

FFT Monthly Summary: July 2020

Worden Medical Centre
Code: P81057

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
41	1	3	0	1	0	0	0	0	46	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: 137

Responses: 46

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	41	1	3	0	1	0	46
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	41	1	3	0	1	0	46
Total (%)	89%	2%	7%	0%	2%	0%	100%

Summary Scores

 91%  2%  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:

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

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

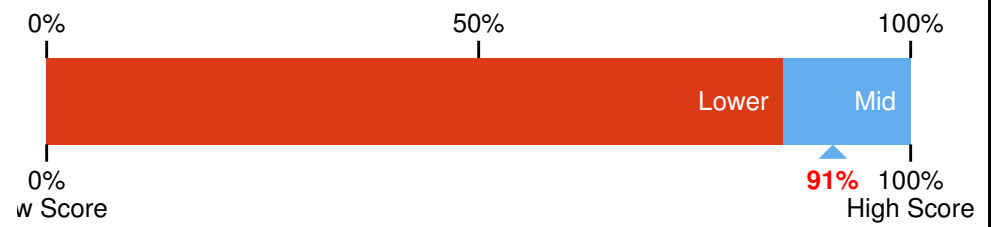
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

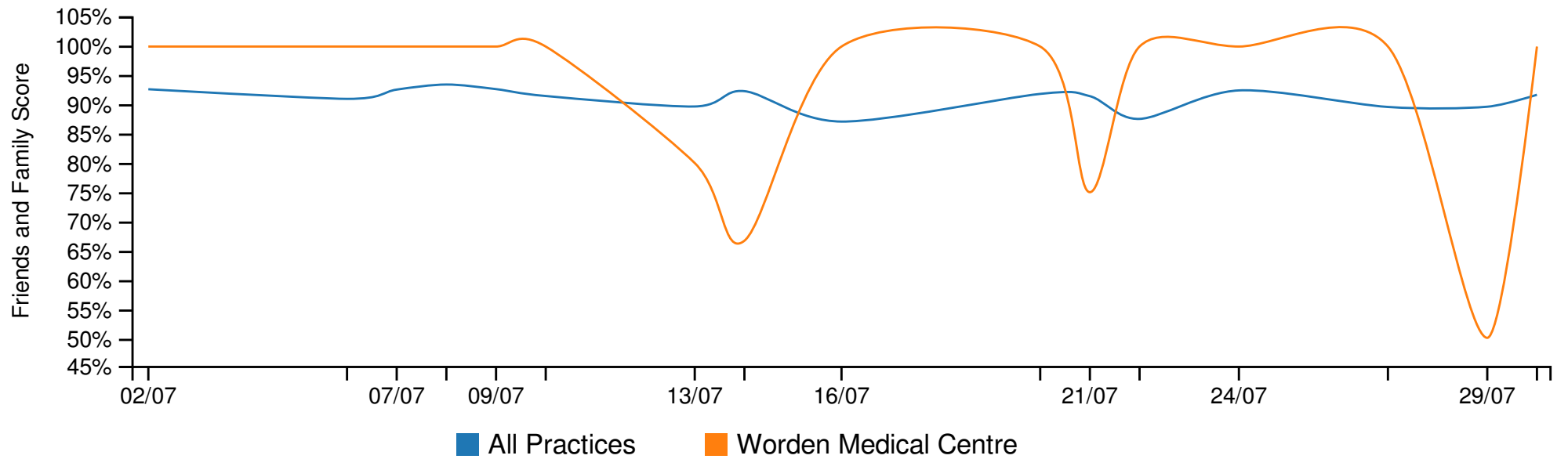
Practice Score: 'Recommended' Rank

Your Score: 91%
Percentile Rank: 45TH



- 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 45th percentile means your practice scored above 45% of all practices.

Practice Score: 'Recommended' Comparison



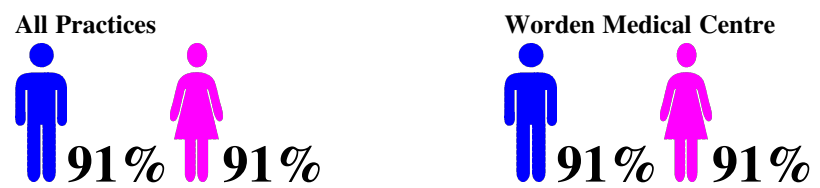
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

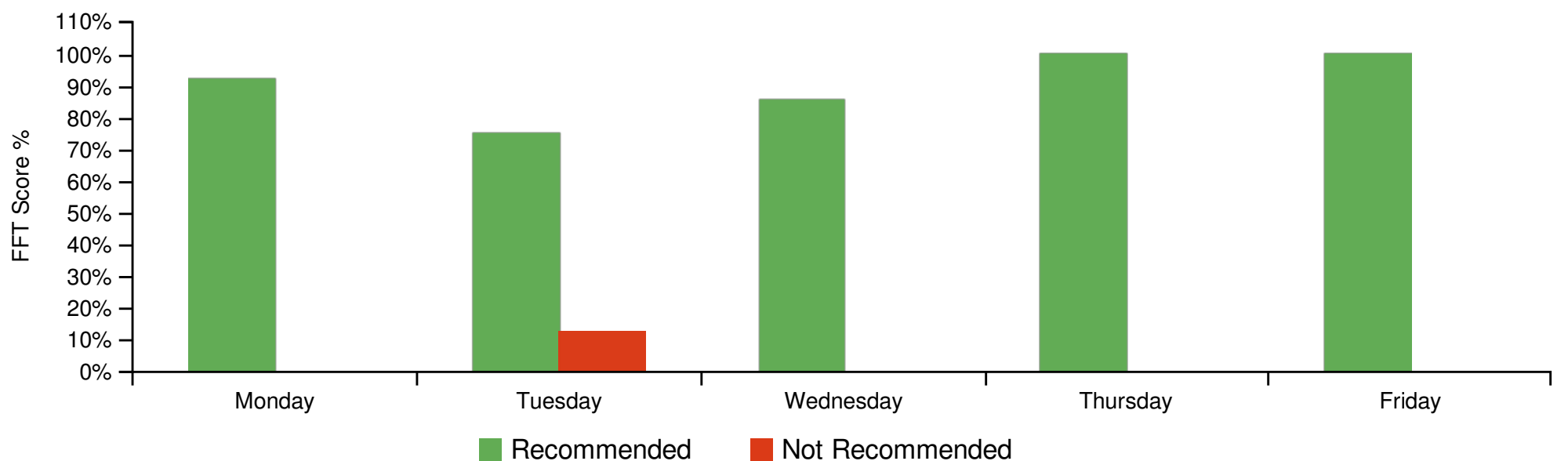
	< 25	25 - 65	65+
All Practices	86%	91%	93%
Worden Medical Centre	80%	100%	81%

Gender



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

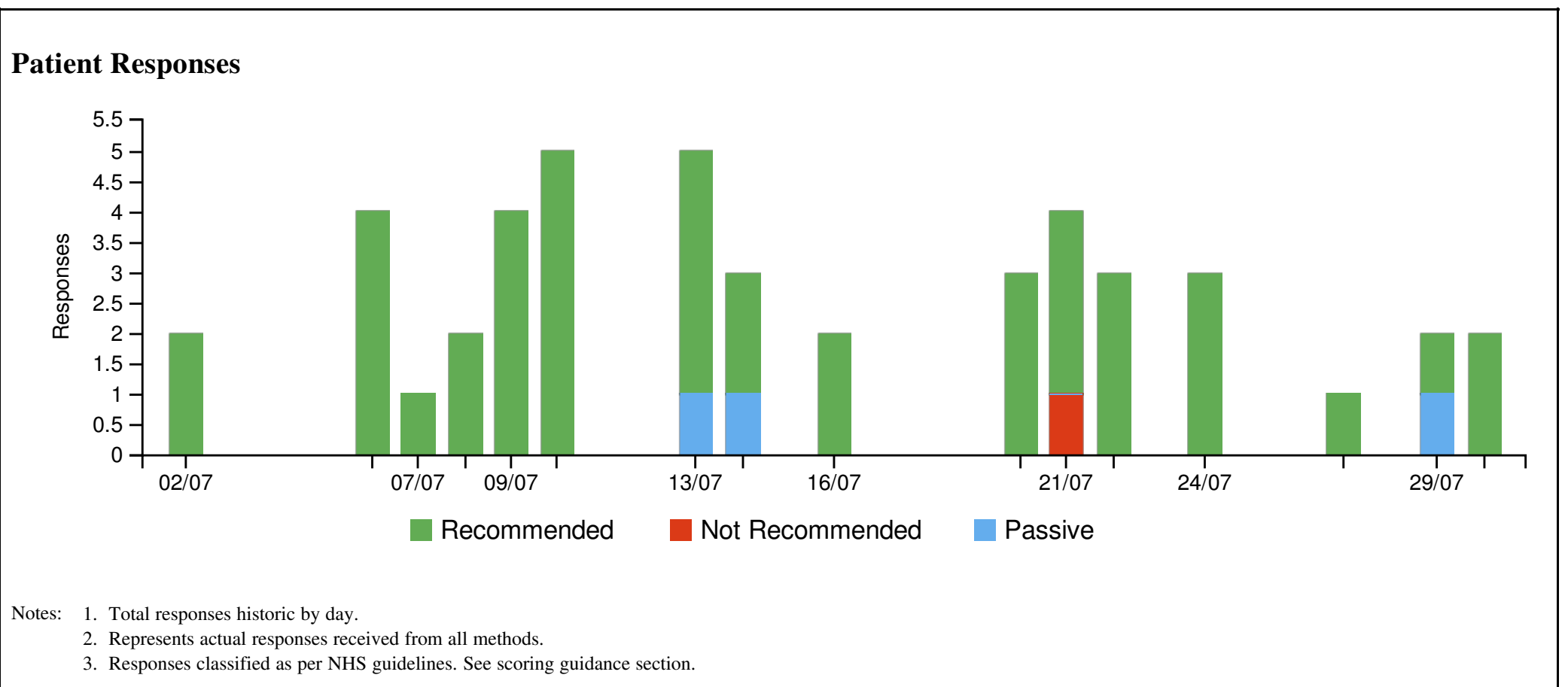
Practice Score: Day of the Week Analysis



- 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	Tag Cloud
Reception Experience 7	
Arrangement of Appointment 3	
Reference to Clinician 6	
Notes:	
1. Thematic analysis for current reporting month.	
2. Thematic analysis covers the most discussed themes by analysing sentence fragementes 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

- ✓ Very friendly nurse. Excellent service.
- ✓ The surgery has always looked after my family very well and it is not difficult to get an appointment.
- ✓ All staff are friendly, helpful and supportive.
- ✓ Dr Reid and everyone who works there. It's a very well run organisation with the caring touch.
- ✓ Quick clear instructions on enquires. Always had good feedback on tests etc. Been with you for 77 years. Thank you.
- ✓ Difficult one but will try..I have always more or less been able to get the same doctor for continuity especially now that I have got a debilitating cond@ condition and unable to take a lot of medications suggested..sometimes it is just a consultation to swap dosages around etc..not an automatic prescription..I@on..I always try and sort any minor illness out with my very friendly and helpful chemist and check if any conflicts in medication if seen by someone who does@ doesn't know me..I only contact the surgery if I am desperate like now with not being able to get the injections for OA in knees, waiting for the clinics to @s to re start..causing me problems with my spine (15 spinal wedge fractures with OA) bad posture...I prefer the system you have now in place where you get a c@t a call back and you can talk and explain to the GP what is happening rather than take time up..more stream lined and leaving the GP time to what ever..I kno@I know most of the receptionists all very friendly and efficient on the phone..to reiterate ..the same GP for me for continuity...@ty...
- ✓ I got a phone consult on time and a quick response to my needs
- ✓ Even with current situation I was pleased with the way my appointments were conducted.
- ✓ The surgery is helpful/gives advice when they can
- ✓ After 4 month lock down I finally got somewhere and something is being done at long last
- ✓ Staff very approachable and helpful.
- ✓ I always have been treated like a person who matters and I am happy to be able to see my own gp when ever possible to be able to see the same gp who is t@ is treating me so that we can have continuity as they are aware of what problems we are trying to sort out @ out
- ✓ Staff always helpful and a couple of great doctors. Good team of nurses
- ✓ The treatment I have received over the years I have been a patient has always been helpful and to the point. The staff are always friendly and helpful. T@ul. Therefore I would recommend Worden medical centre. @tre.
- ✓ Good service and felt safe
- ✓ Due to good practice during these tough times - Covid-19
- ✓ Fast and kind service
- ✓ quick at giving appointments and friendly service
- ✓ Go listened to what I had to say
- ✓ Timely professional treatment in friendly manner
- ✓ Dr Reid is fantastic. And the receptionist I spoke to this morning was really nice too.
- ✗ Helpful and professional
- ✗ Early response as promised. Thank you

Not Recommended

Passive

- ✓ When requesting telephone consultation being able to
- ✓ I keep getting told the same treatment the last 3 times and no chanhange and reception aren't too friendly ly
- ✓ No main reason, just a general appraisal