

FFT Monthly Summary: September 2018

Mitcham Family Practice
Code: H85078



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
15	6	2	4	3	0	0	0	0	30	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:	188						
Responses:	30						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	15	6	2	4	3	0	30
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	15	6	2	4	3	0	30
Total (%)	50%	20%	7%	13%	10%	0%	100%

Summary Scores

70%
 23%
 7%

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:

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

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

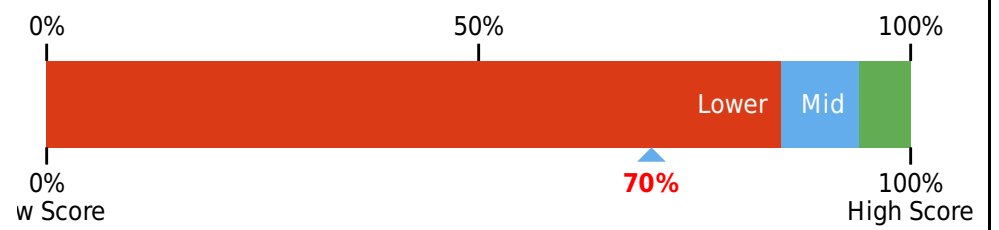
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

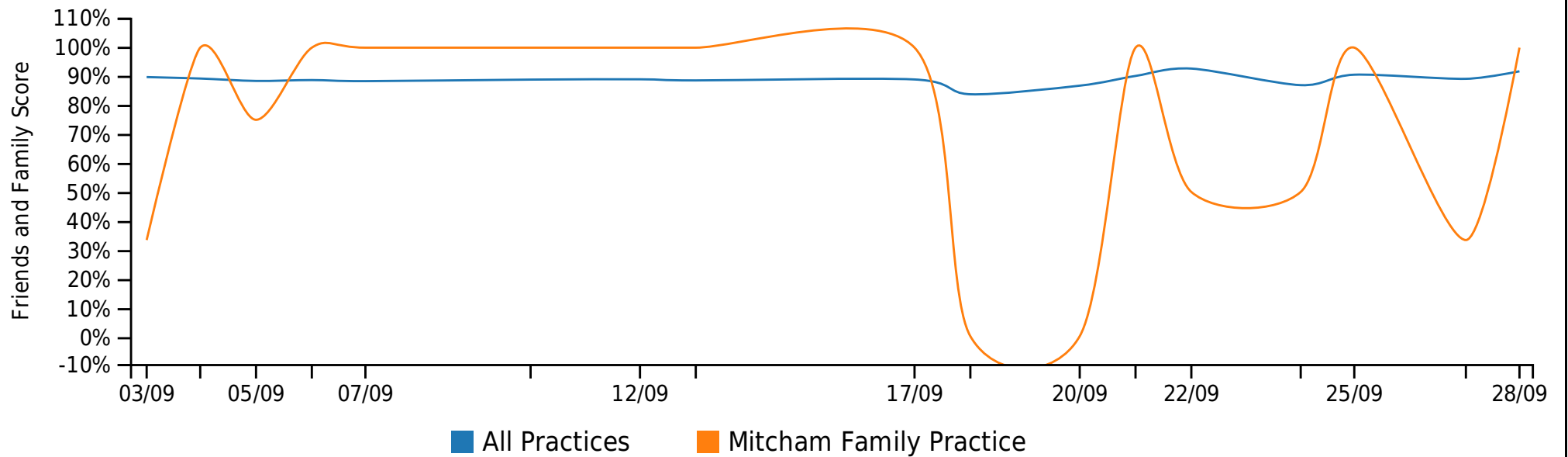
Practice Score: 'Recommended' Rank

Your Score: **70%**
Percentile Rank: **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



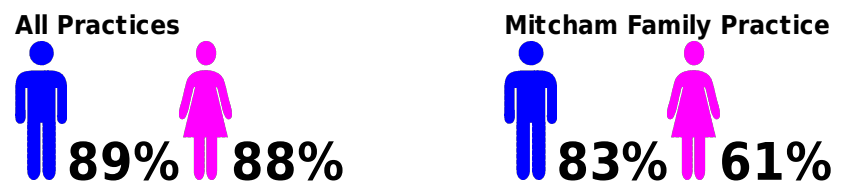
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

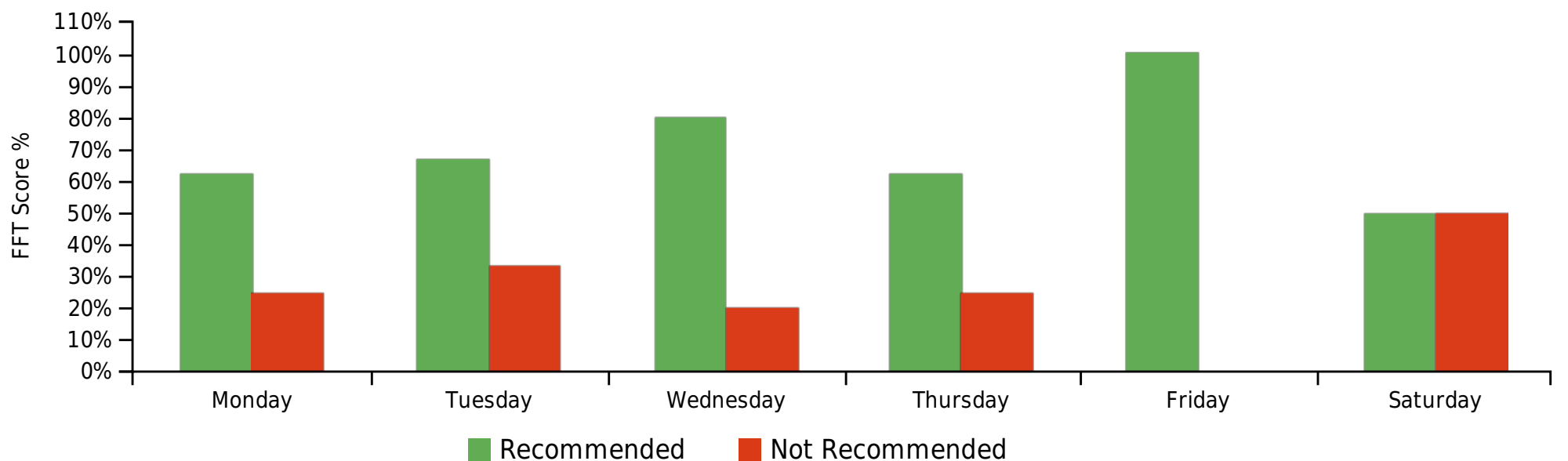
	< 25	25 - 65	65+
All Practices	82%	88%	92%
Mitcham Family Practice	0%	75%	75%

Gender



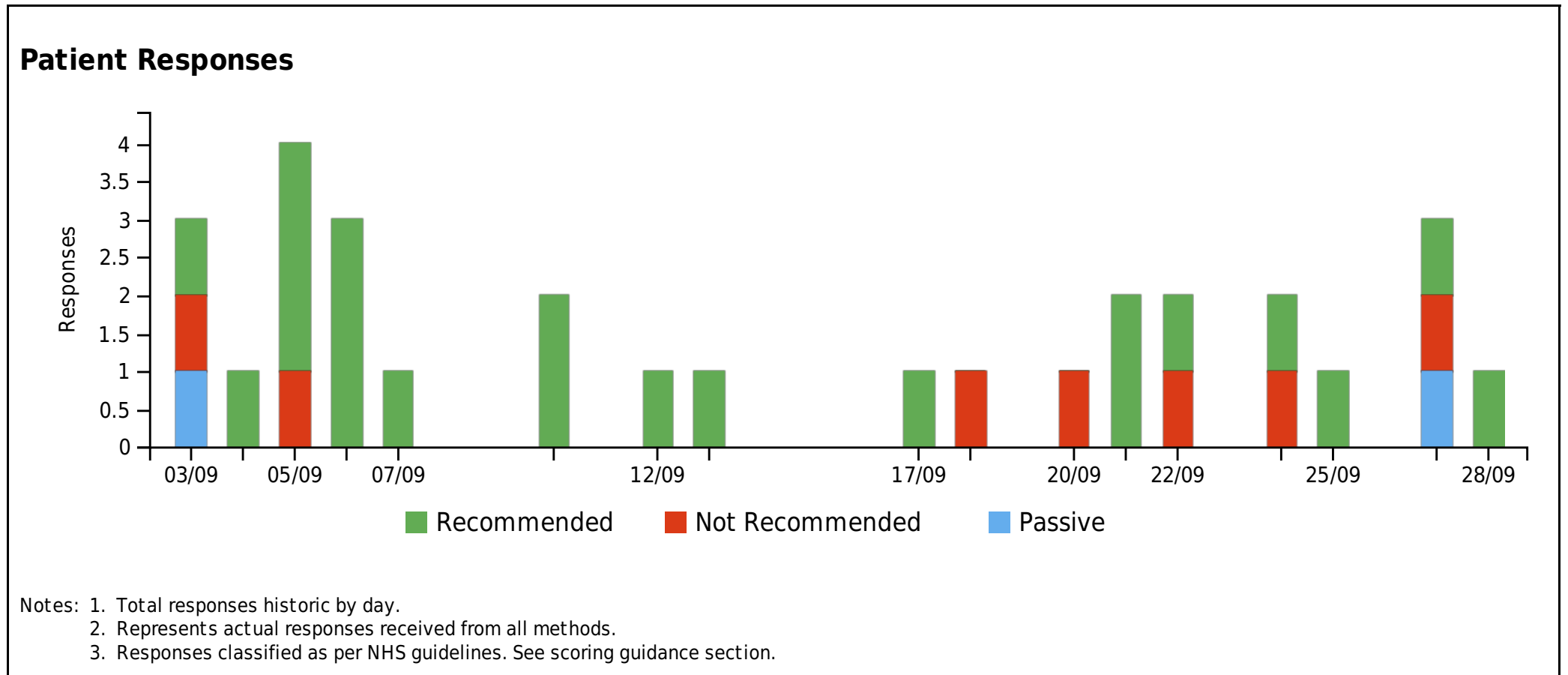
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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

Thematic

Reception Experience	6
Arrangement of Appointment	3
Reference to Clinician	6

Tag Cloud



- 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

- ✓ Don't use the services often but in my experience it is quite good
- ✓ I was seen on time
- ✓ The nurse was friendly and open
- ✓ I would recommend the surgery to others because apart from on Mondays I've always been able to phone and get an appointment for that day. I know a lot of @ot of surgeries don't do that these days. @ays.
- ✓ Good service
- ✓ Good medical care by the practice
- ✓ I find the staff, especially at the reception desk extremely helpful, when drs are running late (as can happen) they try to keep you informed, help with @with prescriptions, letters, appointments, when you ring up always helpful that's what makes me recommend my surgery @gery
- ✓ I like the service that you provide
- ✓ Not kept waiting Dr helpful
- ✓ 1) I really like the receptionist. 2) Dr Rana treats me very well.
- ✓ The team patience services makes you feel you're being cared for
- ✓ Dr Lal is excellent and a caring professional

Not Recommended

- ✓ Waiting time is more then 1 hour
- ✓ Patients are never seen in time, there is always 20 to 45 minutes wait for no good reason. Even today I was in that saggerey, and I was seen after waitin@aiting for 30 minutes from my appointment time. There is total confusion in that saggerey. I raised up this issue with the receptionists and they gave mr aba@r abandoned number to complain. I called that number and they told me to raise the matter with the person in charge of the saggerey. I then got fed up of goin@ going forward and background. @ound.
- ✓ The surgery is rude, unhelpful and incompetent. Reception staff have very poor English, speak openly about patients issues for all in the waiting area to@ea to hear. Only have a female doctor on a Saturday morning... the list goes on. @s on.
- ✓ Lack of essential medical supplies such as bandages and dressings, inefficient staff, complete waist of your time.

Passive

- ✓ It's very slow when you arrive as all the reception staff stand and chat out the back and leave you waiting for front desk service I waited 10 minutes un@es until a receptionist came out @ out