

# FFT Monthly Summary: June 2020

Worden Medical Centre  
Code: P81057

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
45	3	0	1	0	0	0	0	0	49	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>139</b>									
<b>Responses:</b>	<b>49</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		45	3	0	1	0	0			<b>49</b>
SMS - User Initiated										
Tablet/App										
Web/E-mail										
Manual Upload										
<b>Total</b>		<b>45</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>			<b>49</b>
<b>Total (%)</b>		<b>92%</b>	<b>6%</b>	<b>0%</b>	<b>2%</b>	<b>0%</b>	<b>0%</b>			<b>100%</b>

### Summary Scores

 98%  2%  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:

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

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

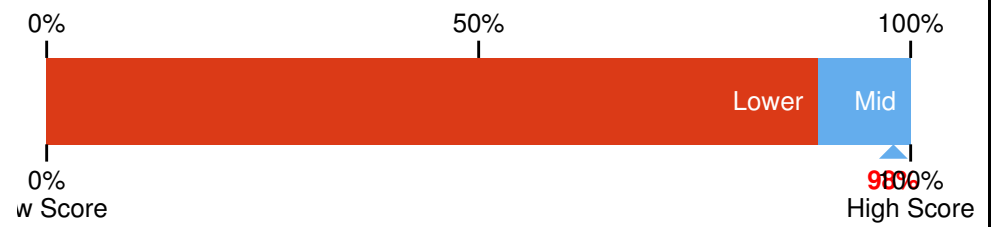
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

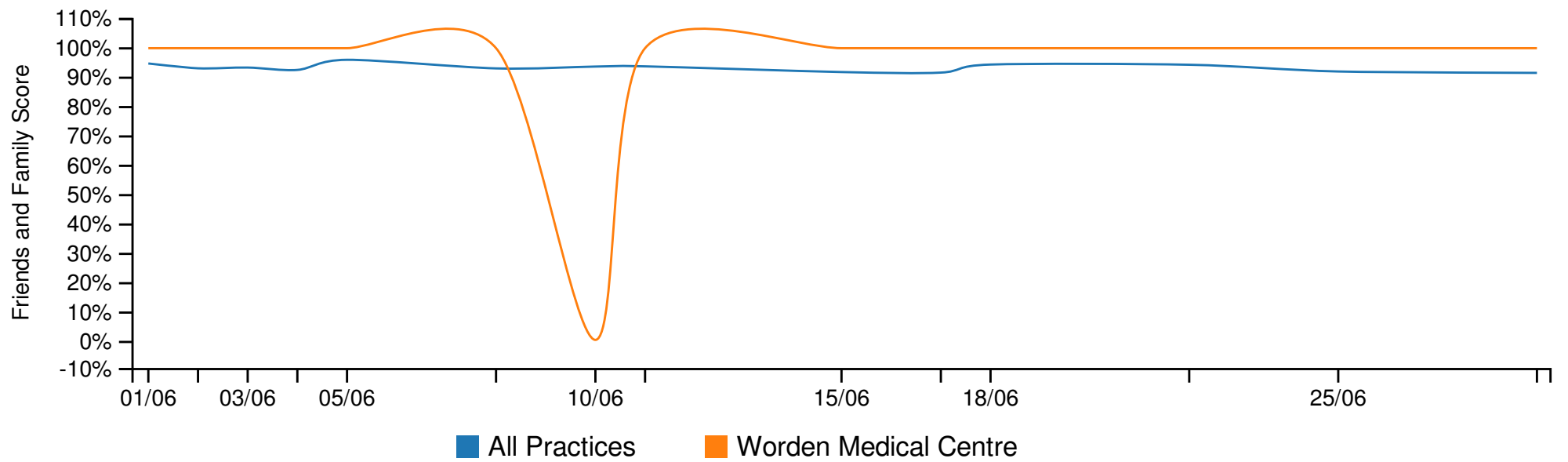
### Practice Score: 'Recommended' Rank

**Your Score:** 98%  
**Percentile Rank:** 70<sup>TH</sup>



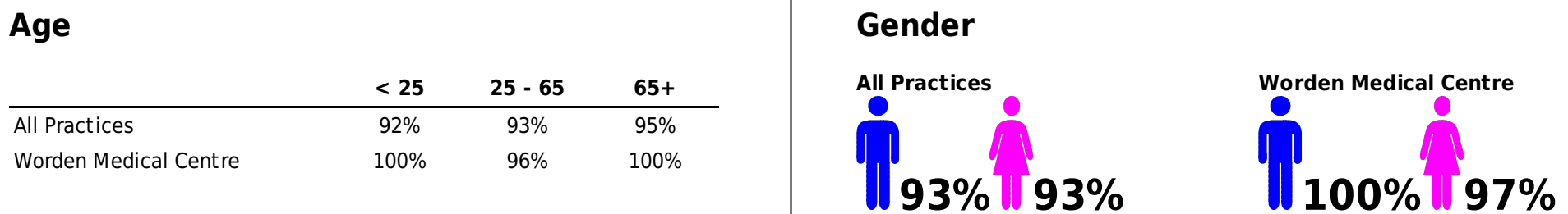
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.  
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 70th percentile means your practice scored above 70% of all practices.

### Practice Score: 'Recommended' Comparison



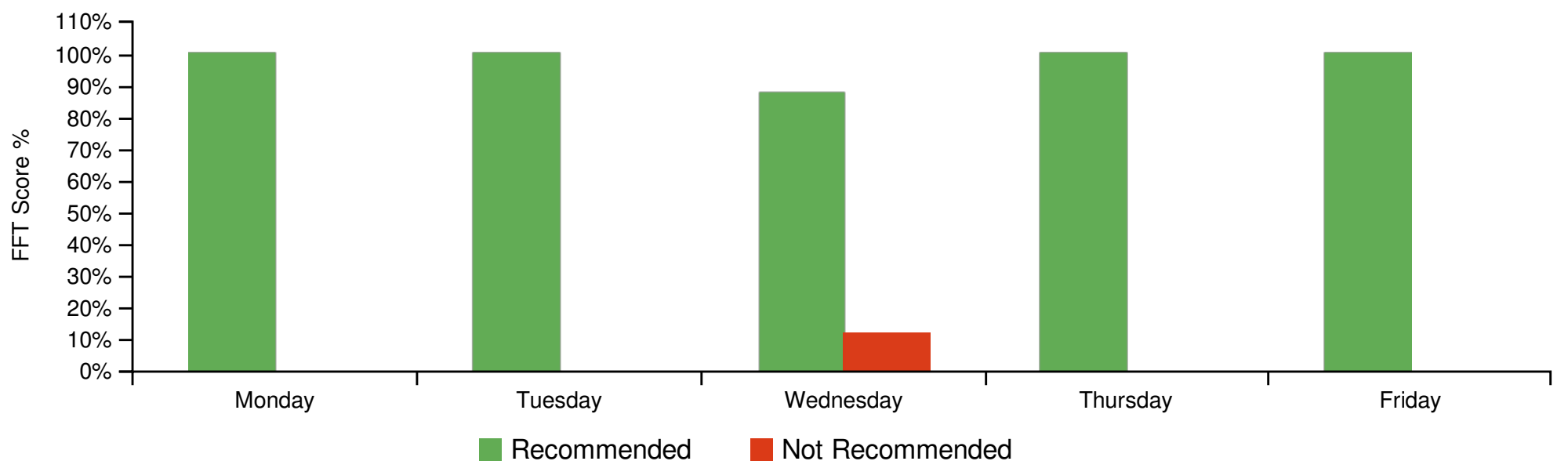
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



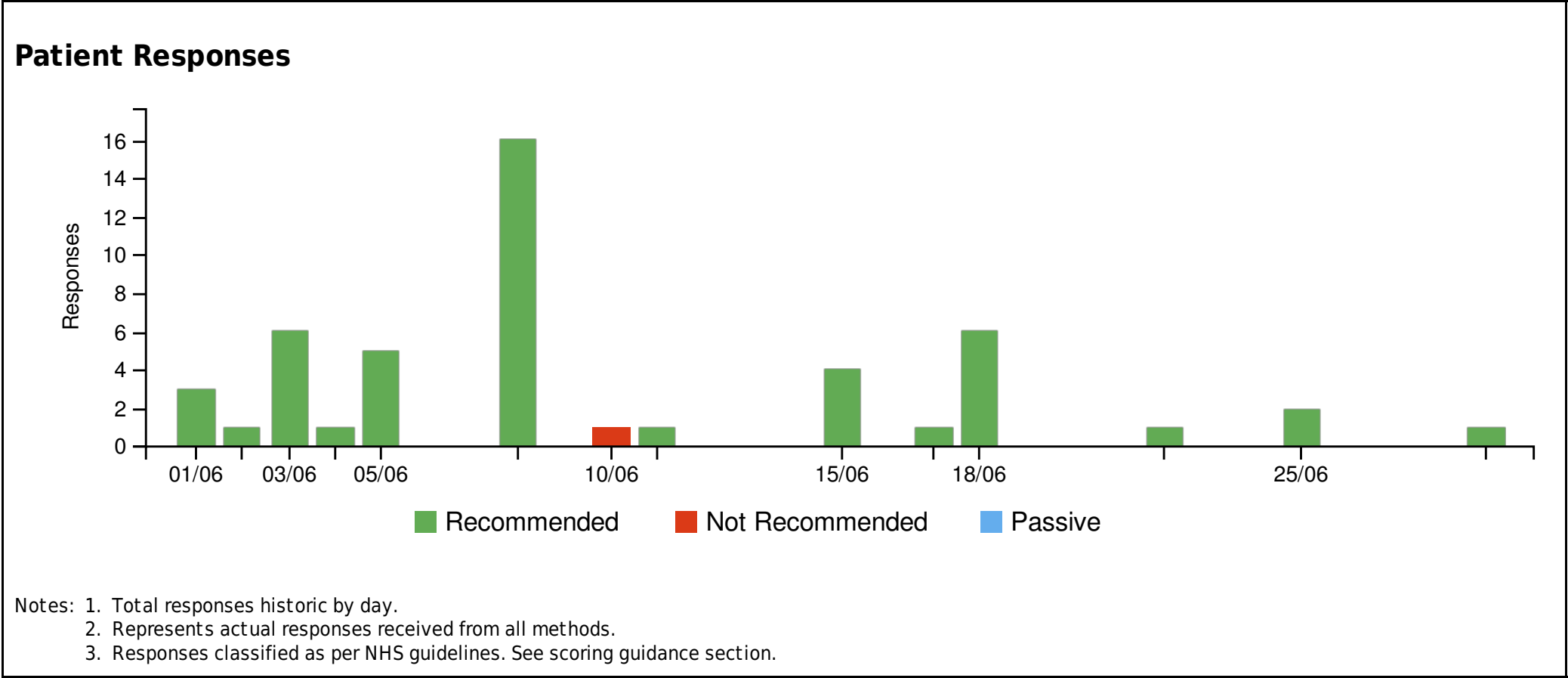
- Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### 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

Reception Experience	7
Arrangement of Appointment	3
Reference to Clinician	11

#### 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

- ✓ Efficient courteous Welcoming.
- ✓ Because dr Reid is the best go ever and most of the reception staff are lovely
- ✓ The surgery always gives its best !
- ✓ The GP was very attentive and asked my opinion on what I thought I needed plus suggested alternatives as well as medication.
- ✓ Because the service at Worden Medical centre has improved greatly iy in the last 12 to 18 months, and they seem to finally understand that that they are involved with people, who need help.(with a few exceptions who still think the doctors surgery is a " drop -in centre")Plealea
- ✓ Prompt answers to phone calls in these difficult circumstances.
- ✓ Good service and help full
- ✓ Dr polite, unhurried and good outcome from appointment
- ✓ Very efficient
- ✓ I have found the Gps extremely helpful and always knowledgeable and professional. Also reception are lovely and have been able to speak to doctor when ne@en needed to. @ to.
- ✓ The nurse was just so informative and proud of my weight loss which has given me such an incredible motivation boost.
- ✓ I have been using Worden Surgery all my life...61 years.
- ✓ Friendly and helpful
- ✓ Professional service and excellent doctors
- ✓ I have always been treated well at your surgery
- ✓ Was really worried about how it would play out because of Covid 19 but the staff were wonderful and there was no hassle. Straight in straight out but did@t didn't feel processed. Well done!@done!
- ✓ From helpful reception staff excellent doctors and nurses patients always treated with respect.Thank you.
- ✓ Quick, efficient, I felt safe during the current difficult times.
- ✓ Fast call back. Information provided extremely helpful and dealt with pleasantly.
- ✓ Always extremely friendly and helpful and very accommodating if needing an appointment. Best doctors around in our opinion.
- ✓ The appt was for my 89 year old mum. She was greeted at the door, looked after very well & brought back to me. The Nurse made her feel very much at ease.
- ✓ Easy engagement during this time of change.
- ✓ The surgery provides efficient callbacks,information and listens to the enquiries the patients make. All in all looking after us in a caring way.David &@vid & Kathryn Bradshaw @shaw
- ✓ Swift action to my health concern.
- ✓ Receptionist and doctor very helpful and understanding xx
- ✓ Ease of talking to staff and always follow through with calls to your home when necessary

#### Not Recommended

- ✓ No reassurance provided when I asked a question. With protective wear I think it is even more important that staff act compassionately. I cried after the@r the appointment at the lack of humanity.@nity.

#### Passive