

FFT Monthly Summary: May 2018



Mitcham Family Practice
Code: H85078

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
9	5	1	0	7	1	0	0	0	23	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 cqrservicesdesk@gdit.com. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients: 202

Responses: 23

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	9	5	1	0	7	1	23
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	9	5	1	0	7	1	23
Total (%)	39%	22%	4%	0%	30%	4%	100%

Summary Scores

👍 61% 👎 30% ➡ 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:

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

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

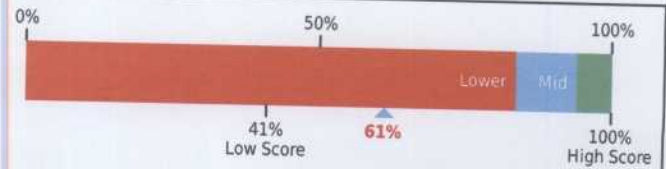
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: 61%
Percentile Rank: 0th



- 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 0th percentile means your practice scored above 0% 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	81%	88%	92%
Mitcham Family Practice	25%	64%	80%

Gender

All Practices

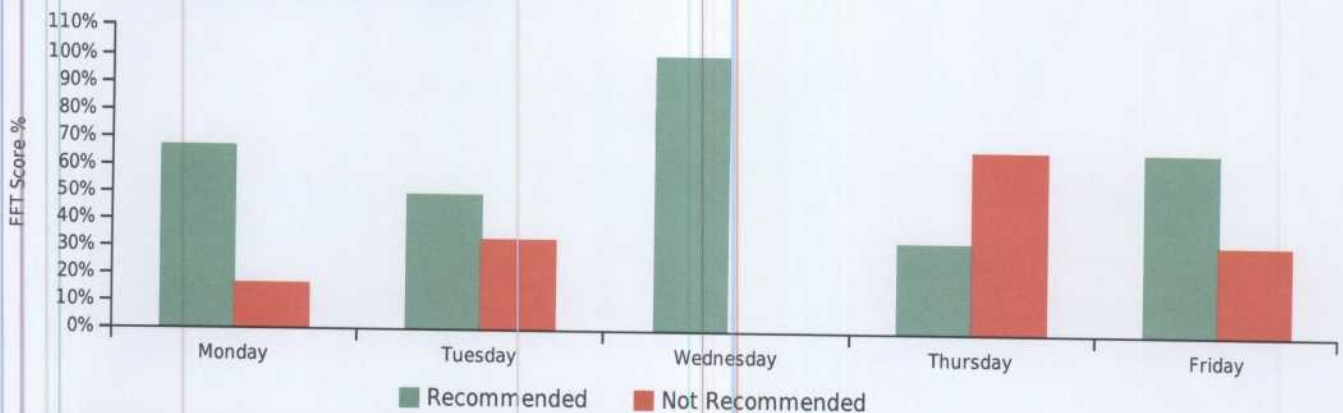


Mitcham Family Practice



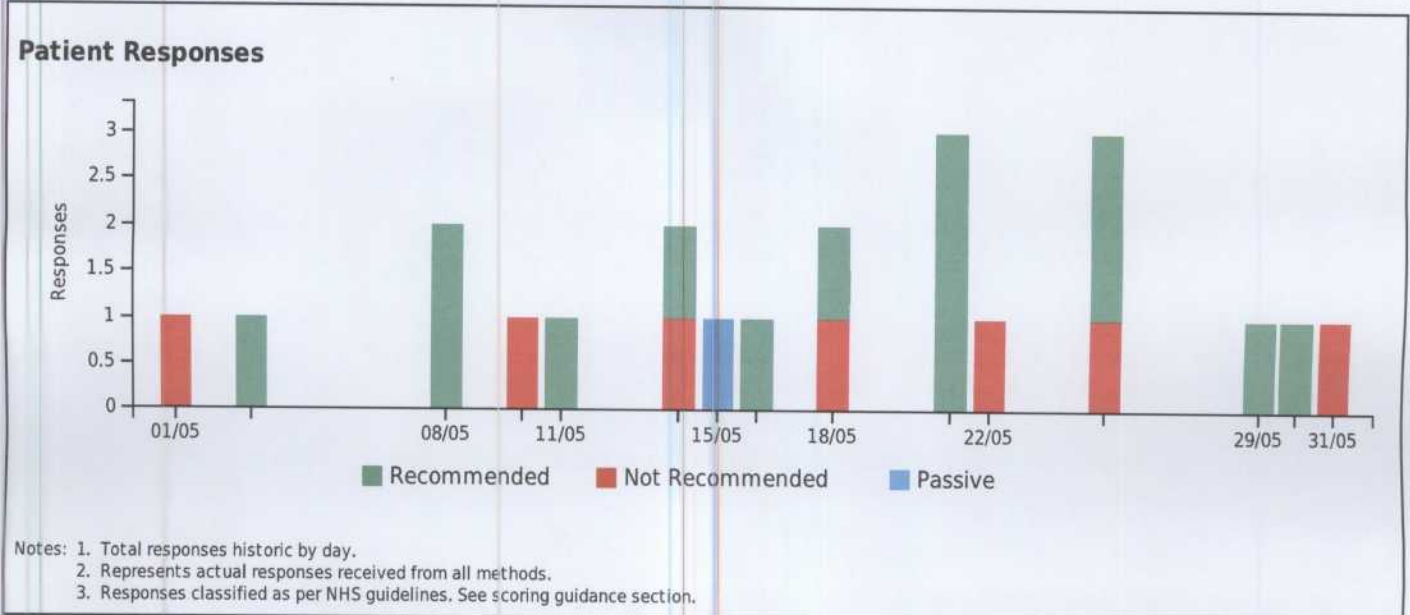
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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

- ✓ No waiting
- ✓ *The staff at the practice were very nice to me*
- ✓ Receptionist is very welcoming, helpful and efficient. The only problem is that sometimes the waiting is protracted.
- ✓ *Dr Rana tries his best to remain polite during consultations and I think he makes a genuine effort to listen to my concerns*
- ✓ Although I was not seen at exactly at my appointed time, the doctor Rana was a good listener and treated me as I expected.
- ✓ *Dr Lal is great and always helpful. Although he didnt seem to be his normal self this afternoon, I still have alot of respect and regard for him and hope @hope that I continue to be treated by him. He is simply outstanding and a great GP. Thank you Dr Lal. @Lal.*