

# FFT Monthly Summary: August 2020

Worden Medical Centre  
Code: P81057

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
38	5	2	1	3	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

**Surveyed Patients: 137**

**Responses: 49**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	38	5	2	1	3	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>38</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>49</b>
<b>Total (%)</b>	<b>78%</b>	<b>10%</b>	<b>4%</b>	<b>2%</b>	<b>6%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

 88%  8%  4%

## 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:

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

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

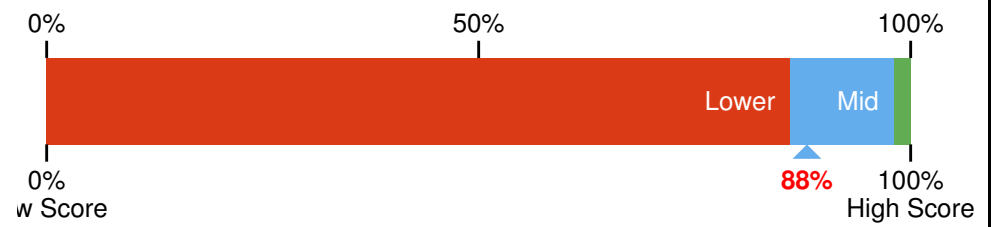
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

### SECTION 3 Practice Scoring

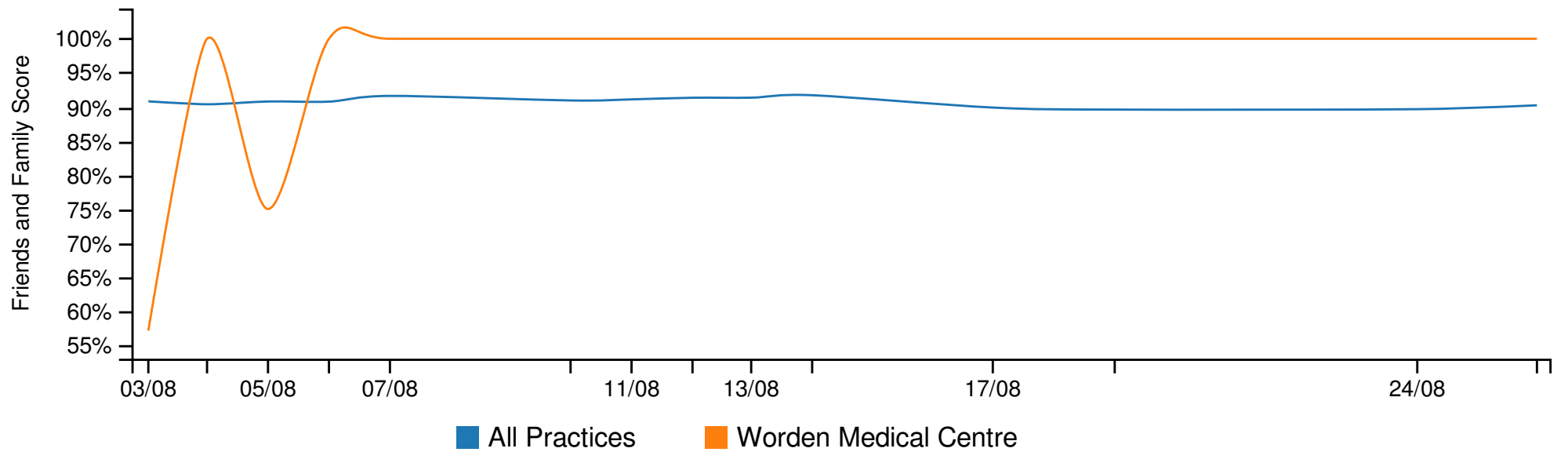
#### Practice Score: 'Recommended' Rank

**Your Score:** 88%  
**Percentile Rank:** 35<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 35th percentile means your practice scored above 35% of all practices.

#### Practice Score: 'Recommended' Comparison



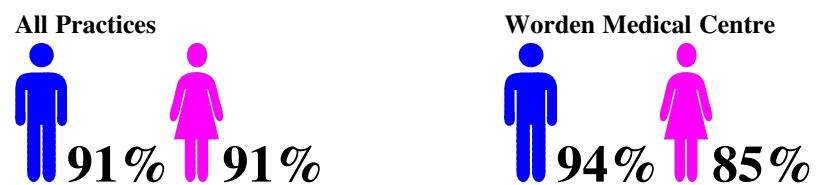
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

#### Practice Score: 'Recommended' Demographic Analysis

##### Age

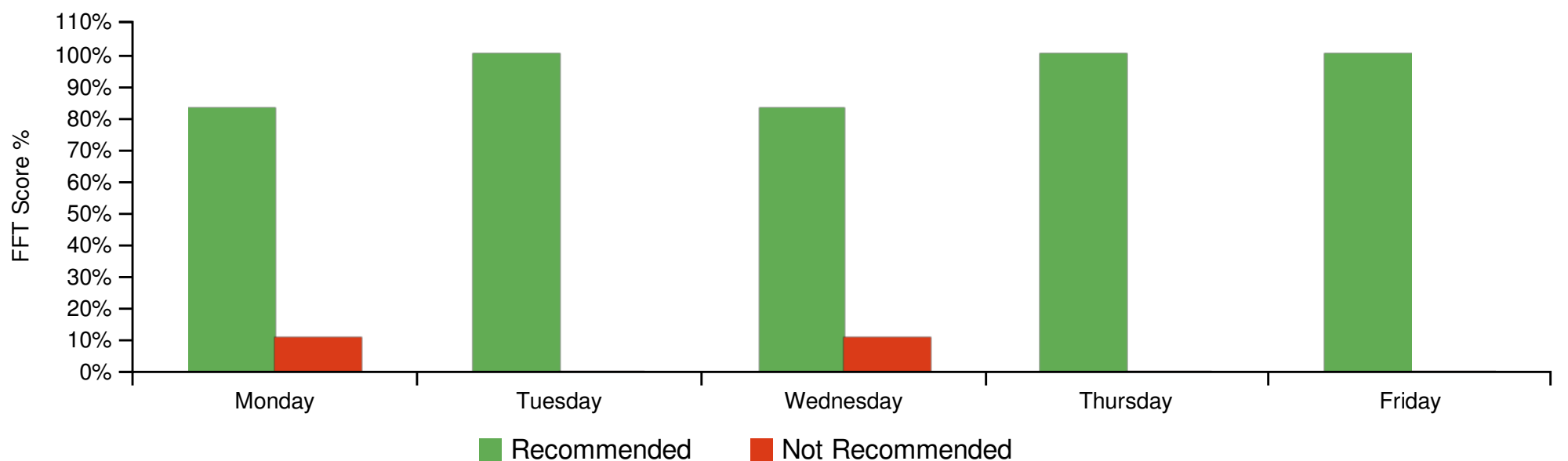
	< 25	25 - 65	65+
All Practices	86%	91%	93%
Worden Medical Centre	100%	79%	95%

##### Gender



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

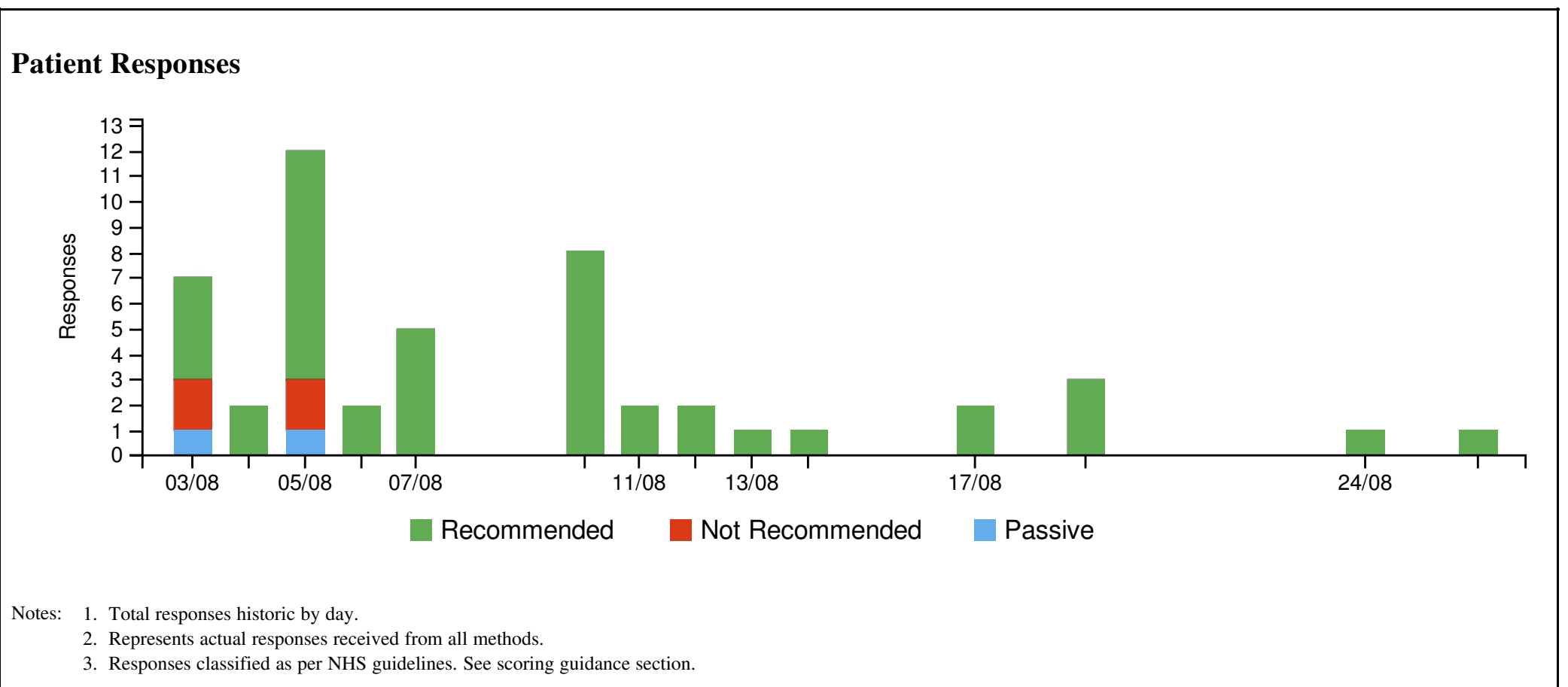
#### Practice Score: Day of the Week Analysis



- 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.

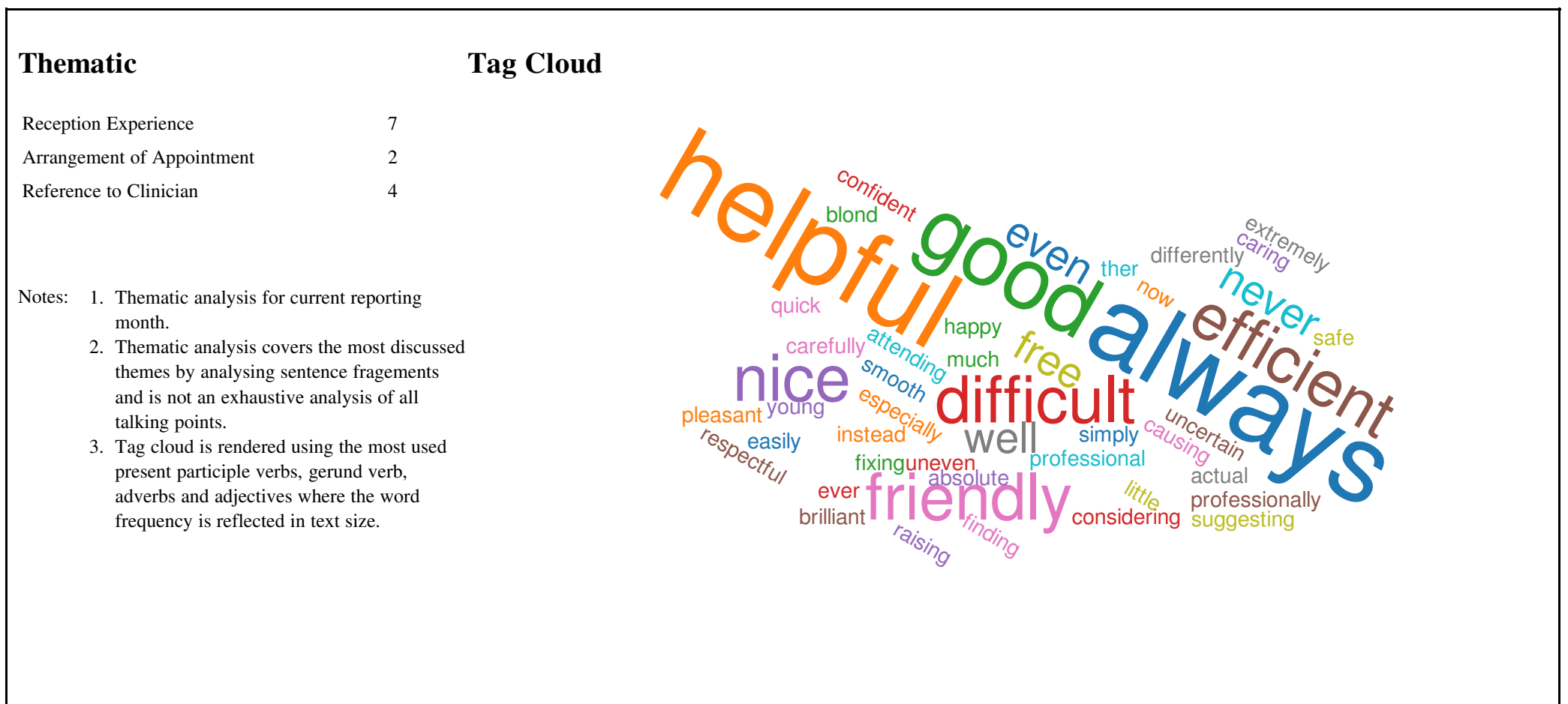
## SECTION 4

### Patient Response Analysis



## SECTION 5

### Patient Free Text Comments: Summary



### 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

- ✓ Always feel well looked after by the staff there.
- ✓ While this difficult and uncertain time is causing us to do things differently , the changes made to keep us all safe while attending to our health needs@needs, ran easily and problem free.@free.
- ✓ Considering the Covid restrictions, I was seen on time and the young lady I saw was very nice, what more can a patient want, thank you.
- ✓ Always efficient staff and brilliant doctors
- ✓ Prompt appointment
- ✓ Good service
- ✓ Never had a problem
- ✓ When ever I ring the staff are so nice and helpful never had any problems
- ✓ Doctors are caring n respectful.
- ✓ Friendly always helpful staff
- ✓ Quick and efficient even in these difficult times.
- ✓ Very good service
- ✓ The doctors have been extremely helpful and listened to my concerns over my little boy. I can't fault them!
- ✓ The information I supplied was read and acted on with a good phone consultation.
- ✓ prompt, professional service every time.
- ✓ Efficient service from phone call to book appointment through to the appointment itself. Smooth process I have nothing to criticise. Thank you
- ✓ The staff are very friendly even in these difficult times
- ✓ Always been supported well by the surgery
- ✓ Always pleasant helpful friendly nothing to much trouble.
- ✓ All staff are very nice and helpful
- ✓ I felt confident in raising related issues, which were all dealt with professionally, carefully, and all without feeling rushed.

#### Not Recommended

- ✓ The receptionists not all but most especially the blond one with uneven cut hair are absolute bitches
- ✓ Good service
- ✓ Doctors should explore other avenues of treatment such as therapy and finding the actual cause of a symptom, before suggesting antidepressants and other @ther medications to simply mask the symptom instead of fixing the cause. @use.

#### Passive

- ✓ I can't compare with another surgery but up to now iam happy with Worden