

FFT Monthly Summary: January 2018

Mitcham Family Practice
Code: H85078

SECTION 1 CQRS Reporting

CQRS Reporting




FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
18	12	1	5	6	1	0	0	0	43	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:	234						
Responses:	43						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	18	12	1	5	6	1	43
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	18	12	1	5	6	1	43
Total (%)	42%	28%	2%	12%	14%	2%	100%

Summary Scores

 70%
  26%
  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:

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

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

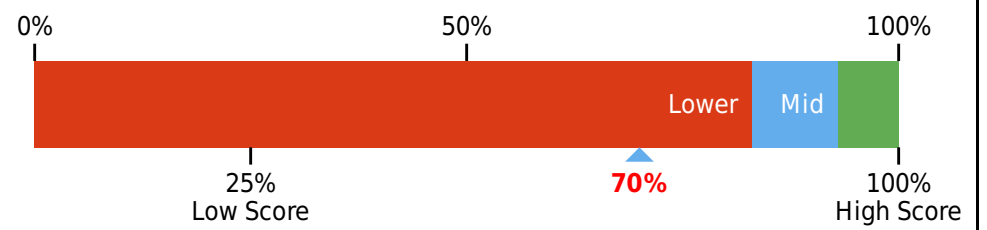
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

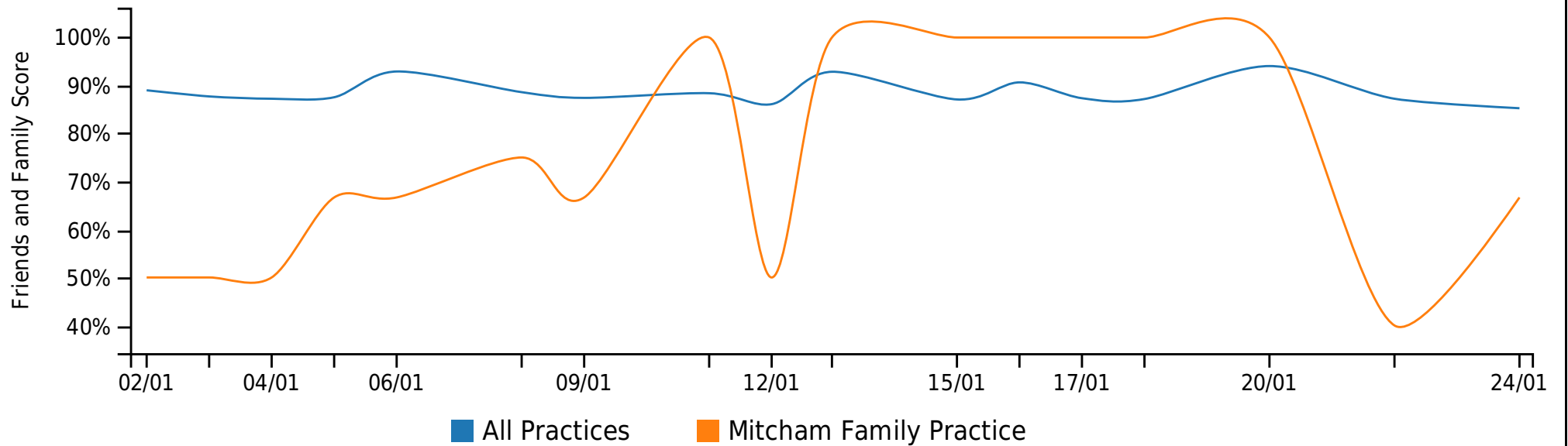
Practice Score: 'Recommended' Rank

Your Score: 70%
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.

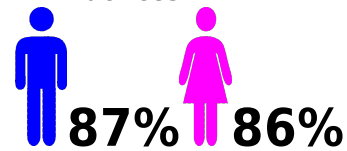
Practice Score: 'Recommended' Demographic Analysis

Age

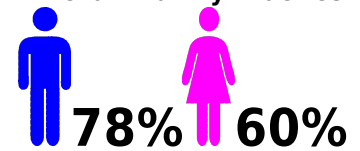
	< 25	25 - 65	65+
All Practices	80%	87%	92%
Mitcham Family Practice	67%	71%	78%

Gender

All Practices

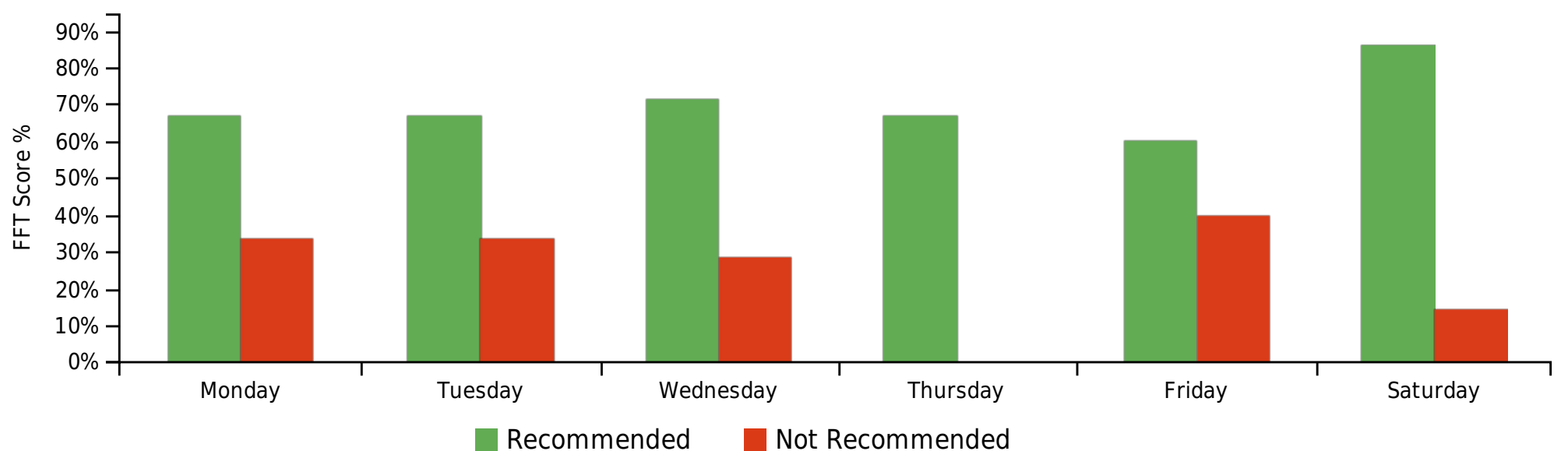


Mitcham Family Practice



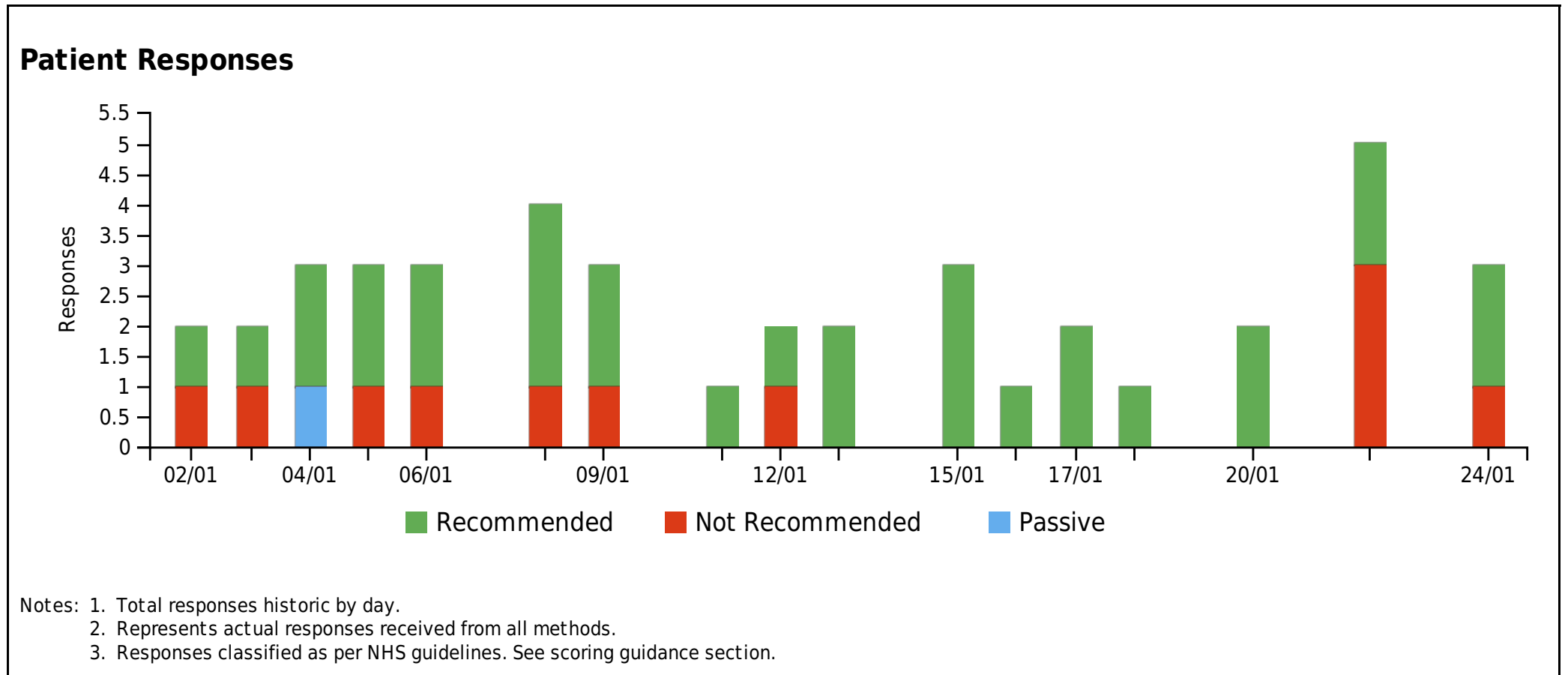
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis



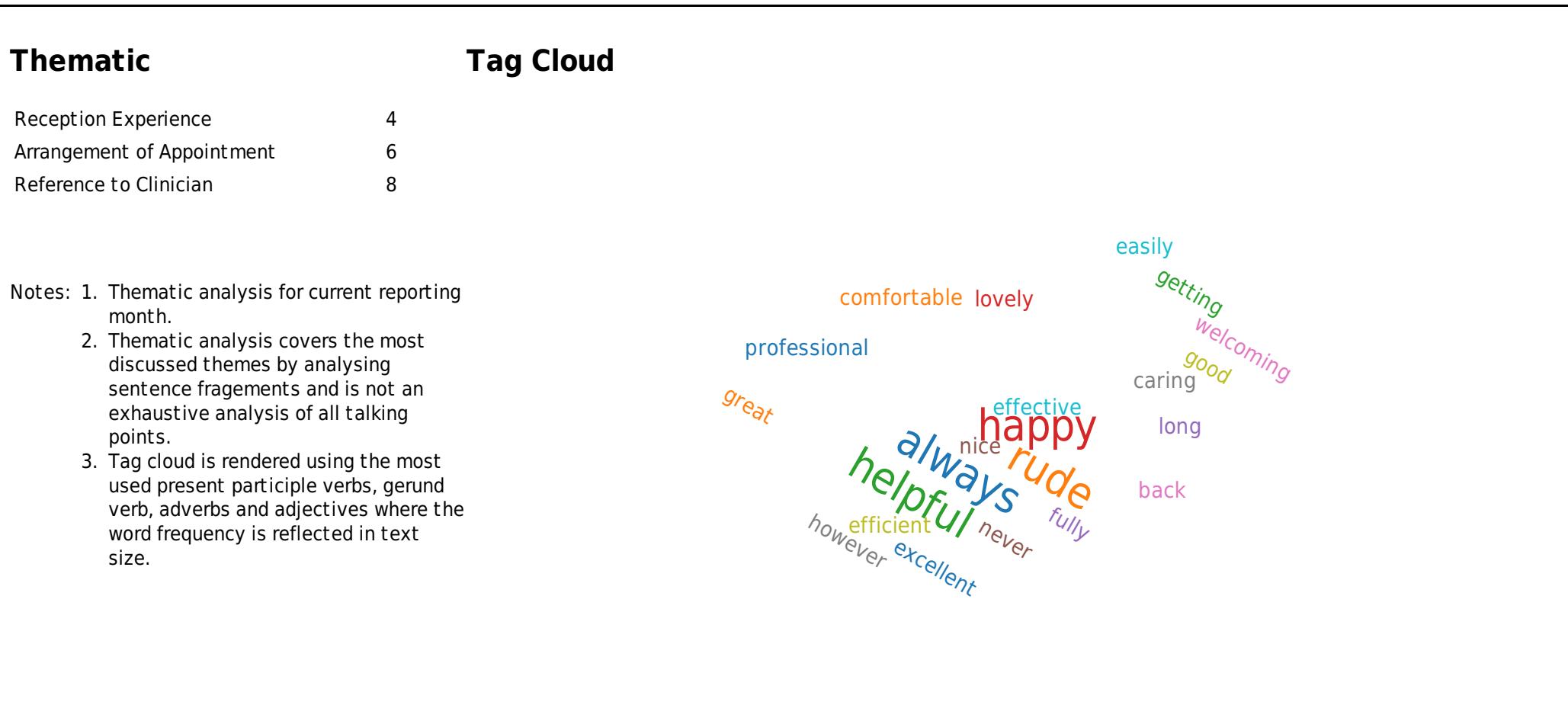
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4 Patient Response Analysis



SECTION 5

Patient Free Text Comments: Summary



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

- ✓ I am happy with my GP seems to be understanding make every effort to listen . Not all the receptionist i can say the for.
- ✓ Appointment given to suit our needs
- ✓ My needs were dealt with in an efficient and effective manner
- ✓ I find Dr Kaneza very professional and helpful
- ✓ Great service. No problem getting an appointment. Doctor was lovely.
- ✓ Dont wait too long to see a doctor once appointment is booked. Nice welcoming environment. However booking appointments could be improved.
- ✓ MY DR is good
- ✓ Was seen by GP at appointment time he listened to.me and answered alll.of my questions
- ✓ Got an appointment easily and didn't have to wait when I arrived.
- ✓ The practice and staff are excellent, always on hand to assist.
- ✓ once I was call in I was greeted with a smile witch make me comfortable and relax
- ✗ My doctor understood how I felt & the reception was helpful..
- ✗ Service precision
- ✗ Happy

Not Recommended

Passive