

FFT Monthly Summary: June 2020

LANGSTONE WAY SURGERY
Code: E83049

SECTION 1 CQRS Reporting

CQRS Reporting




| FFT001 | FFT002 | FFT003 | FFT004 | FFT005 | FFT006 | FFT007 | FFT008 | FFT009 | FFT010 | FFT011 | FFT012 |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 22 | 6 | 1 | 1 | 3 | 0 | 0 | 0 | 0 | 33 | 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: | 131 | | | | | | | |
|---------------------------|------------------|------------|-----------------------------|-----------|--------------------|------------|-------------|--|
| Responses: | 33 | | | | | | | |
| | Extremely Likely | Likely | Neither Likely nor Unlikely | Unlikely | Extremely Unlikely | Don't Know | Total | |
| SMS - Autopoll | 22 | 6 | 1 | 1 | 3 | 0 | 33 | |
| SMS - User Initiated | | | | | | | | |
| Tablet/App | | | | | | | | |
| Web/E-mail | | | | | | | | |
| Manual Upload | | | | | | | | |
| Total | 22 | 6 | 1 | 1 | 3 | 0 | 33 | |
| Total (%) | 67% | 18% | 3% | 3% | 9% | 0% | 100% | |

Summary Scores

 85%
  12%
  3%

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:

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

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

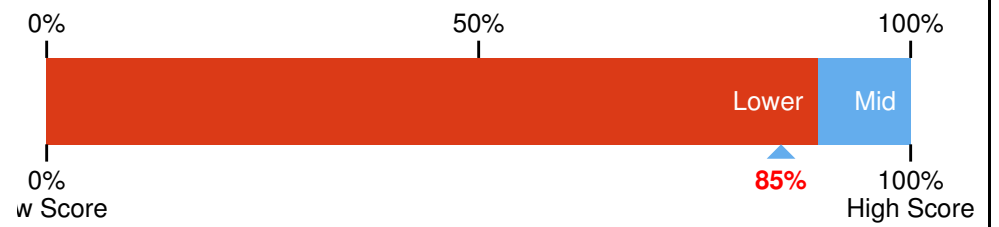
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

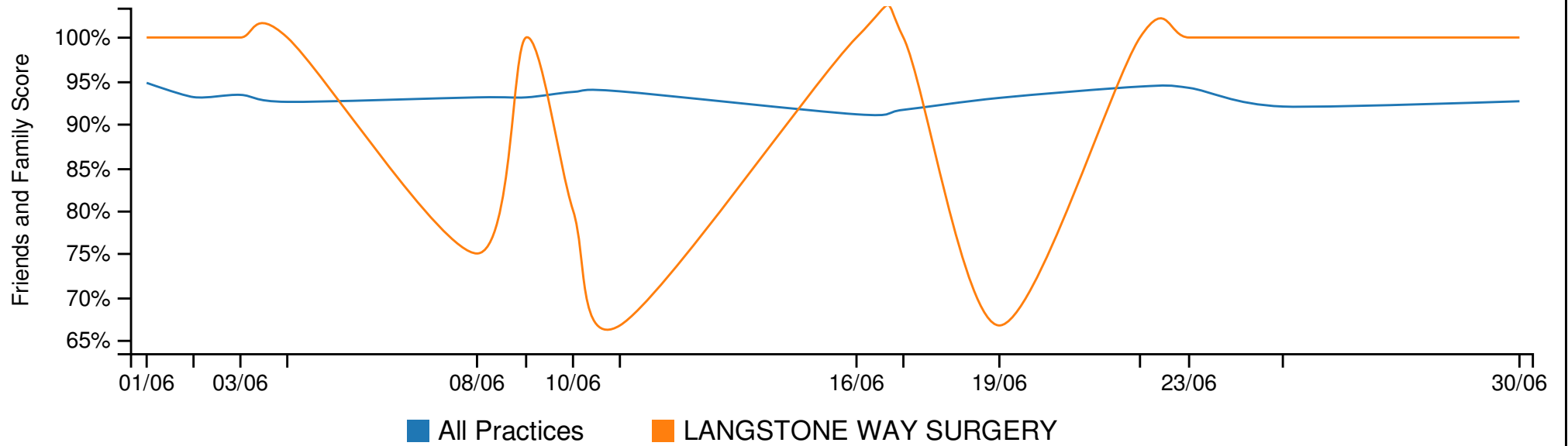
Practice Score: 'Recommended' Rank

Your Score: 85%
Percentile Rank: 15TH



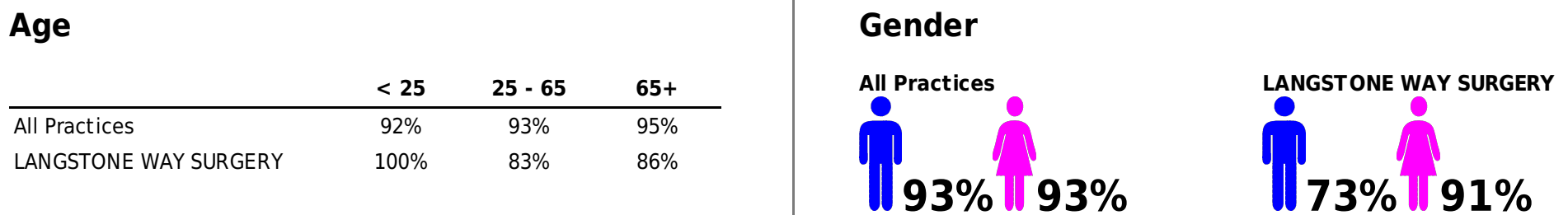
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 15th percentile means your practice scored above 15% of all practices.

Practice Score: 'Recommended' Comparison



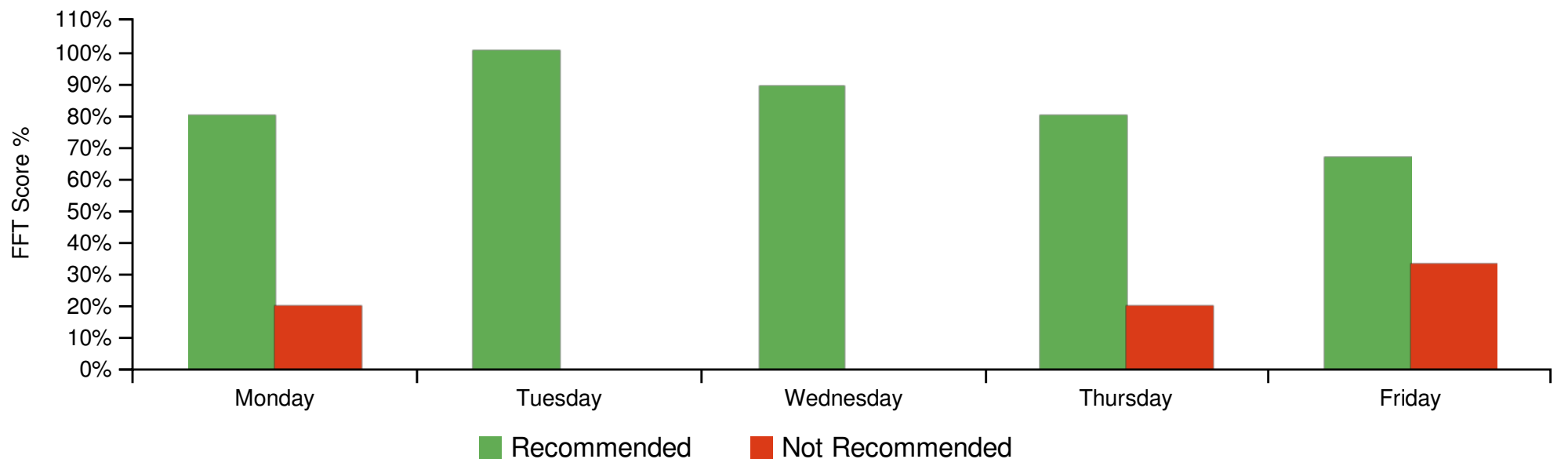
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



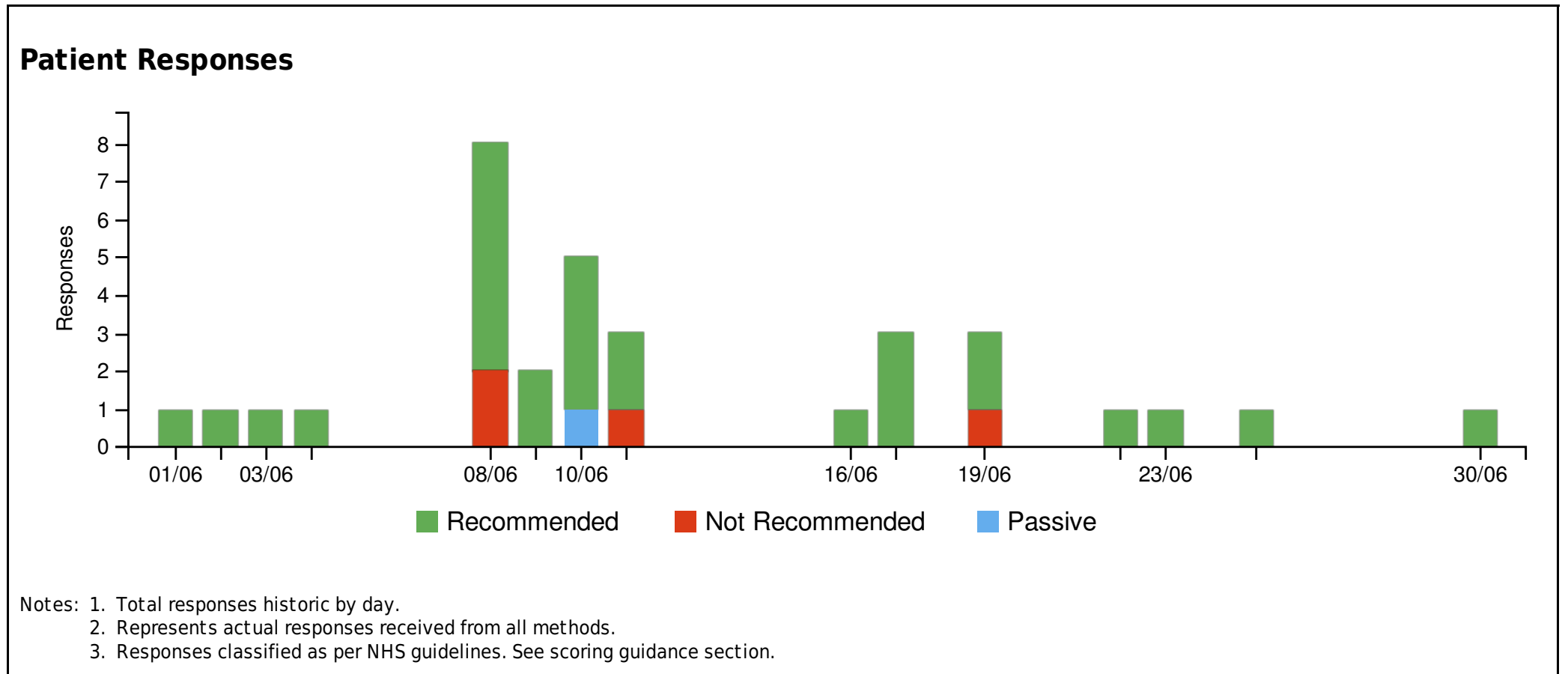
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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

Tag Cloud

| | |
|----------------------------|----|
| Reception Experience | 7 |
| Arrangement of Appointment | 4 |
| Reference to Clinician | 17 |

- 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

- ✓ Good doctors And service
- ✓ *The nurse was very professional and helpful. She understood my condition and hopefully the recommendations will help me recover and control my asthma and@a and hay-fever symptoms. @oms.*
- ✓ *Small problem getting the appointment but once sorted everything was fine. Paperwork for various tests were easily available and prescriptions sent direc@directly to chemist. Telephone appointment less stressful than surgery but on my first text there was no mention it was a telephone appointment so I rushed to@d to the surgery for a 9 o'clock. Teething problems @lems*
- ✓ *Caring DR interested in the patient and did not rush us excellent communication skills and a very professional approach! Very impressive.*
- ✓ *It'in this very different time the service has been first class (even if the recored message goes on for a week) (joke) I like the idea of prescriptio@iption being emailed to the chemist, savi g paper. Thank ypu@k ypu*
- ✓ *Very helpful and polite and friendly.*
- ✓ *Apart from the fact I had to wait at least half an hour to get through the surgery on the phone.The reception was helpful and polite. The doctor got bac@t back to me the same day despite ringing up early afternoon.@noon.*
- ✓ *Only contacting surgery by phone is nightmare. The overall is excellent fom staff and doctors.*
- ✓ *Have always been very happy with this surgery.The nurse I spoke to explained everything very clearly . I am a little deaf but I could hear everything she@g she was saying. X@ng. X*
- ✓ *Although this was an online consultation it worked well. The Dr responded and arranged for me to pick up a prescription. The prescription was ready and w@and waiting for me. Excellent service thank you!@ you!*
- ✓ *Thank you nurse Emily and thank you Langstoneway surgery*
- ✓ *I think the practice operates very efficiently from the helpful receptionists, to the care we receive from the doctors.*
- ✓ *I can always schedule appointment face to face and online during covid. My appointment isn't missed and my nurse is doing extra mile in sending me my pr@my prescription when I was away. Thank you @ you*
- ✓ *I find most of the staff at reception go above and beyond to help and the Doctors as well*
- ✓ *Phone call was on time and Emily was very caring and helpful*
- ✓ *Because Nurse Emily actually followed through on what she said she'd do for us!*
- ✓ *To meet patients needs where possible*
- ✓ *Just how quick everything has happened during these difficult times.*
- ✓ *I felt that the gp this morning was very professional*
- ✓ *The review appointment was on time. Easy to communicate with your ur staff (sorry forgot her name).Very cleared instructions to followlow ??*
- ✓ *My query was dealt with immediately, with kind consideration , respect & understanding by both the receptionist and doctor. Thank you Nafisa Butt*

Not Recommended

- ✓ *I'm trying for 3 weeks allready to talk with my GP, I've book an phone appoiment twice using your online service, i haven't received any call. Today i wa@ i was having an appoiment at 9 AM, nobody call me, i've stayed 50 minutes being number 1 in the queue to be answered and i've been told that i will be calle@called today anytime. Tou guys have to realise that we have jobs and we are not able to talk on the phone or waiting to be called anytime. Whenever i was havi@ having an appointment in your gp practice i've been there 20 minutes earlier . @er .*
- ✓ *So difficult to speak to a doctor and reception never ring back despite promising*

Passive

- ✓ *The new online consultation feels impersonal and a long process. I prefer the old system. I also fear for the elderly attempting to use it. I also keep @keep getting given to the nurse and would prefer a GP. @ GP.*