

# FFT Monthly Summary: September 2020

Worden Medical Centre  
Code: P81057

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
35	10	1	1	1	0	0	0	0	48	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: 149**

**Responses: 48**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	35	10	1	1	1	0	48
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>35</b>	<b>10</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>48</b>
<b>Total (%)</b>	<b>73%</b>	<b>21%</b>	<b>2%</b>	<b>2%</b>	<b>2%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

 94%  4%  2%

## 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:

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

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

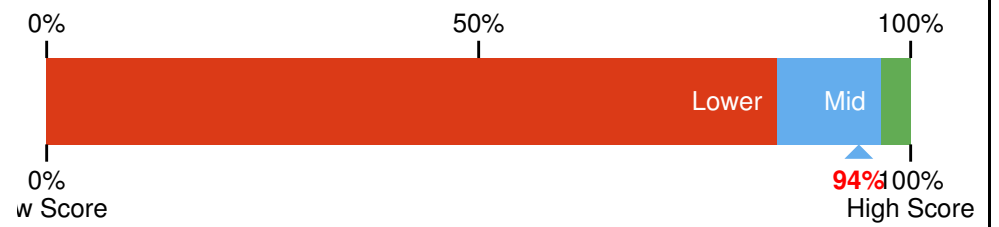
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

### SECTION 3 Practice Scoring

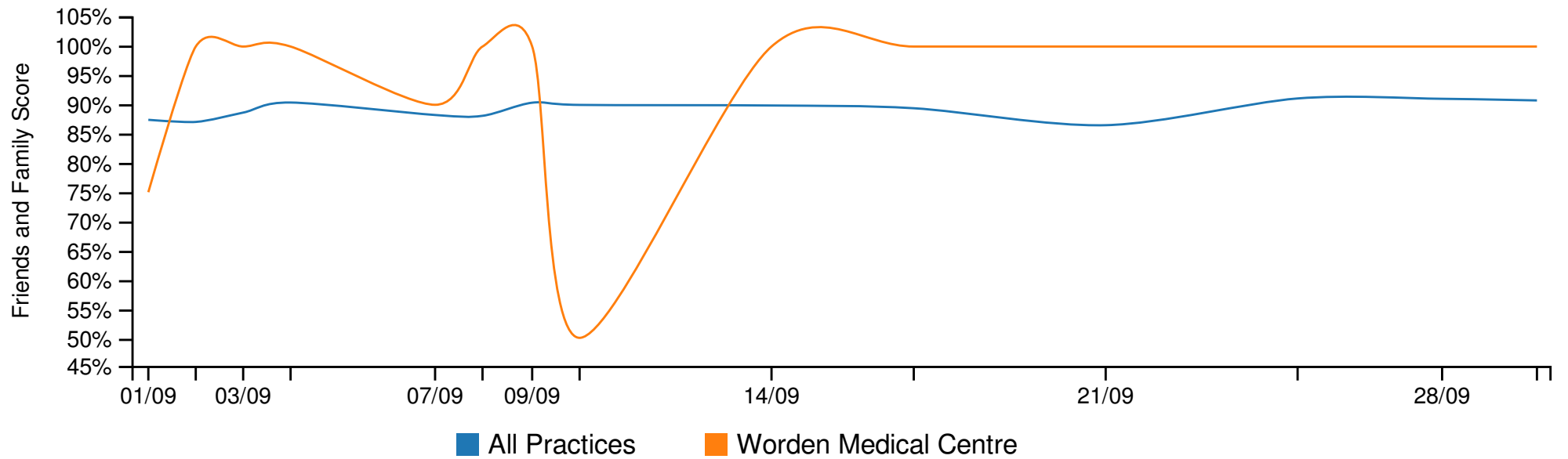
#### Practice Score: 'Recommended' Rank

**Your Score:** 94%  
**Percentile Rank:** 65<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 65th percentile means your practice scored above 65% of all practices.

#### Practice Score: 'Recommended' Comparison



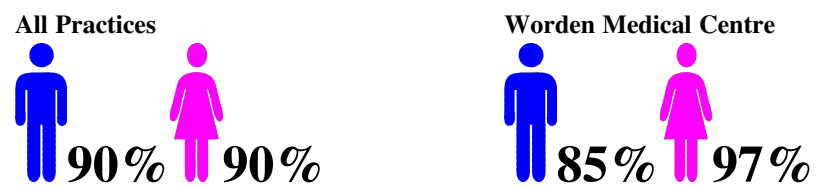
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

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

##### Age

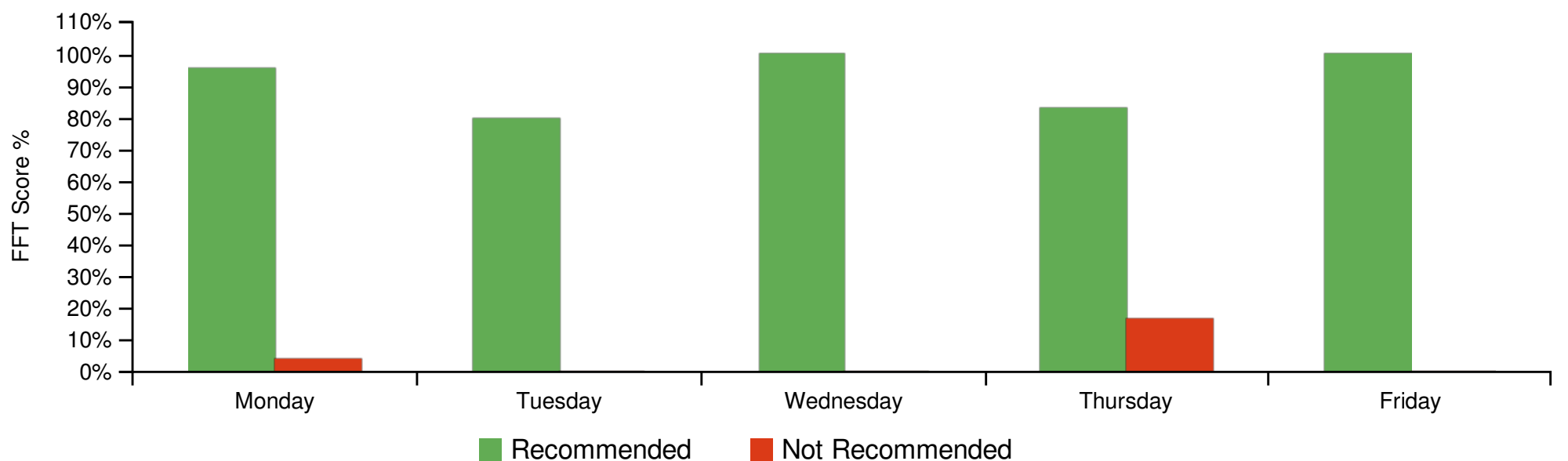
	< 25	25 - 65	65+
All Practices	86%	89%	92%
Worden Medical Centre	100%	92%	94%

##### Gender



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

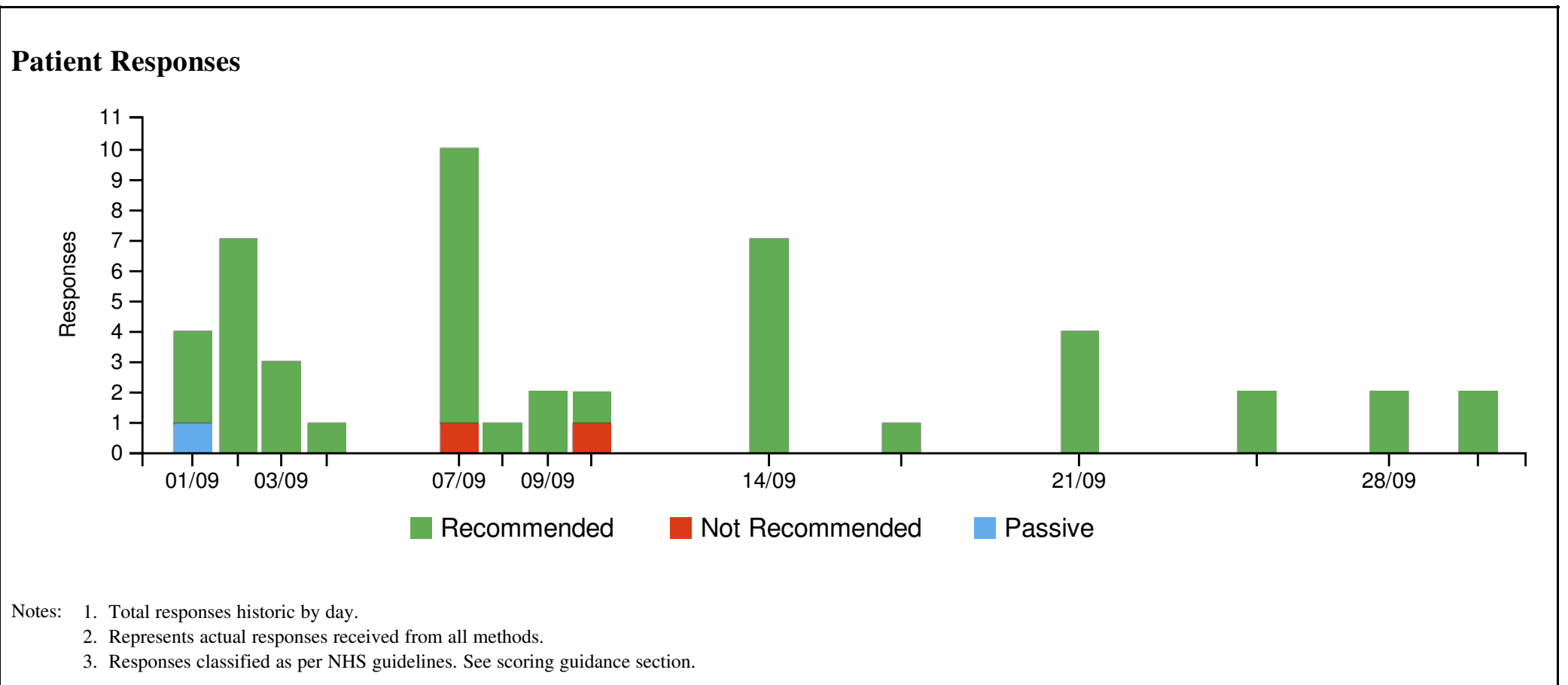
#### Practice Score: Day of the Week Analysis



- 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 5	
Arrangement of Appointment 5	
Reference to Clinician 9	
Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most discussed themes by analysing sentence fragements 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

- ✓ Worden surgery has been very efficient throughout this pandemic and services have offered as and when required.
- ✓ *Because i have always been treated with dignity and everyone is so helpful and caring thank you*
- ✓ I find the surgery to be very helpful, the staff are always pleasant & the GP explains things clearly.
- ✓ *Very helpful*
- ✓ Good all round service (sent with Gentle Effect)
- ✓ *Entry to the practice ran smoothly, I didn't have to wait long outside. I had a blood test and the phlebotomist was lovely and had time for a short chat @ chat which was important to me. @ o me.*
- ✓ Supportive staff from receptionists to gp....professional approach and service. Seems better since lockdown in some ways as staff are not overwhelmed by @d by face to face patients....telephone appointments and hopefully Skype in the future will continue to alleviate issues of limited face to face appointments.@ents. Appointment of permanent female gps.@ gps.
- ✓ *Excellent Laura helped me listening to my woes even though going for an ECG. Had time for me.*
- ✓ Current service from all staff excellent
- ✓ *Very well organised at the surgery, I felt very safe. Staff were very polite, and made me relax which helped a lot.*
- ✓ Kind, caring, understanding and incredibly helpful. We are so very lucky to have you all looking after us.
- ✓ *.the doctor was helpful*
- ✓ You very good at looking after your pashent
- ✓ *Telephone appointment was 1 hour late*
- ✓ Telephone waiting time for appointments
- ✓ *Because I did not think the other alternatives were applicable to my situation*
- ✓ Everything worked out very well with my appointment today with the Doctor.
- ✓ *The nurse who attended to me was quick but efficient and had a very friendly personality, a really nice lady.*
- ✓ Safe and efficient service during these difficult times
- ✓ *Excellent nurse/doctor service - swift and simple procedure*
- ✓ Listen to me
- ✓ *Nice Surgery , some really good Doctors and Staff*
- ✓ I have been with this surgery for 50 plus years always been treated with respect.
- ✓ *Because I was very happy with how smoothly everything went.*
- ✓ The doctor was very kind

#### Not Recommended

- ✓ *Let us see a doctor in person , us old ones need too we have to many different problems*

#### Passive

- ✓ *My appointment had to be changed which has caused inconvenience*