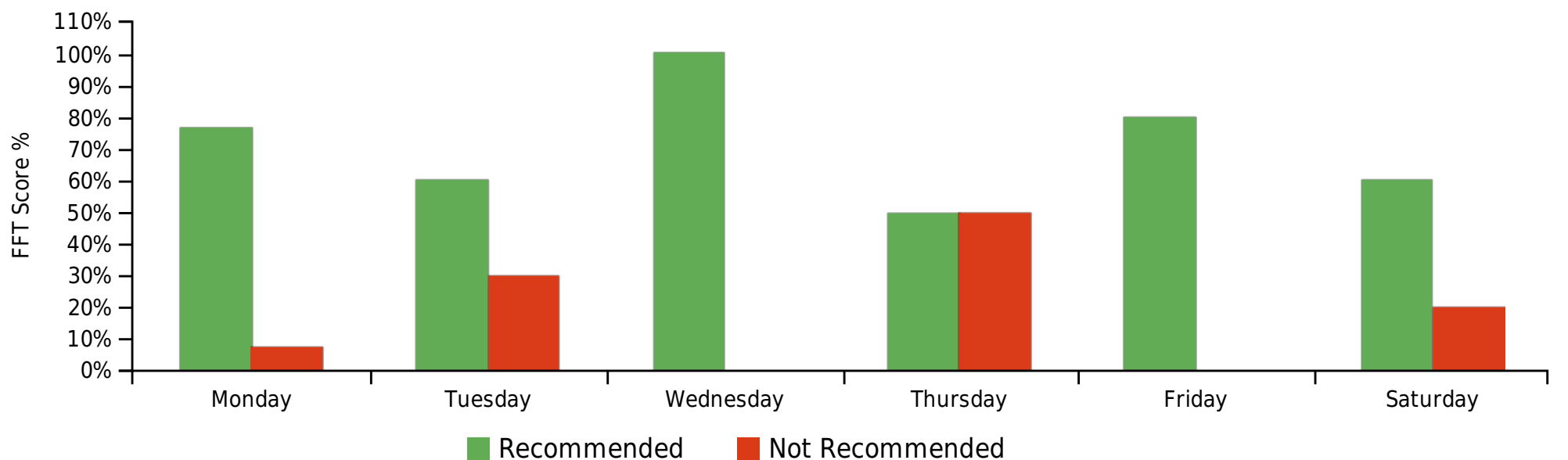


Mitcham Family Practice



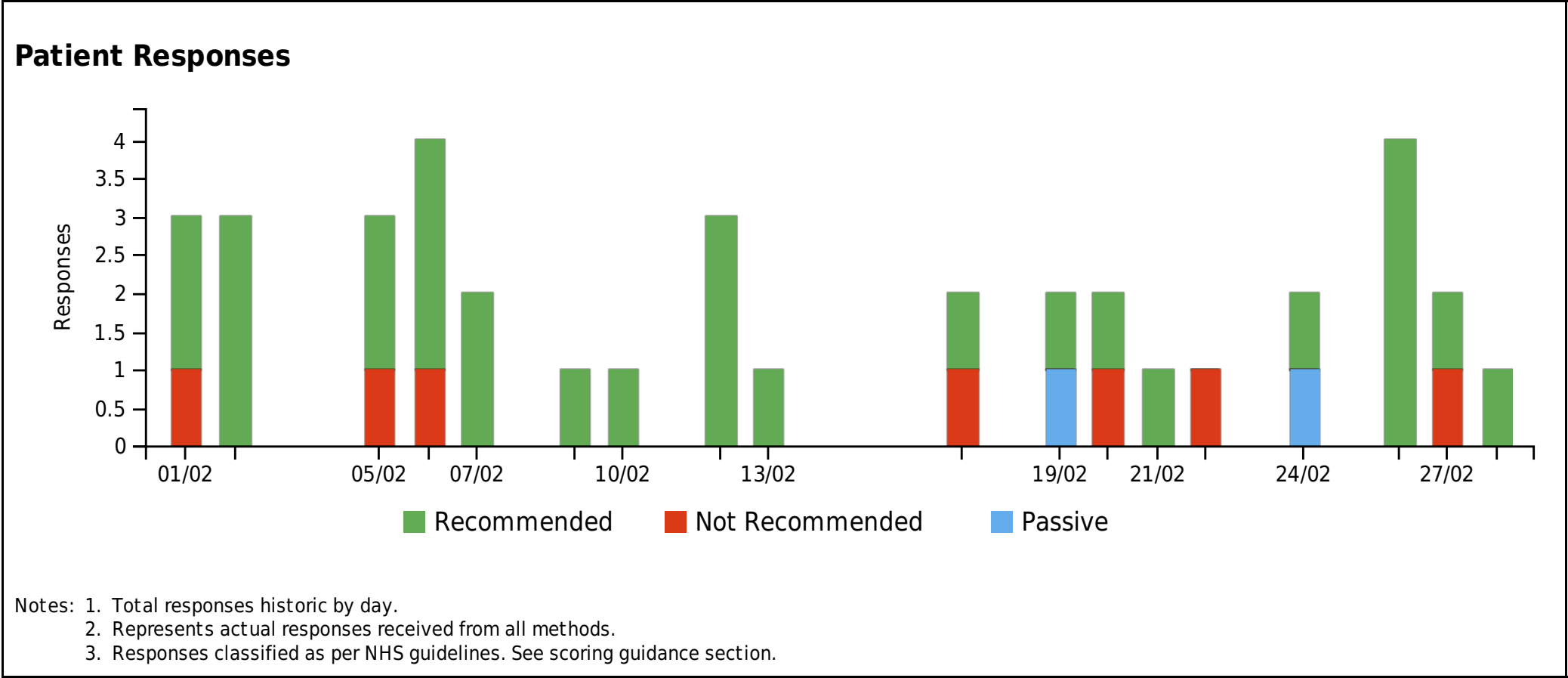
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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

Thematic	Tag Cloud
Reception Experience 7	
Arrangement of Appointment 2	
Reference to Clinician 5	
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

- ✓ That is the honest answer i can give
- ✓ Friendly staff. Modern, state of the art, building
- ✓ Doctor took his time to explain everything that I need to know about my health. And I was satisfied
- ✓ Very good service and advise from the nurse. She advised me on how to managed my conditions and to seek advice from my GP concern VD deficiency. A job w@job well done. @one.
- ✓ Generally the staff are accommodating and helpful.
- ✓ I was happy with my last appointment
- ✓ Efficient and friendly service
- ✓ I have found the service & treatment excellent at Mitcham Family Practice & all staff very helpful.
- ✓ A very good service
- ✓ can get appointment in the day even patient ring up from 8am
- ✓ Reasonably quick and efficient
- ✓ Prompt response and very good staff
- ✓ Friendly staff, Flexible service (weekend doctor available for those who cannot make it during the week.) No parking hassles.
- ✓ Good n prompt service
- ✓ Friendly atmosphere and attention to detail
- ✓ I've been with your surgery for years and have always found my Dr Rana extremely kind and helpful to me .
- ✗ Professionalism-friendship-

Not Recommended

- ✓ Had to ask the Dr to check my son chest- back- throat to assess whether he has an infection as has had high temperature and a cough for almost 6 days... @s... the check up was far from thorough and I have left with a 3 yrs old boy with 39 of temperature and a leaflet on how to deal with a viral infection.... I @.. I have literally wasted my time...@me...
- ✓ My problem is not resolved yet.
- ✓ No ownership of job, no initiative, no integrity, no trust, no knowledge to name a few
- ✓ The receptionists although polite present as if they are unable to respond to the various situations and are rather blinkered
- ✓ unkind, unprofessional and patronizing receptionist who interrupt me when I tried to explain what I really need. The receptionist gave me wrong information , commented my facial expression and was giving me advice what shpuld I do in my work place (!) instead of giving me the right infomation

Passive

- ✓ My appointment was at 11 am I arrived in plenty of time but was not seen until 11.30. And people who had later appointments than me were seen before @fore me. This is unacceptable. @le.