

FFT Monthly Summary: July 2020

LANGSTONE WAY SURGERY
Code: E83049

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
6	3	0	1	2	1	0	0	0	13	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: 84

Responses: 13

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	6	3	0	1	2	1	13
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	6	3	0	1	2	1	13
Total (%)	46%	23%	0%	8%	15%	8%	100%

Summary Scores

 69%  23%  8%

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:

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

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

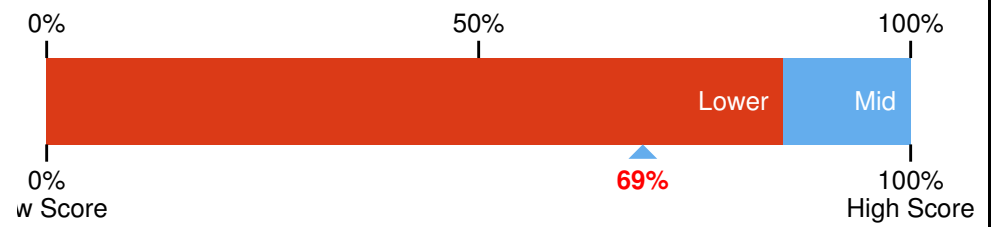
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

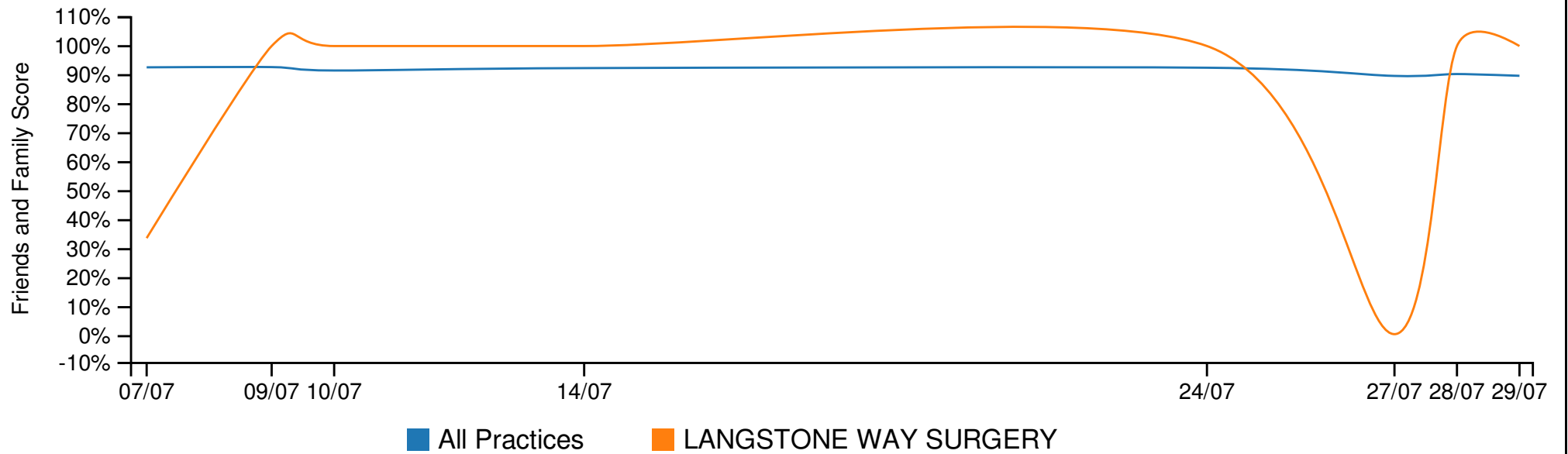
Practice Score: 'Recommended' Rank

Your Score: **69%**
Percentile Rank: **5TH**



- 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 5th percentile means your practice scored above 5% of all practices.

Practice Score: 'Recommended' Comparison



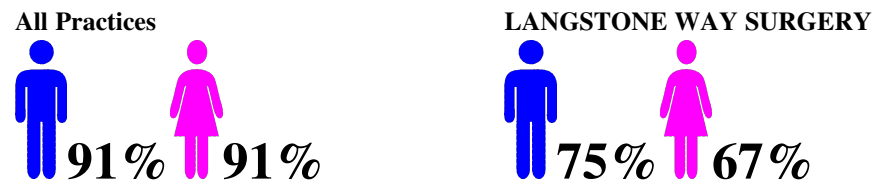
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

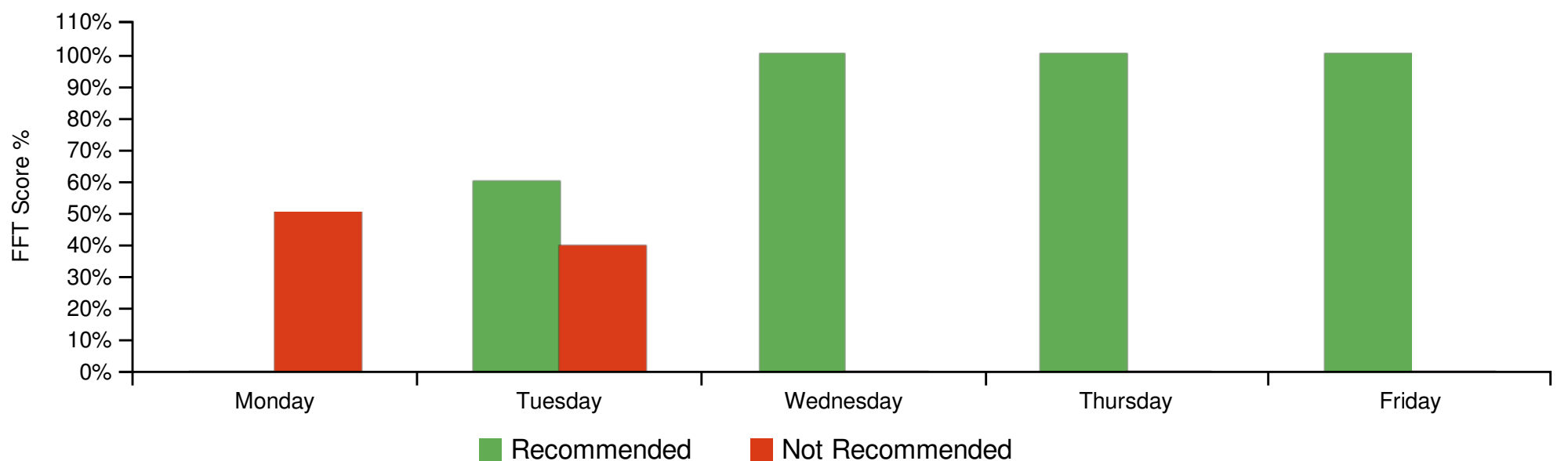
	< 25	25 - 65	65+
All Practices	86%	91%	93%
LANGSTONE WAY SURGERY	0%	70%	100%

Gender



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

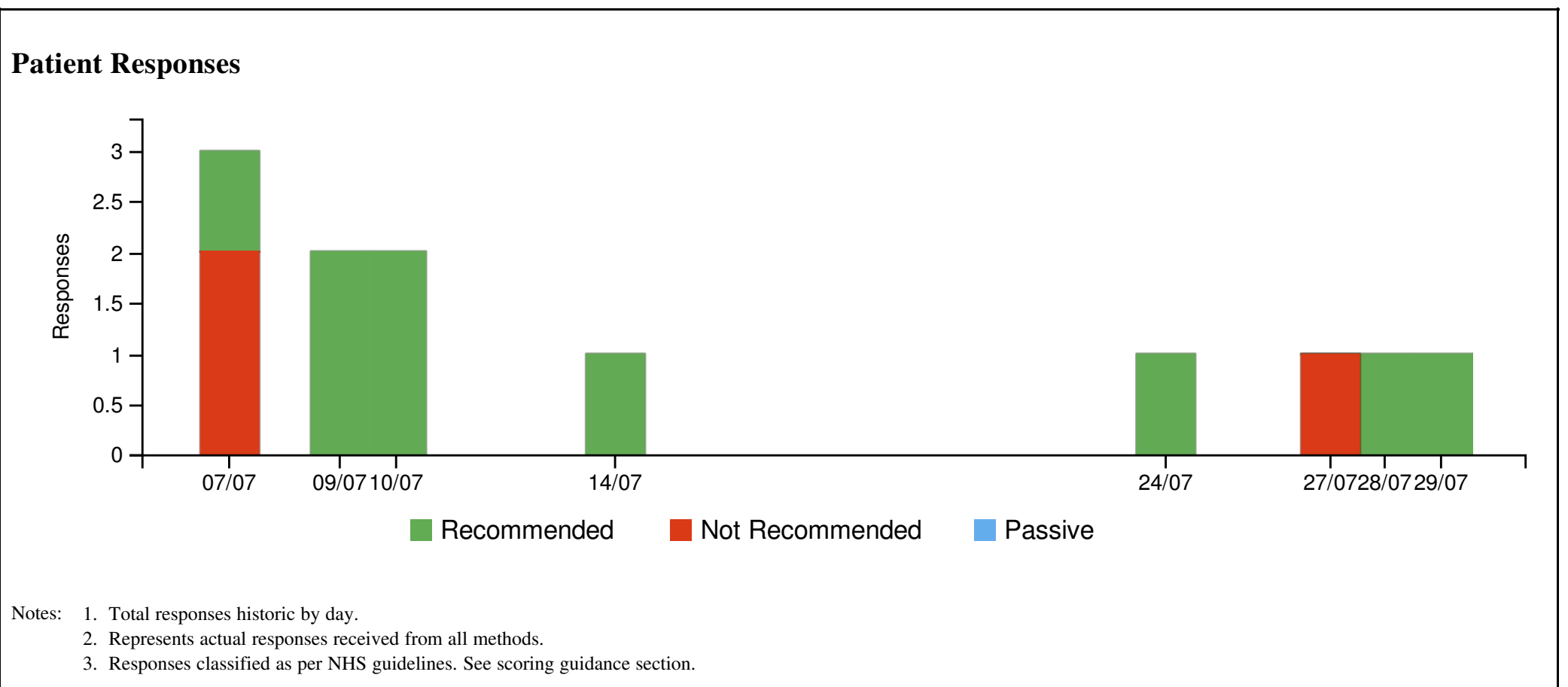
Practice Score: Day of the Week Analysis



- 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 1	
Arrangement of Appointment 2	
Reference to Clinician 4	
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

- ✓ I find the staff very professional and helpful
- ✓ There are some good doctors and nurses there
- ✓ The young lady who phoned me, she was very polite and spoke to me very nicely and gently...
- ✓ As I find everyone at the surgery very helpful understanding and caring
- ✓ The nurse was punctual, was professional & friendly, has good knowledge, communicated very well & provided clear information.
- ✓ Good professional and friendly service. Thanks
- ✓ Generally it is a good practice. Those who have moved out of the catchment should be asked to get a doctor closer to them and it should be easier to book@ book appointments when wanted and not have to call at 8am.@ 8am.

Not Recommended

- ✓ Booking appointments via e-consult extremely impractical. Too many questions. Questions like "what would like to achieve from the appointment" totally un@ly unnecessary as the main aim from an appointment should always be to get better. If you require an appointment repeatedly for an ongoing issue, information @tion not saved and you have to answer same questions over and over again. Length of time to get through all of the questions to get an appointment is unreason@easonable especially since the doctors will ask you the same questions again during the appointment. @ent.

Passive