

FFT Monthly Summary: September 2016

Crosby House Surgery
Code: K81034

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
30	10	1	2	3	0	0	0	0	45	1	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: 230

Responses: 46

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	30	10	1	2	2	0	45
SMS - User Initiated							
Tablet/App							
Web/E-mail	0	0	0	0	1	0	1
Manual Upload							
Total	30	10	1	2	3	0	46
Total (%)	65%	22%	2%	4%	7%	0%	100%

Summary Scores

 87%  11%  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:

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

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

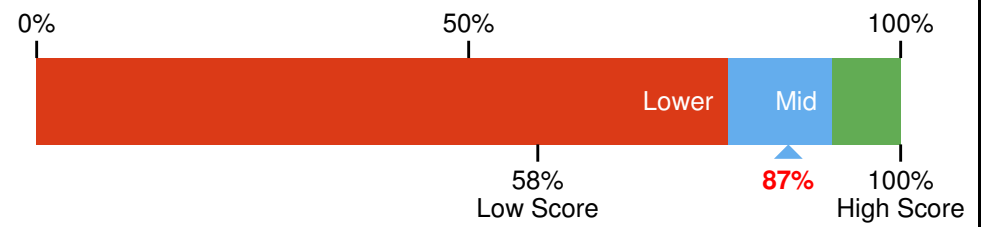
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

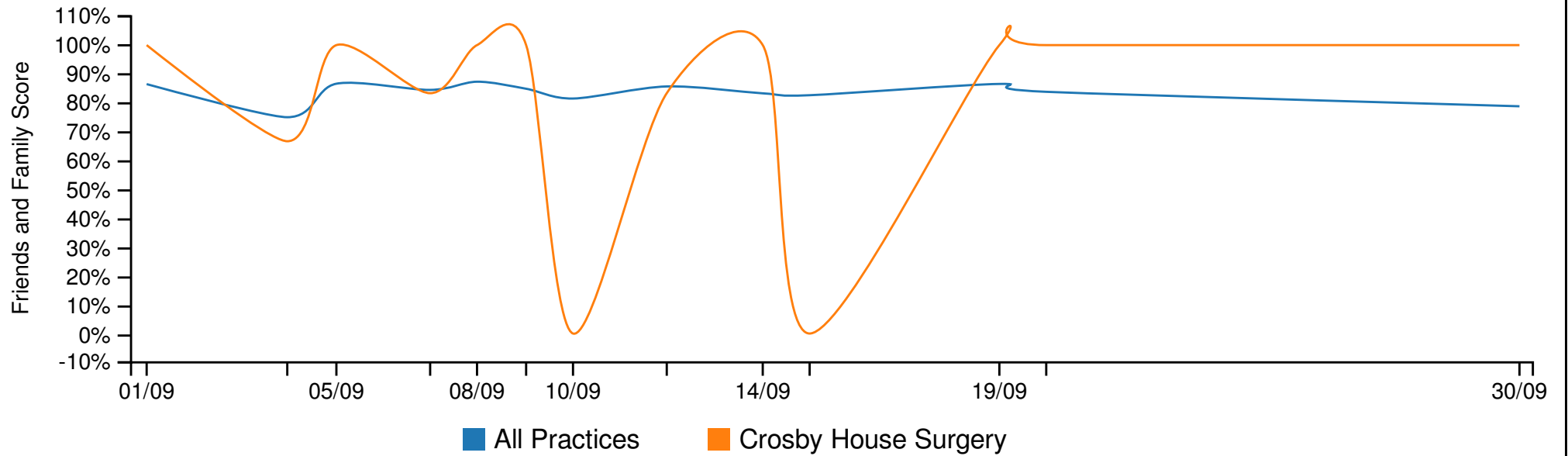
Practice Score: 'Recommended' Rank

Your Score: 87%
Percentile Rank: 50TH



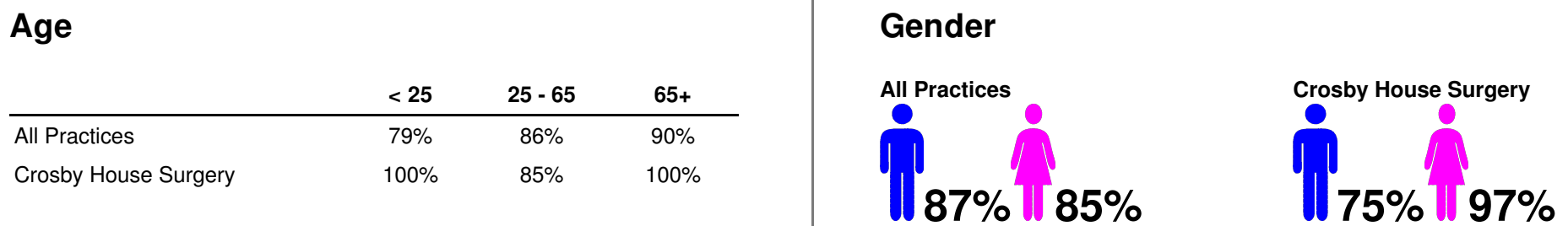
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 50th percentile means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

Practice Score: 'Recommended' Comparison



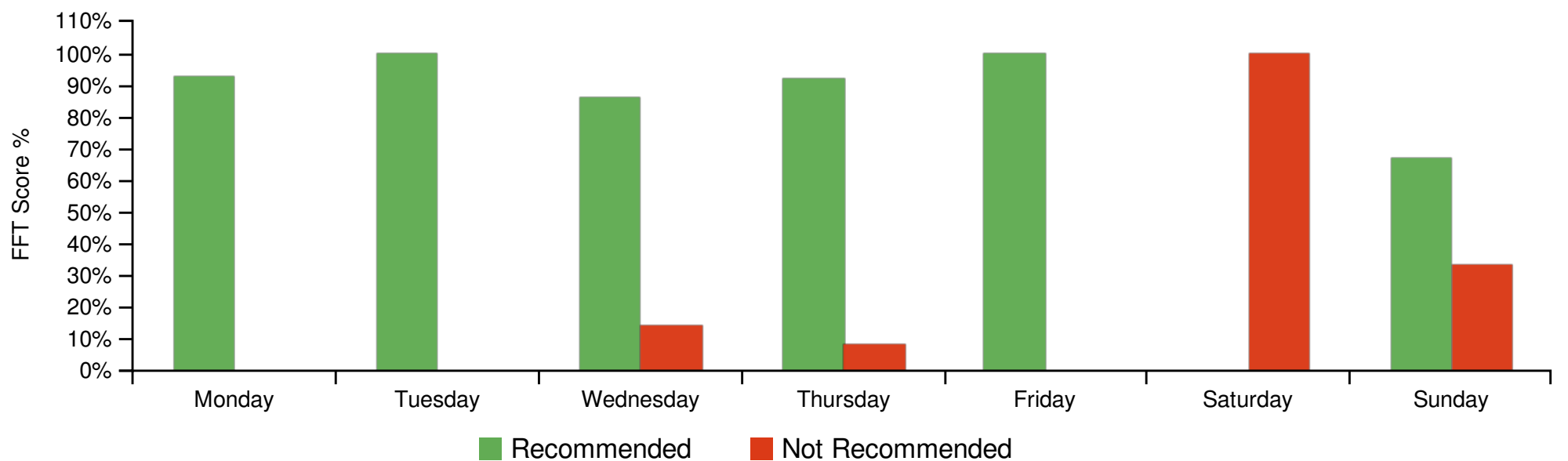
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

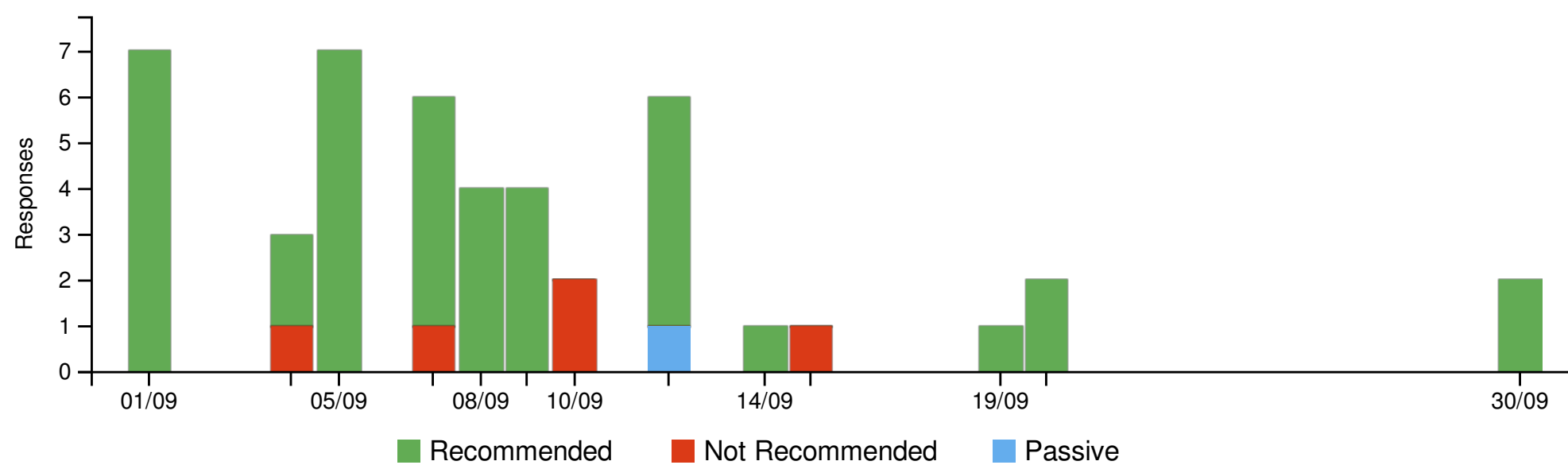
Practice Score: Day of the Week Analysis



- 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

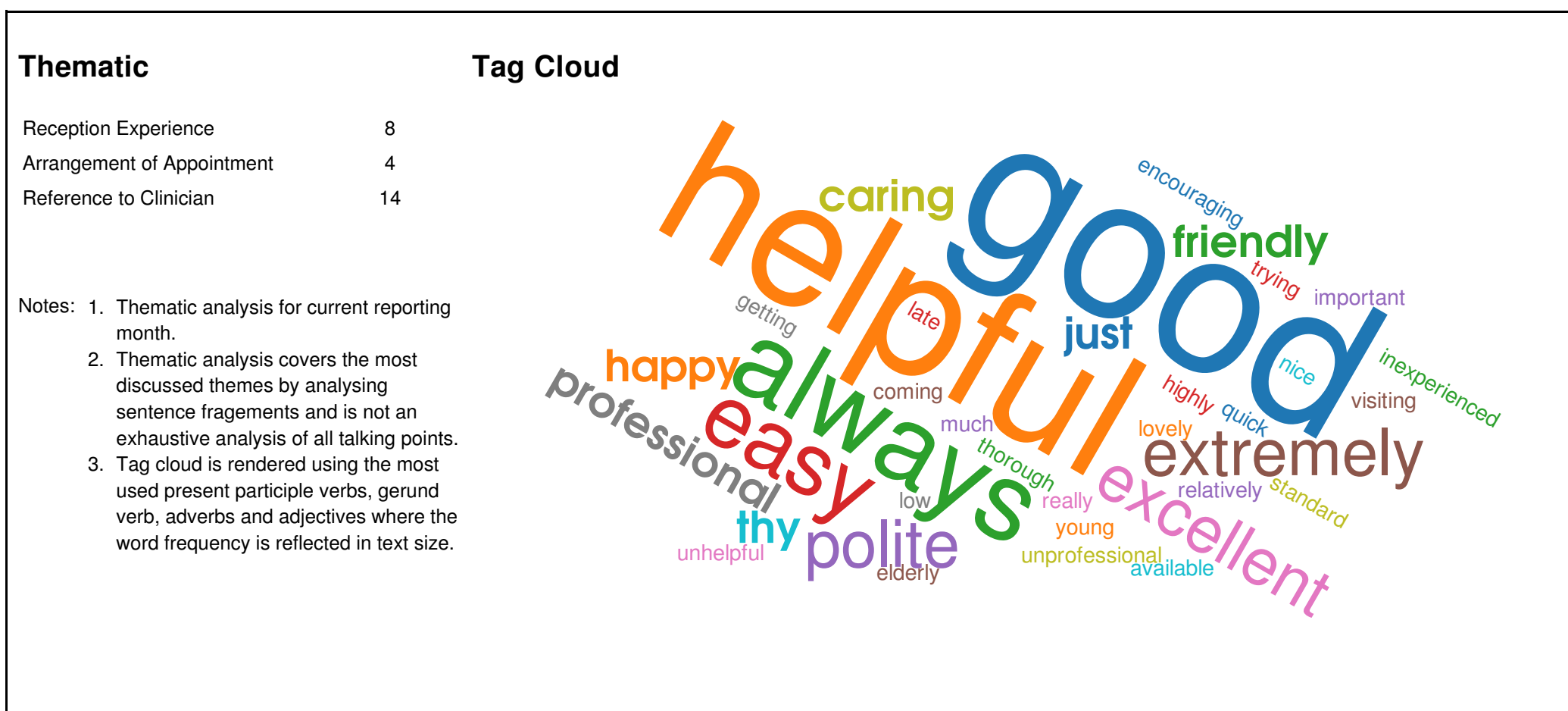
Patient Responses



- Notes:
1. Total responses historic by day.
 2. Represents actual responses received from all methods.
 3. Responses classified as per NHS guidelines. See scoring guidance section.

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

- ✓ Very good service
- ✓ Very helpful service and professional
- ✓ They r polite caring and highly professional thy r not like just doing there job but if you ask any question they not just answer you but explain it y and how thing works and try their best to help you as much as thy can I m very happy with there services
- ✓ Very caring and helpful doctors and staff. Made the experience of visiting the doctor very easy
- ✓ The doctor was always very polite and listen what i say . I always get good treatment from doctor or nurse whoever available
- ✓ Good treatment from the doctor.
- ✓ Good quick service thank you
- ✓ Always good response from receptionists, lovely team. GP appt was easy to get...GP very helpful and thorough this morning.
- ✓ Would have been a 1, but appointment was 20 minutes late.
- ✓ Always receive a good service from GP's consultations.
- ✓ Relatively easy to make appointments, friendly staff. Only problem is lack of parking if with elderly
- ✓ More than 30 years excellent service
- ✓ It's very helpful and good surgery)
- ✓ The receptionist
- ✓ Excellent care & treatment.
- ✓ Good service
- ✓ Receptionist I spoke to was really helpful
- ✓ Firendly service and good doctors who care.
- ✓ I was seen on time and I always manage to get an appointment when I need one. I have been with the surgery for over 20 years.
- ✓ Nice, friendly customer service both at the reception and doctor
- ✓ Extremely helpful polite and encouraging
- ✓ Attitude and service
- ✓ I have been coming to surgery for over 20 years and the care given is excellent
- ✓ Best doctors
- ✓ Personable informed care.

Not Recommended

- ✓ All surgery timings and appointment booking are the same, i.e not easy getting an appointment. Staff at reception not the most helpful
- ✓ Dr Hear extremely unprofessional am happy to discuss with practice manager.
- ✗ Extremely unhelpful, not to mention a very low standard of 'so called' health care. I was not provided the

Passive

- ✓ Young doctor seemed inexperienced of life and trying to sound important. Receptionists very good and helpful.