

FFT Monthly Summary: March 2019

Mitcham Family Practice
Code: H85078

SECTION 1 CQRS Reporting

CQRS Reporting




FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
19	6	3	5	2	0	0	0	0	35	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:	194							
Responses:	35							
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total	
SMS - Autopoll	19	6	3	5	2	0	35	
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
Total	19	6	3	5	2	0	35	
Total (%)	54%	17%	9%	14%	6%	0%	100%	

Summary Scores

 71%
  20%
  9%

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:

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

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

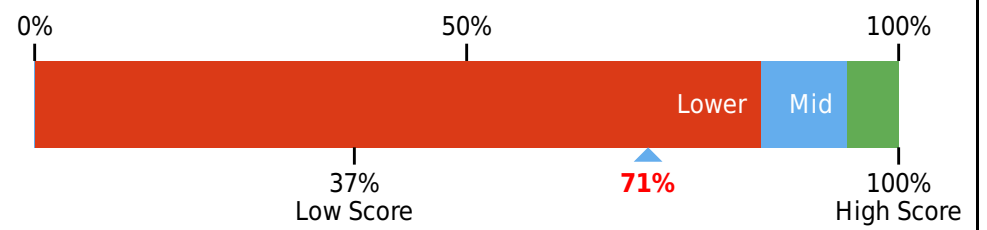
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

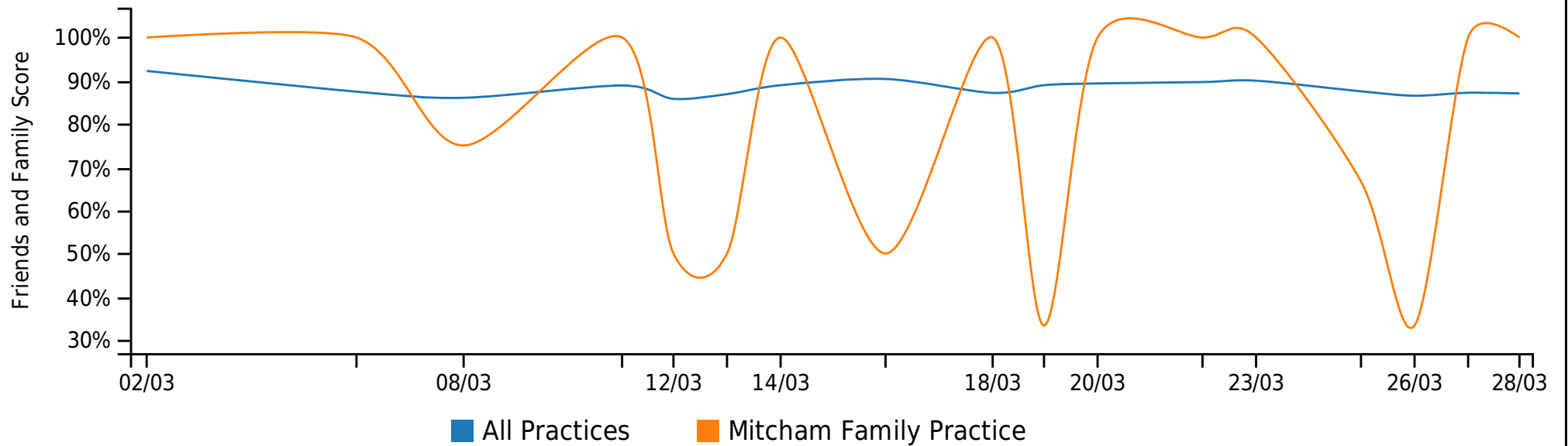
Practice Score: 'Recommended' Rank

Your Score: **71%**
Percentile Rank: **5TH**



- 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 5th percentile means your practice scored above 5% 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.

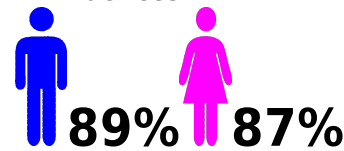
Practice Score: 'Recommended' Demographic Analysis

Age

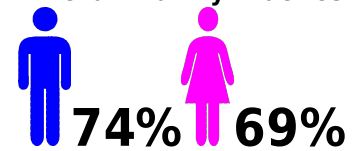
	< 25	25 - 65	65+
All Practices	82%	88%	92%
Mitcham Family Practice	75%	71%	67%

Gender

All Practices

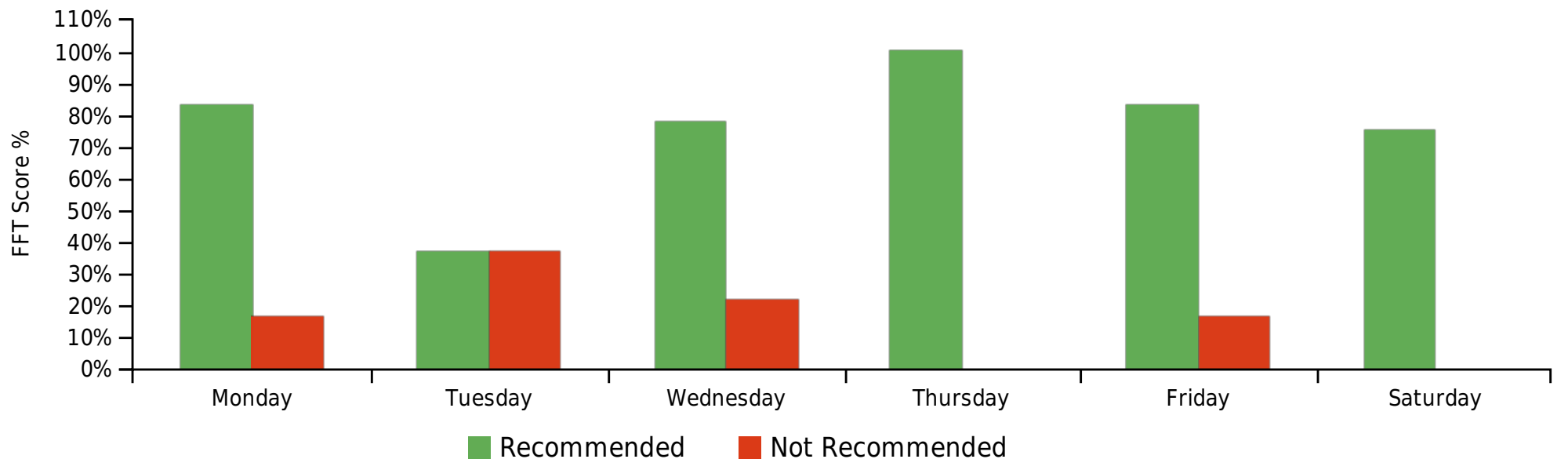


Mitcham Family Practice



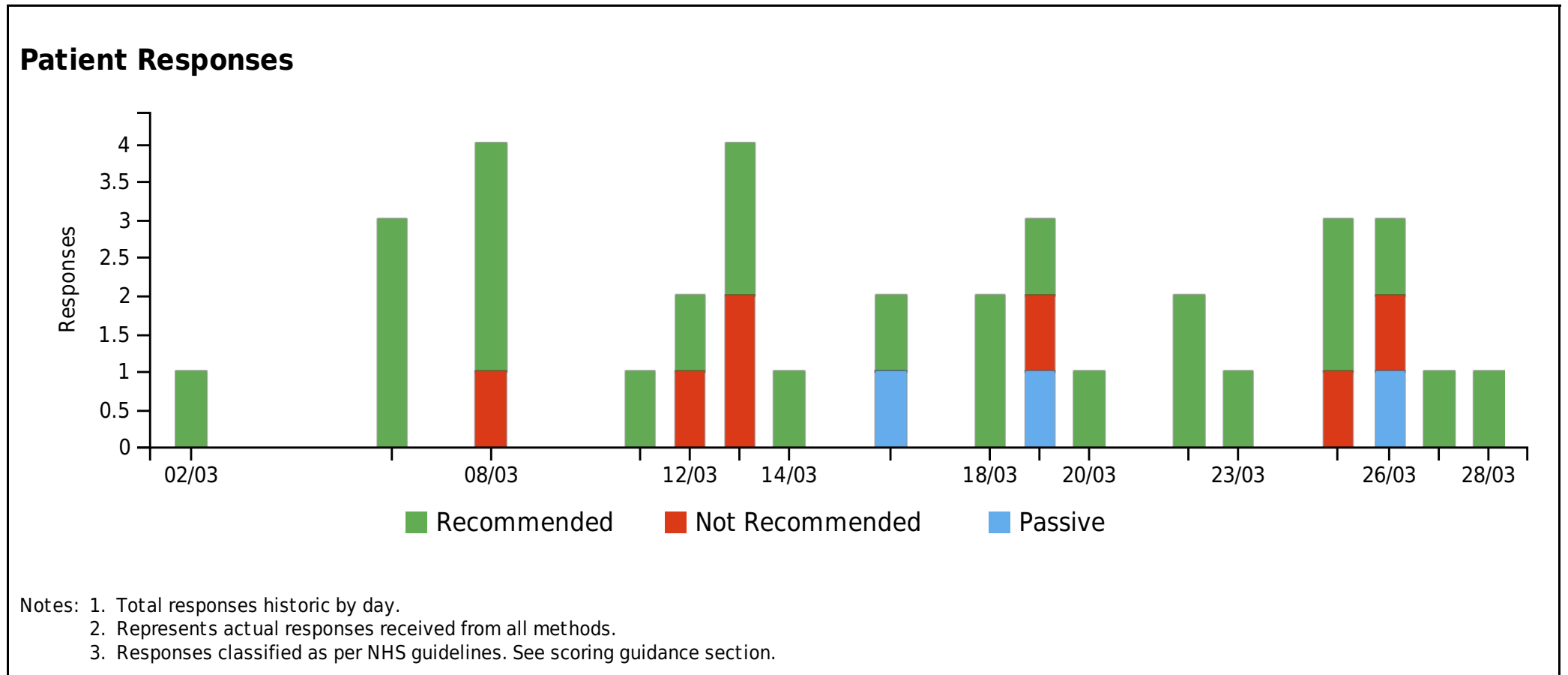
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis



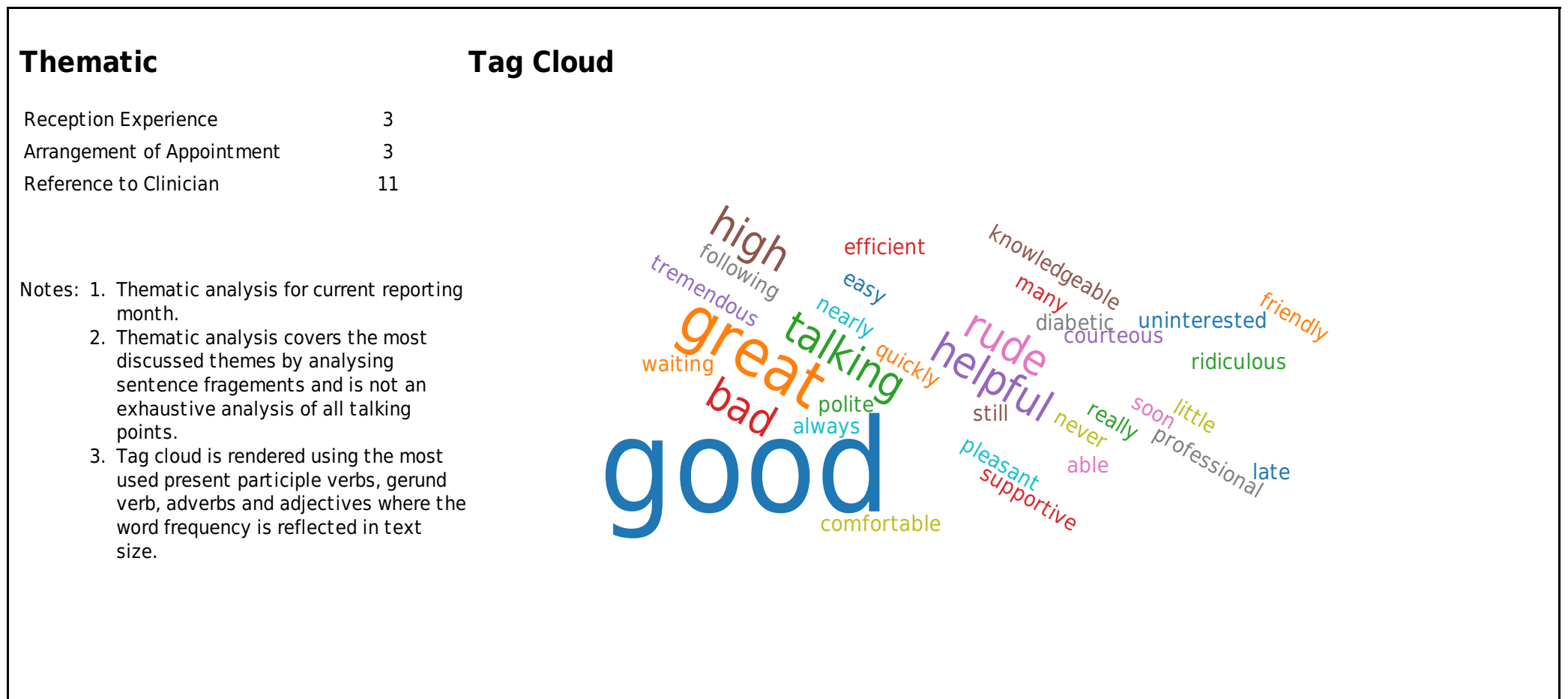
- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

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

- ✓ Prompt attention and time to talk with GP
- ✓ Very professional, proactive and good patient care and treatment.
- ✓ When talking to my GP I feel comfortable as if I'm talking to a friend The receptionist is so pleasant easy to talk to felt so good whenever I walk i@alk in and see her at the reception@ption
- ✓ Great Service
- ✓ Efficient and courteous
- ✓ Dr Kaneza was great, listened to me and gave good advice.
- ✓ Dr. Rana it's a very good specialist
- ✓ Nurse very knowledgeable and was able to give me great info following my asthma check up
- ✓ Very good customer service, and appointment done quickly ,,And right medication given to me that make me have a good sleep at night,....
- ✓ Dr Kaneza was really helpful and supportive and took action
- ✓ The nurse is tremendous in her profession and she is the greatest asset to your team

Not Recommended

- ✓ The customer service is very bad. The waiting time is ridiculous
- ✓ Never keep appointments on time. Always at least 30mins late.
- ✓ Had an appointment on 22nd at 5pm. Dr himself rang on 22nd afternoon and postponed it to 25th 5pm. A couple went in at 5pm. They came out at 5 25 apparen@parently still not finished. Dr called them again at 5 30pm. When I have a appointment as soon as I enter first thing you hear is remember this is a 10 mins@ mins appointment. Why there is a two tier treatment system. I'm a diabetic patient with high bp and high cholesterol. Most of the care has been delegated to@ed to a nurse who herself has very little time for the patients. I put up with all these since I've been with the surgery for nearly 20 years. @ars.
- ✓ I found the Doctor very rude and uninterested. The reception staff and the nurse were very helpful and friendly.

Passive

- ✓ I find staff are not very polite and one dr we see can be so rude and to the fact when you ask question he said there to many emsils need opening so we @o we have to see it that bad that the patient will not go to see him on his own .@own .