

FFT Monthly Summary: February 2019

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	2	2	1	0	0	0	0	24	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:	200						
Responses:	24						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	13	6	2	2	1	0	24
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	13	6	2	2	1	0	24
Total (%)	54%	25%	8%	8%	4%	0%	100%

Summary Scores

79%
 13%
 8%

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:

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

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

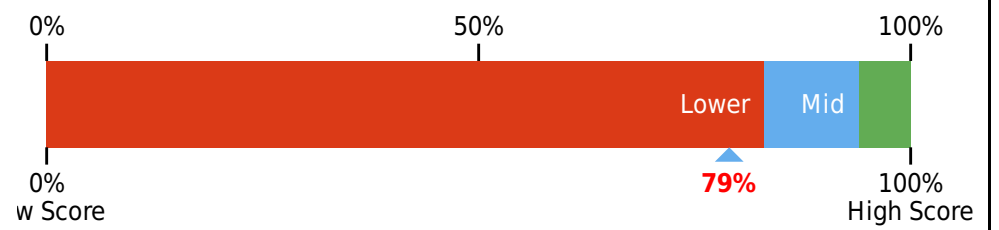
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

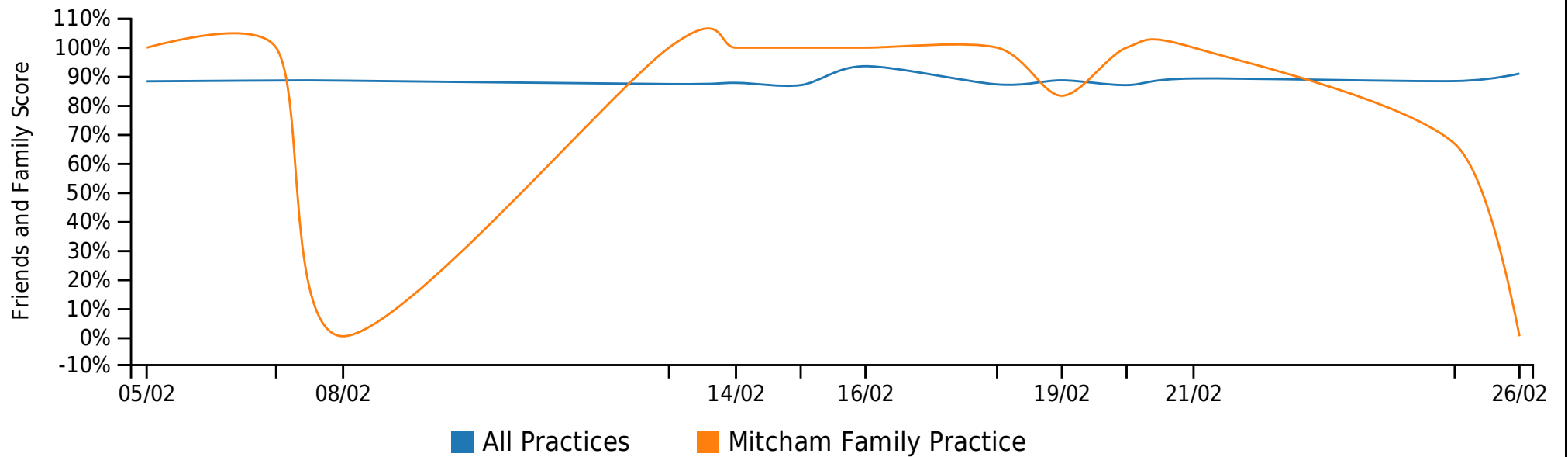
Practice Score: 'Recommended' Rank

Your Score: 79%
Percentile Rank: 15TH



- 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 15th percentile means your practice scored above 15% of all practices.

Practice Score: 'Recommended' Comparison



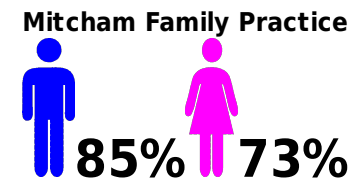
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

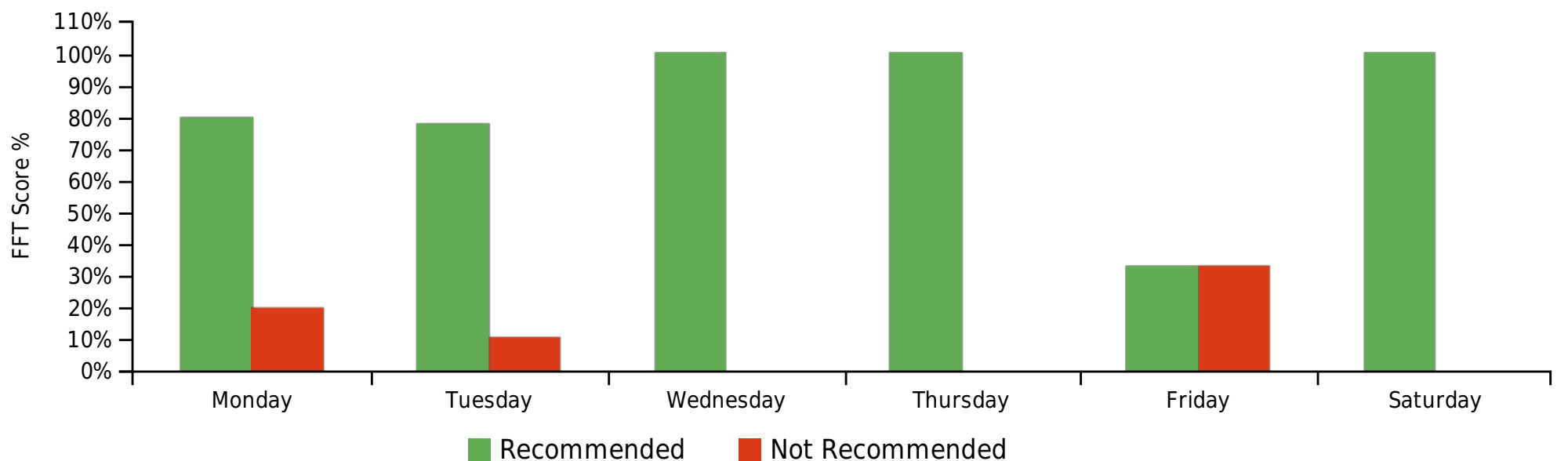
	< 25	25 - 65	65+
All Practices	80%	88%	92%
Mitcham Family Practice	100%	77%	80%

Gender



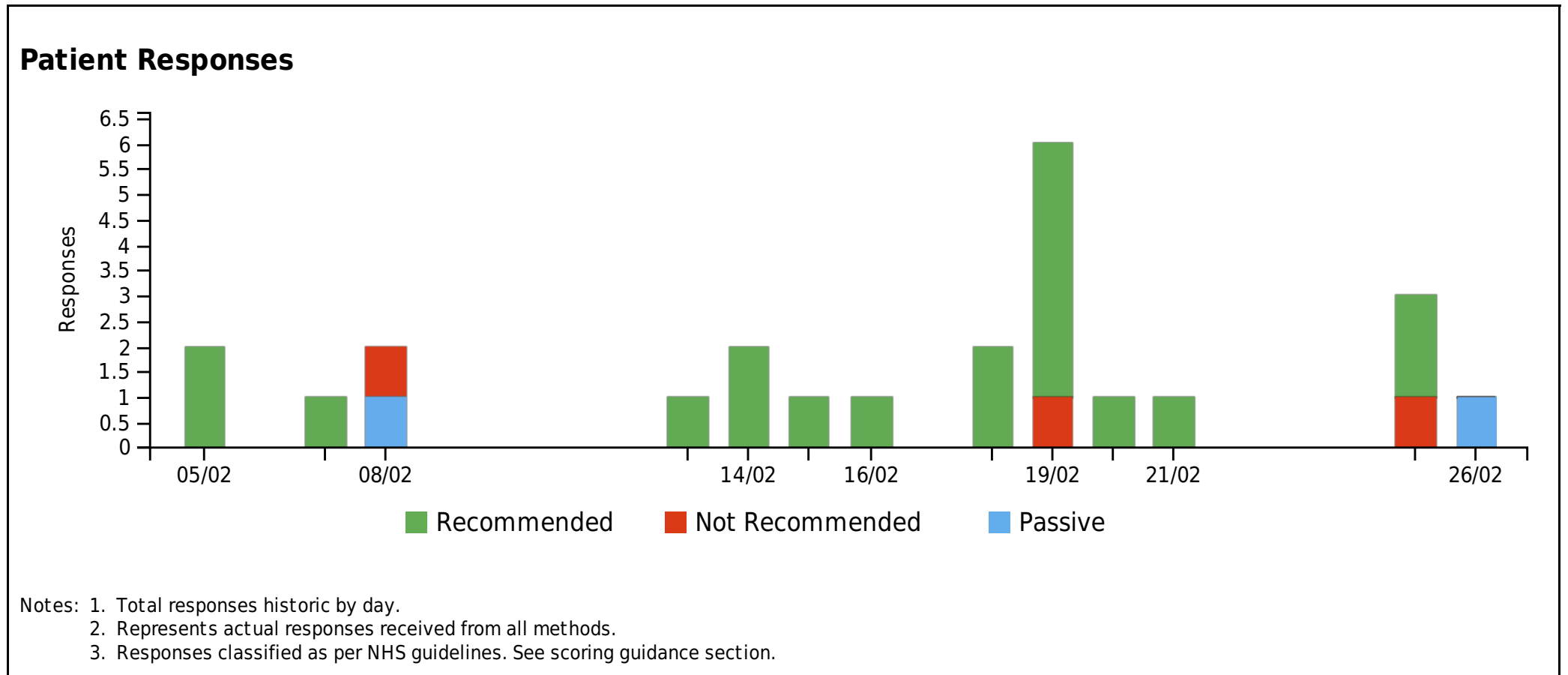
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis



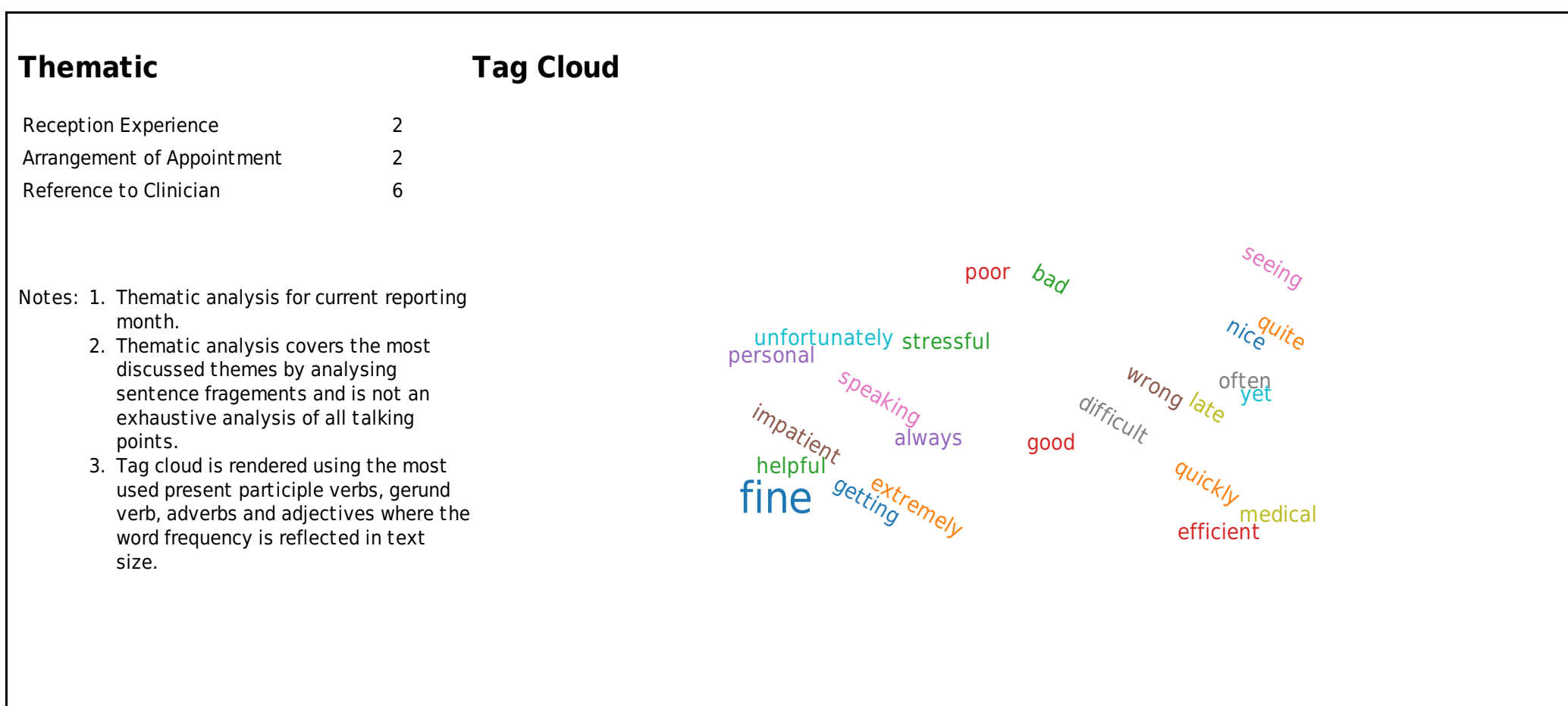
- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

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

- ✓ Receptionist extremely helpful
- ✓ Because the service was good
- ✓ I like my Doctor's services
- ✓ Nice workmanship
- ✓ Seen quickly
- ✓ Because I am ok with your Dr and nurse your manager and switch board are ok So all ok to me

Not Recommended

- ✗ Because the GP I always see asks me every time what I would like him to do and on one occasion what I think was wrong with me. Speaking to neighbours this is a question he asks often. Without the benefit of a medical degree and training or any paramedic qualifications the reason I go to the GP, and I only go when I need to. It is to have confidence in his qualifications and experience. Unfortunately all confidence has gone from this GP. @ GP.
- ✗ bad care of the nurse, poor quality of personal hygiene of the nurse and impatient.
- ✗ Had to wait one week for an appointment Felt rushed when seeing the doctor

Passive

- ✓ It is as it says, if I know anyone in need, I may refer them.
- ✓ It was difficult to book an appointment and it got changed late the night before. The receptionist didn't know anything about it when I rang yet I was getting voicemails from the doctor whilst I was at work. It was quite stressful. Other than that the appointment itself was very efficient and fine @fine