

# FFT Monthly Summary: April 2020

Worden Medical Centre  
Code: P81057

## SECTION 1 CQRS Reporting

### CQRS Reporting

| FFT001 | FFT002 | FFT003 | FFT004 | FFT005 | FFT006 | FFT007 | FFT008 | FFT009 | FFT010 | FFT011 | FFT012 |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 15     | 0      | 1      | 1      | 1      | 0      | 0      | 0      | 0      | 18     | 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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

|                           |           |                         |               |                                    |                 |                           |                   |              |
|---------------------------|-----------|-------------------------|---------------|------------------------------------|-----------------|---------------------------|-------------------|--------------|
| <b>Surveyed Patients:</b> | <b>66</b> |                         |               |                                    |                 |                           |                   |              |
| <b>Responses:</b>         | <b>18</b> |                         |               |                                    |                 |                           |                   |              |
|                           |           | <b>Extremely Likely</b> | <b>Likely</b> | <b>Neither Likely nor Unlikely</b> | <b>Unlikely</b> | <b>Extremely Unlikely</b> | <b>Don't Know</b> | <b>Total</b> |
| SMS - Autopoll            |           | 15                      | 0             | 1                                  | 1               | 1                         | 0                 | <b>18</b>    |
| SMS - User Initiated      |           |                         |               |                                    |                 |                           |                   |              |
| Tablet/App                |           |                         |               |                                    |                 |                           |                   |              |
| Web/E-mail                |           |                         |               |                                    |                 |                           |                   |              |
| Manual Upload             |           |                         |               |                                    |                 |                           |                   |              |
| <b>Total</b>              |           | <b>15</b>               | <b>0</b>      | <b>1</b>                           | <b>1</b>        | <b>1</b>                  | <b>0</b>          | <b>18</b>    |
| <b>Total (%)</b>          |           | <b>83%</b>              | <b>0%</b>     | <b>6%</b>                          | <b>6%</b>       | <b>6%</b>                 | <b>0%</b>         | <b>100%</b>  |

### Summary Scores

 83%  11%  6%

## 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:

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

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

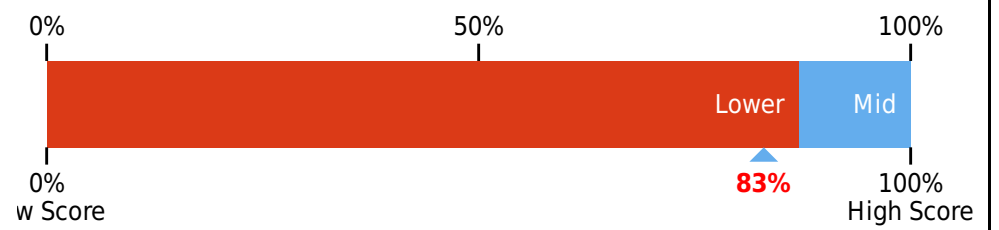
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

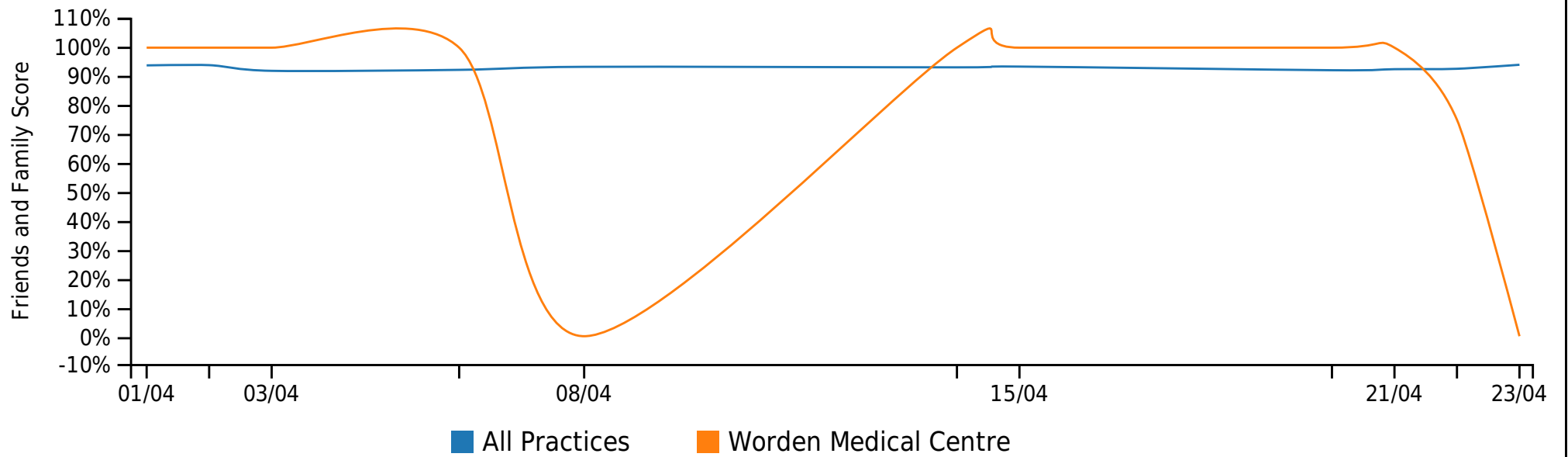
### Practice Score: 'Recommended' Rank

**Your Score:** 83%  
**Percentile Rank:** 15<sup>TH</sup>



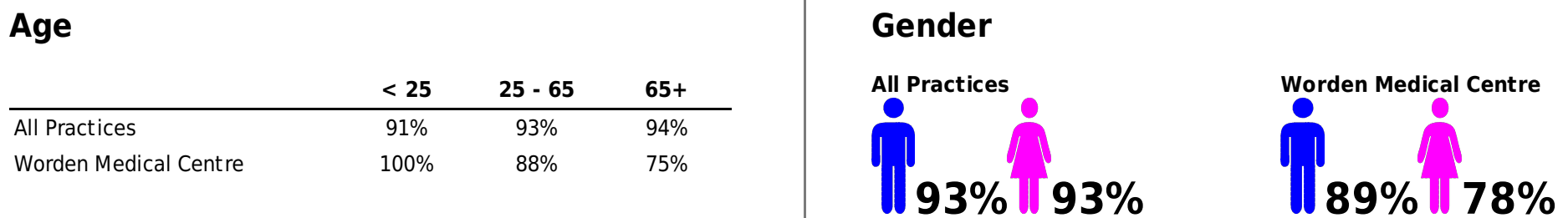
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.  
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 15th percentile means your practice scored above 15% of all practices.

### Practice Score: 'Recommended' Comparison



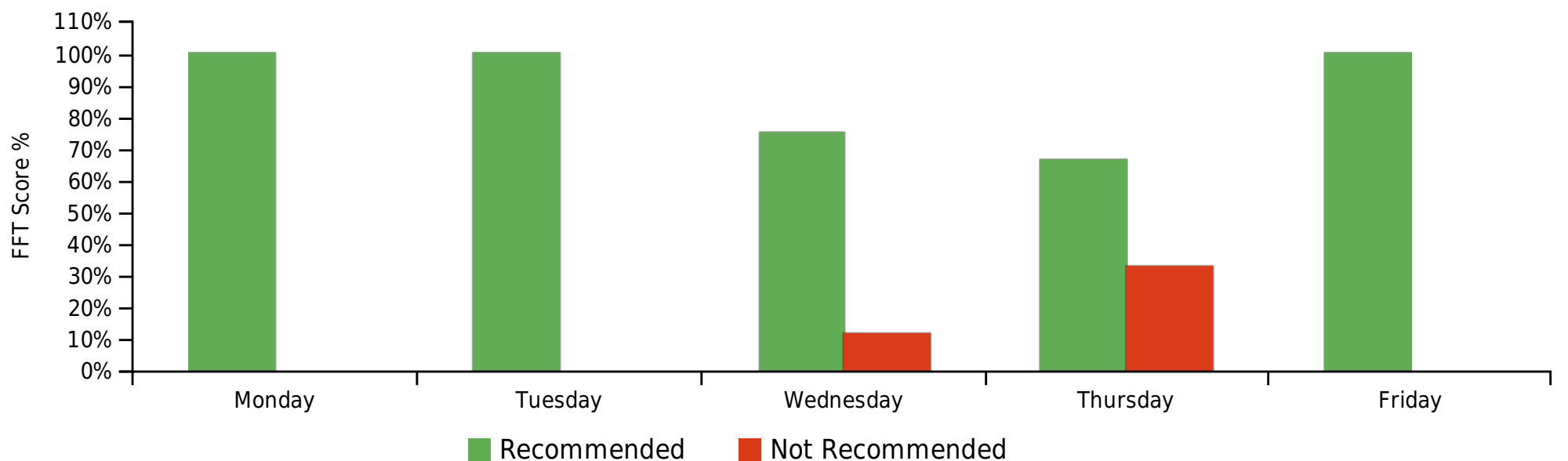
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



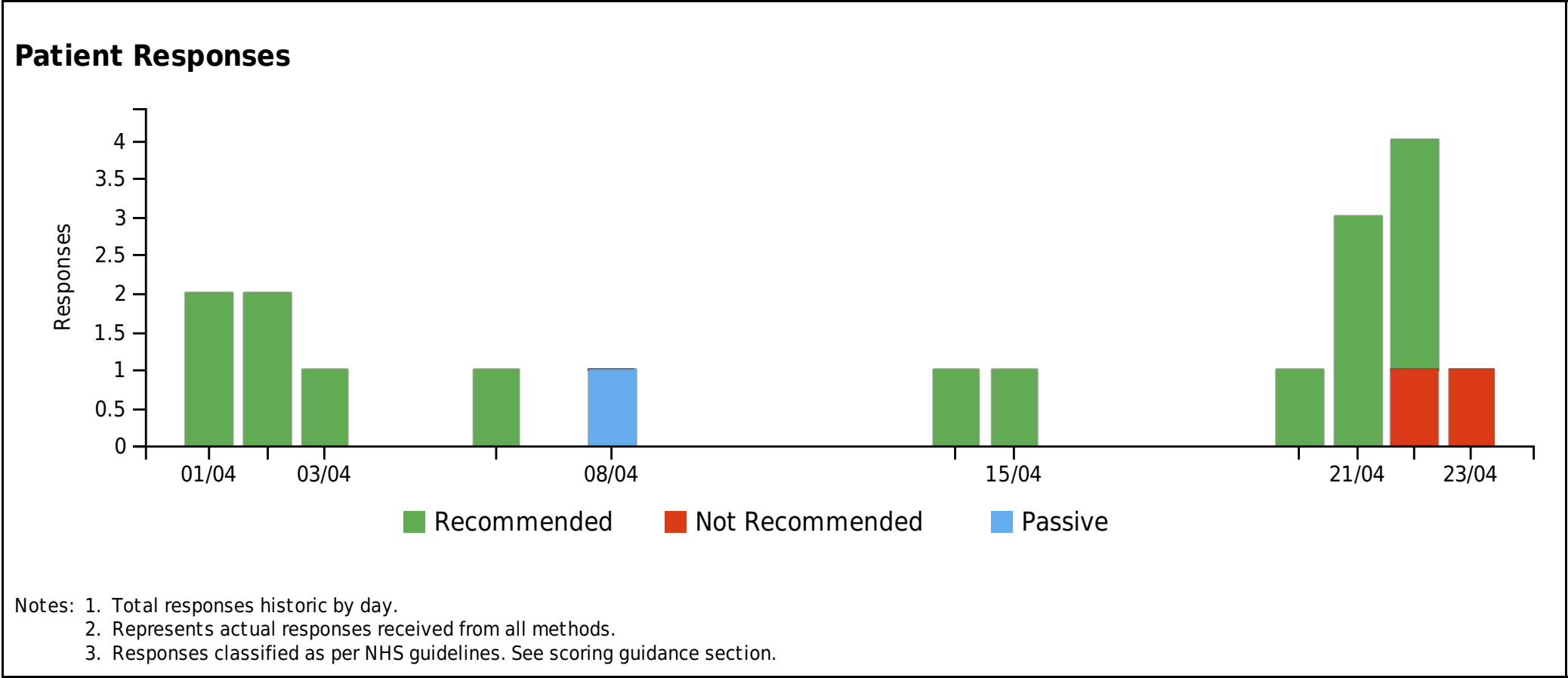
- Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### 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   | Tag Cloud |
|--|-----------|
| Reception Experience 4   |           |
| Arrangement of Appointment 0   |           |
| Reference to Clinician 2   |           |
| Notes: 1. Thematic analysis for current reporting month.<br>2. Thematic analysis covers the most discussed themes by analysing sentence fragments and is not an exhaustive analysis of all talking points.<br>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

- ✓ Excellent service
- ✓ Professional very polite
- ✓ I was so impressed with the covid19 safe measures in place. The whole experience was very well handled. I felt safe and the was in and out in 3 minutes.
- ✓ Always had the very best of care and especially now during the Coronavirus
- ✓ Good service all round prompt courteous attention.
- ✓ Always ready to help from reception staff nurses and Doctors . Wouldn't go anywhere else
- ✓ When visiting the medical centre I find the staff easy to talk to, helpful and caring. I had phone call the other day and found it very easy to give an u@ an update on the state of my health. The person I spoke to answered all my questions and helped put my mind at ease.@ease.
- ✓ Very professional and organised. Lovely clean building with lovely staff throughout.
- ✓ I was treated with respect and listened too
- ✓ Efficient and compassionate
- ✓ Because I have used Worden medical centre for many years and they have always been superb.

#### Not Recommended

- ✗ Because when I went to the surgery this morning two of the receptionists were extremely rude to me. I had been advised by another receptionist last week @week that I needed to attend the surgery for a blood pressure test as part of an HRT check and she made me an appt for this morning. When I got to the surgery@rgery the two receptionist were really nasty with me, firing questions at me and made me feel like I'd done something wrong. They said I shouldn't be there. I@re. In these difficult times when we're supposed to be kind and caring to each other they couldn't have been more opposite. I won't be clapping for them tomor@tomorrow night. @ght.
- ✗ Because it's already to busy and I wouldn't want anyone else going

#### Passive

- ✓ Sorry my last visit was 1. I was thinking of a previous experience.