

# FFT Monthly Summary: August 2020

LANGSTONE WAY SURGERY  
Code: E83049

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
20	5	1	0	0	0	0	0	0	26	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: 102**

**Responses: 26**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	20	5	1	0	0	0	26
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>20</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>26</b>
<b>Total (%)</b>	<b>77%</b>	<b>19%</b>	<b>4%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

 96%  0%  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:

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

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

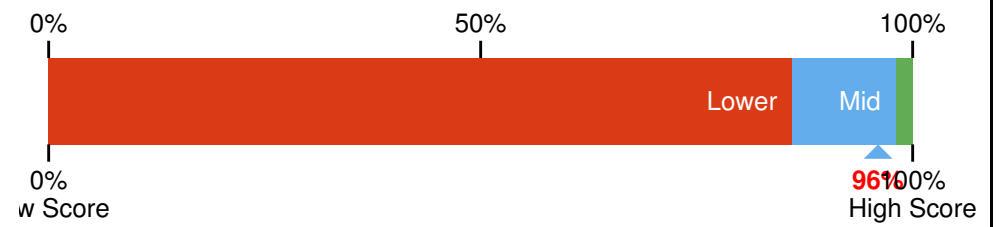
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

### SECTION 3 Practice Scoring

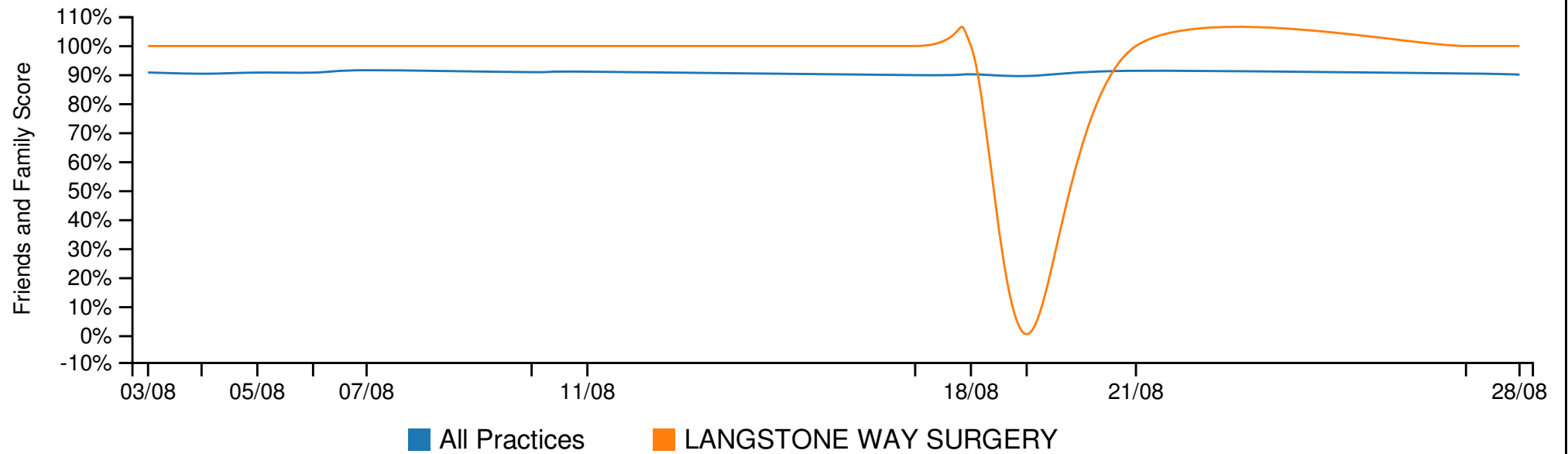
#### Practice Score: 'Recommended' Rank

**Your Score:** 96%  
**Percentile Rank:** 70<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 70th percentile means your practice scored above 70% of all practices.

#### Practice Score: 'Recommended' Comparison



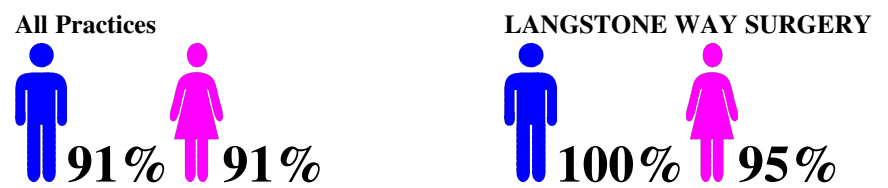
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

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

##### Age

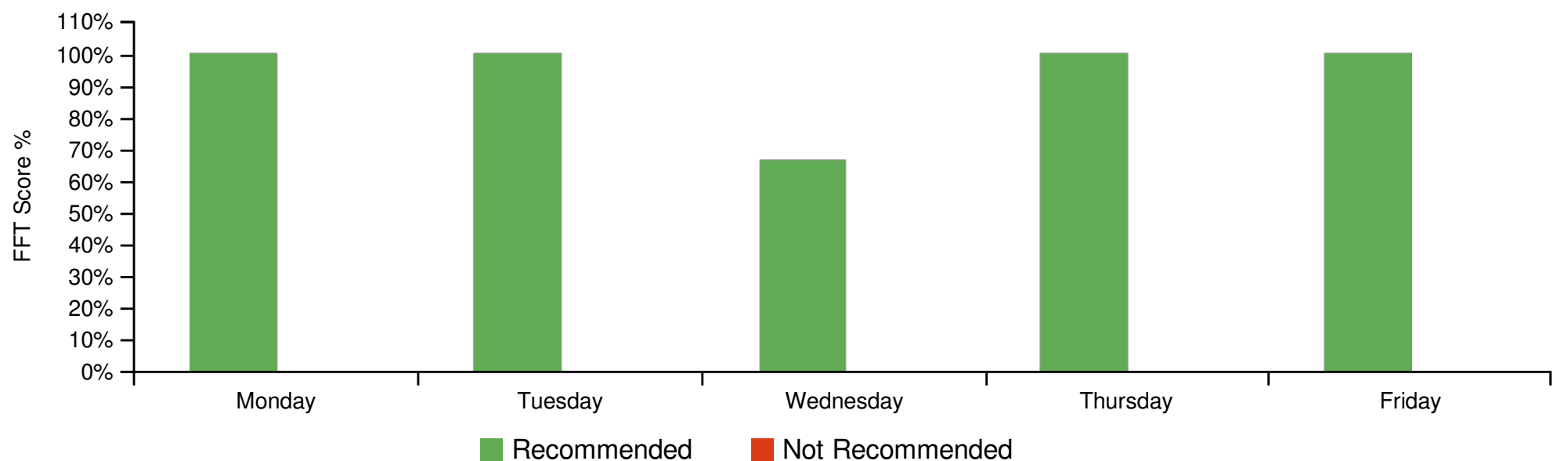
	< 25	25 - 65	65+
All Practices	86%	91%	93%
LANGSTONE WAY SURGERY	0%	95%	100%

##### 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

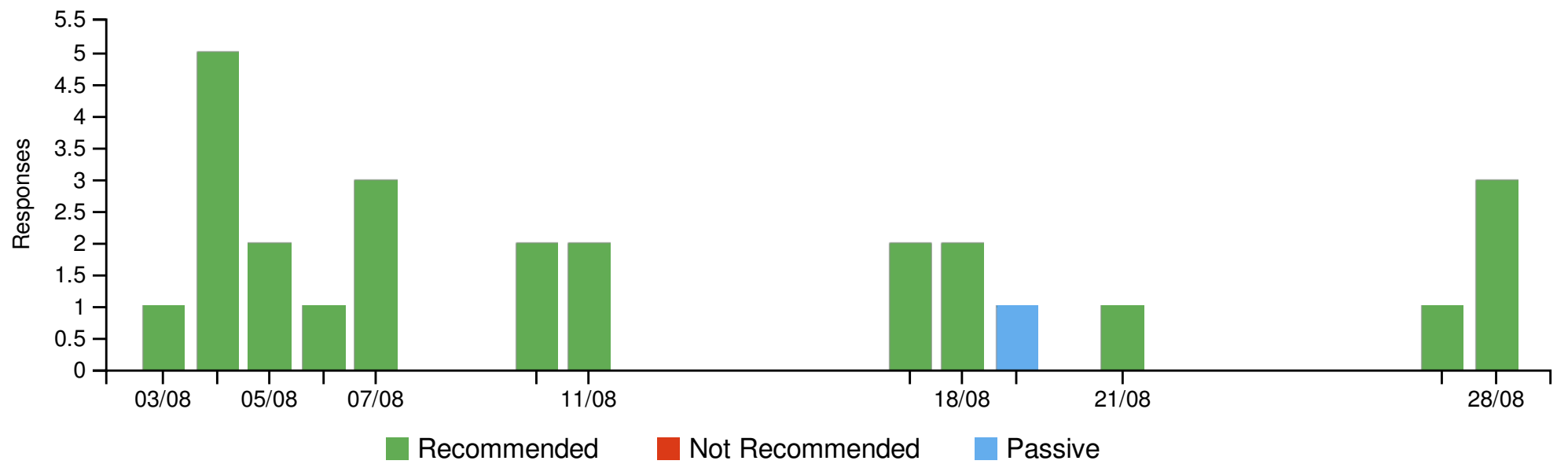


- Notes:
1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
  2. Score calculated as per NHS requirements. See scoring guidance section.

## SECTION 4

### Patient Response Analysis

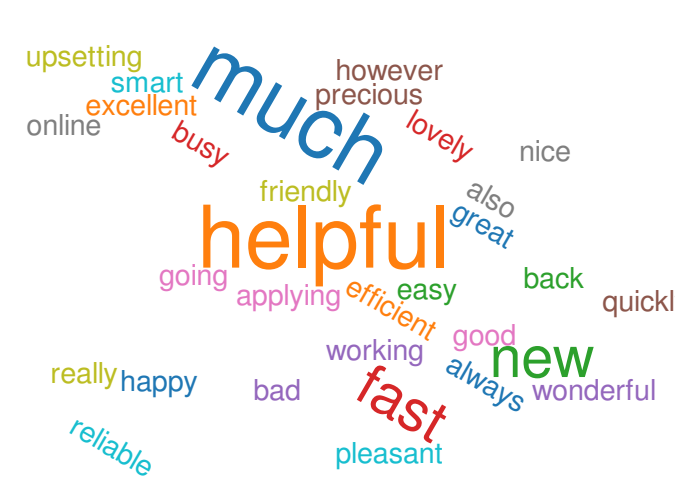
#### Patient Responses



- 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

Thematic	Tag Cloud
Reception Experience 3	
Arrangement of Appointment 1	
Reference to Clinician 8	
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

- ✓ My blood test result showed diabetes control is very bad. My doctor & nurse worried for me & quickly started new treatment and good advice about diet. Al@t. Also explain how continue that treatment. Very emergency service for me. Thank you so much my doctor, my nurse. They really worried for me. Thank you. I'll t@'ll try my best. Thank you Langston surgery's team. @team.
- ✓ Dr Seres was very pleasant.
- ✓ The receptionist is always helpful and the doctors listen to you, don't rush you
- ✓ Had an excellent level of care
- ✓ As all staff are very helpful
- ✓ It was very easy, and I didn't have to go to the gp, I'm a very busy working person and my free time is precious to me, I don't want to waste it going to@ng to the doctors. @tors.
- ✓ I get in touch with the surgery and they are very nice, friendly and very smart to answer all my question..im so happy with the service ive got..thank yo@nk you very much@ much
- ✓ Fast efficient call back service by Dr Pang
- ✓ Because i had a consultation with the nurse Lisa this morning and she is so lovely and has wonderful manners and explains everything
- ✓ Most people at the surgery r very helpful, like the asthma nurse today. However I feel like I got told off once during lockdown, for not applying for ap@or appointment online, when I do not have or know how to use the internet. I found this upsetting. @ing.
- ✓ Fast without problem
- ✓ The new service has been reliable each time
- ✓ Econsult needs to have a way of accessing services if your problem does fit into a box. A 'non of the above' button with the ability to then describe wha@e what the problem is. Staff are great @reat

#### Not Recommended

#### Passive

- ✓ Not everyone lives within the required distance to the surgery