

FFT Monthly Summary: May 2020

Worden Medical Centre
Code: P81057

SECTION 1 CQRS Reporting

CQRS Reporting




FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
30	3	0	1	0	0	0	0	0	34	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:	77							
Responses:	34							
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total	
SMS - Autopoll	30	3	0	1	0	0	34	
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
Total	30	3	0	1	0	0	34	
Total (%)	88%	9%	0%	3%	0%	0%	100%	

Summary Scores

 97%
  3%
  0%

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:

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

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

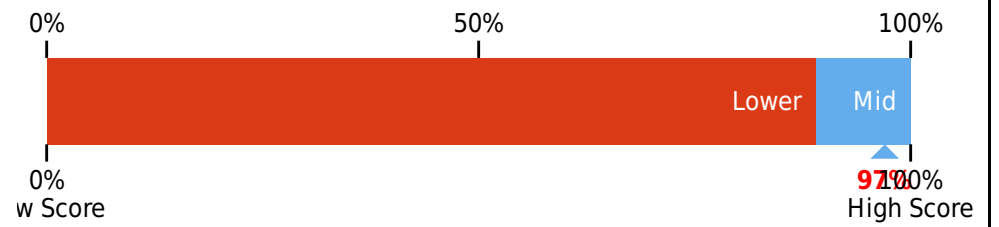
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

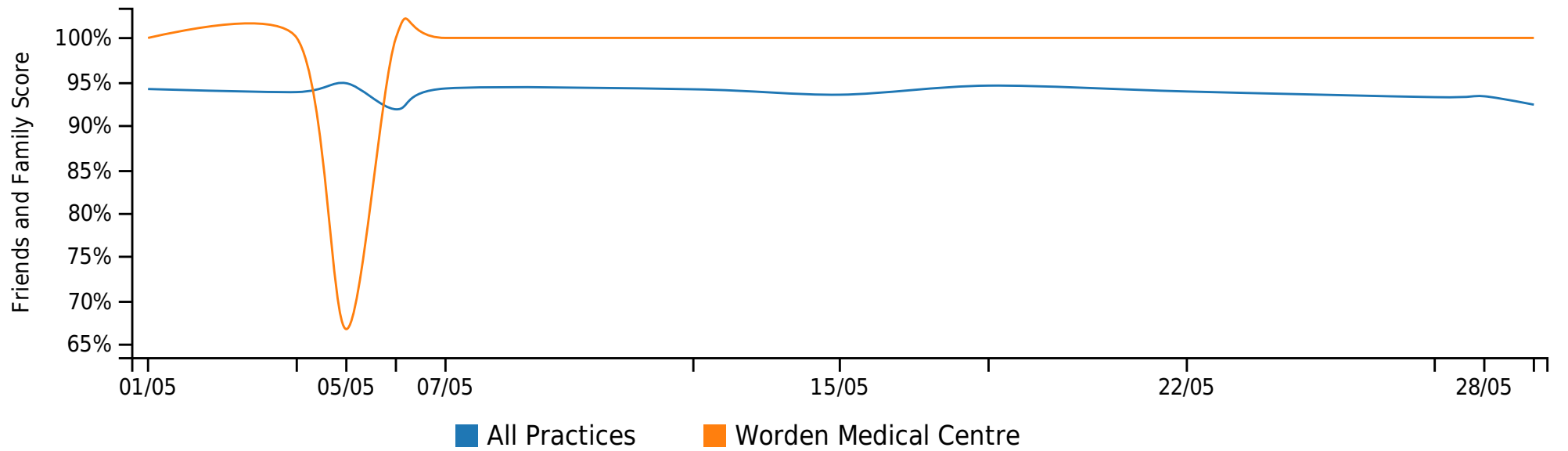
Practice Score: 'Recommended' Rank

Your Score: 97%
Percentile Rank: 50TH



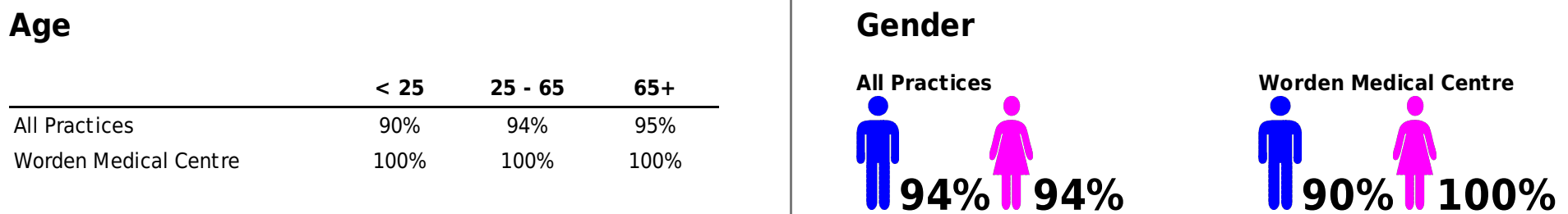
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 50th percentile means your practice scored above 50% of all practices.

Practice Score: 'Recommended' Comparison



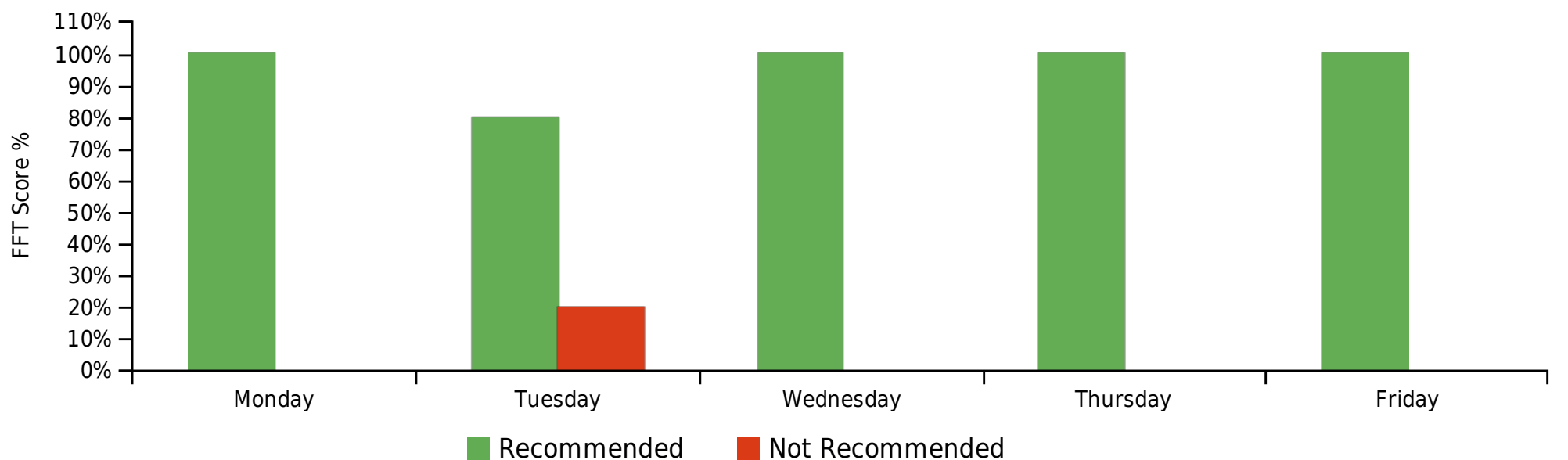
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



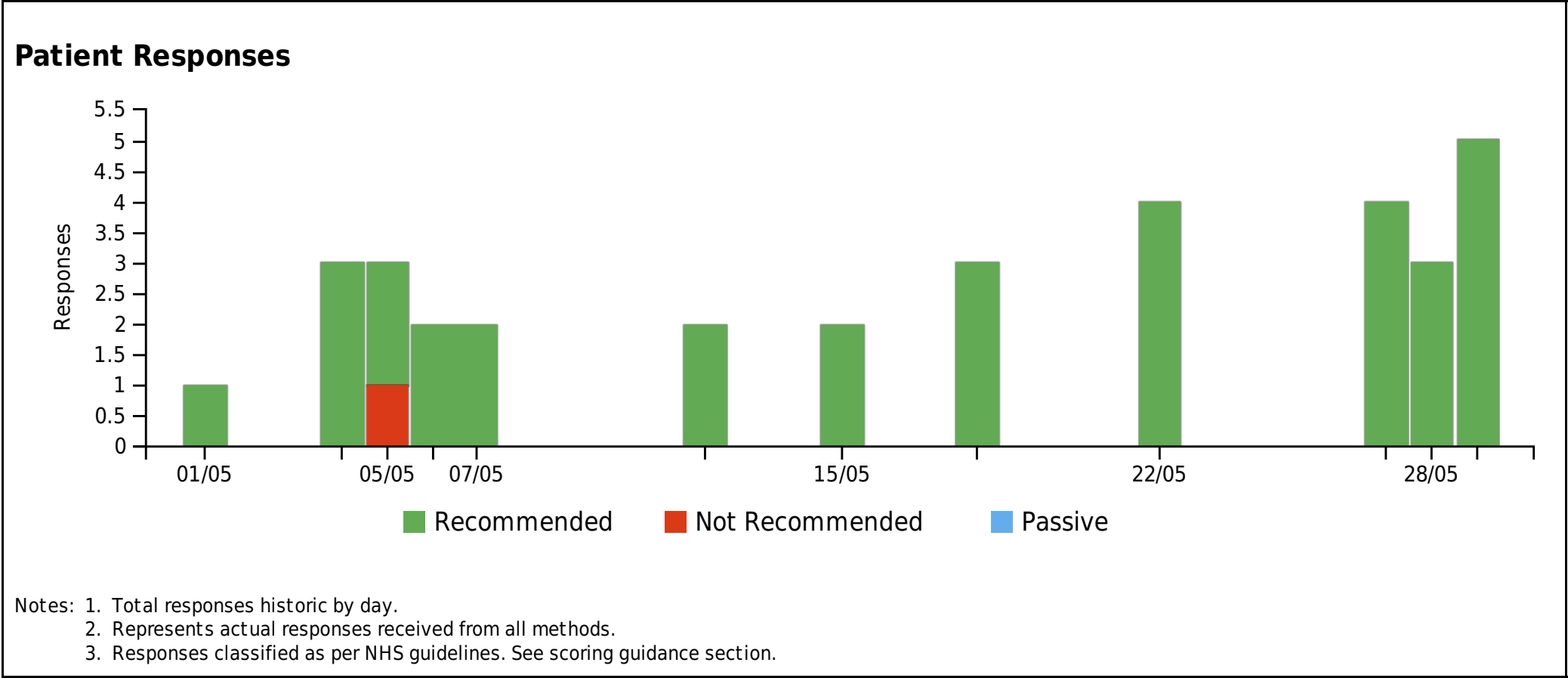
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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 3	
Arrangement of Appointment 6	
Reference to Clinician 3	
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

- ✓ Felt safe as can be with the covid ,and appointment dignity ,polite thanks
- ✓ No waiting
- ✓ The way i felt at ease with the doctor
- ✓ Quick friendly and very helpful
- ✓ I & my family been patients at Worden Medical Centre since it's inception & have had excellent service for myself, my husband, children, parents, & fami@ family through the years. @ars.
- ✓ I always feel like you care
- ✓ Excellent service
- ✓ Very professional , but more importantly friendly courteous and helpful staff
- ✓ V efficient today, timely, friendly
- ✓ Everyone are so helpful and polite, wouldn't go anywhere else
- ✓ Efficient, pleasant experience.
- ✓ Safety efficiency and friendliness
- ✓ Appointment was arranged very quickly and I didn't have to wait when I arrived. Nurse had done her preparation so I didn't have to explain everything fro@g from scratch.@atch.
- ✓ Accessibility is good across the board especially for booking appointments
- ✓ The fast response firstly the same day telephone consultation then the following day appointment.
- ✓ My experience is staff have been friendly & helpful with relevant advice when necessary.
- ✓ Whilst the staff are incredibly friendly and make the doctors what it is the lead times for appointments and the fact I have had to chase for results giv@s gives it a lower mark @mark
- ✓ They did what needed doing when I was let down by the hospital like always
- ✓ really helpful
- ✓ Easy to get appointments

Not Recommended

Passive