FFT Monthly Summary: January 2020

Winstanley Medical Centre Code: P92038



SECTION 1 **CQRS Reporting**

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
33	7	1	0	1	0	0	0	0	42	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: 112

Responses:

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	33	7	1	0	1	0	42
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	33	7	1	0	1	0	42
Total (%)	79%	17%	2%	0%	2%	0%	100%

Summary Scores



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:

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

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

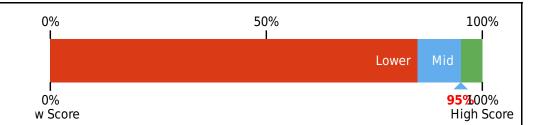
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: 95%

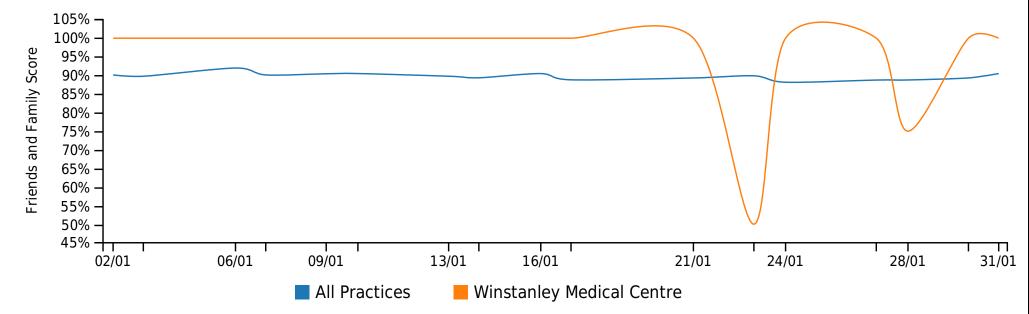
Percentile Rank: 75TH



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 75th percentile means your practice scored above 75% of all practices.

Practice Score: 'Recommended' Comparison



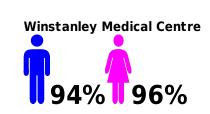
Notes: 1. Practice score comparison of 'recommended' scores only.

2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age < 25</th> 25 - 65 65 + All Practices 83% 89% 93% Winstanley Medical Centre 75% 96% 100%

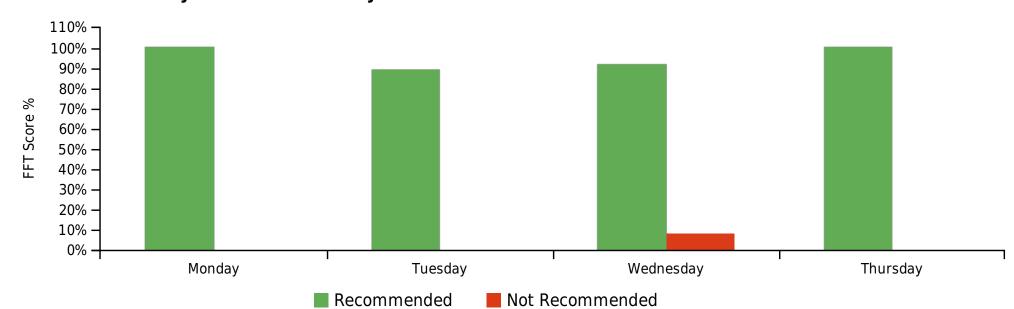




Notes: 1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

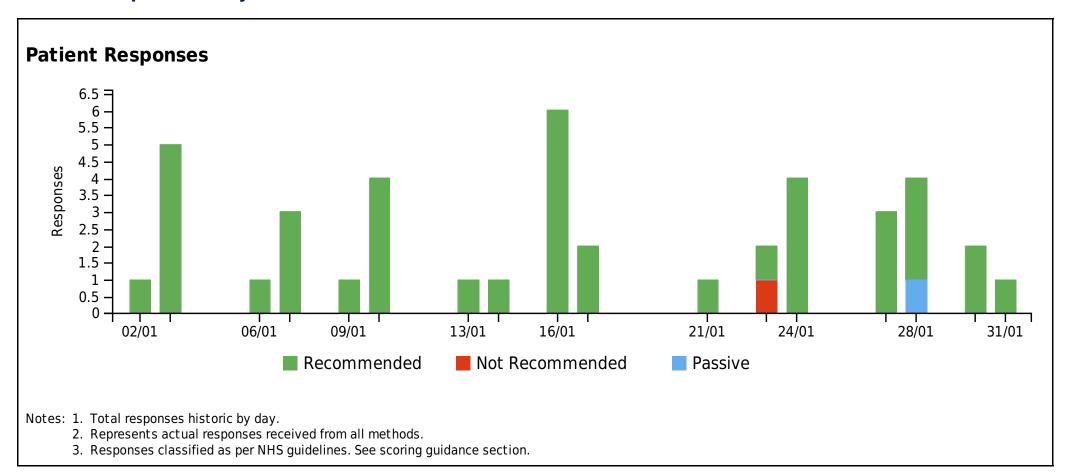
Practice Score: Day of the Week Analysis



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 9

4

Notes: 1. Thematic analysis for current reporting

Arrangement of Appointment

Reference to Clinician

- 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

- ✓ Got an appointment within 24 hours despite being a non urgent matter, I was seen promptly and the doctor was courteous and thorough.
- ✓ After six weeks off pain a previous visit finally found the cause and has been referred to a specialisation only downside booked on the app and had to wa@to wait 2 weeks @eeks
- ✓ Dr Anthony is a fantastic Dr, really helped me.
- ✓ My appointment was for a blood test. I was seen a little earlier than my appointment time. The person who took the blood was very friendly and profession@ssional. I enjoyed our conversation. The whole experience confirmed my view that the NHS staff are very committed and professional. @nal.
- ✓ Friendly staff and atmosphere
- ✓I am new to Winstanley medical centre and have found them really helpful, from the receptionist to the doctors
- \checkmark Everyone friendly and helped in the end to end process. Reception, nurse and doctor
- ✓ Appointment arranged quickly and didn't have to wait long early appt so no time needed off work
- ✓ Doctors are helpful and listen. Receptionists polite and helpful also. Pleasant surgery
- ✓ Prompt and good service.
- ✓ Always get the help I need.
- ✓ Very efficient and helpful staff member
- ✓ The Senior nurse was very thorough and informative. She even gave me a diagnosis for my husband which I have been unable to get from the specialist. I ha@ I have been trying to get him sorted for months@onths
- ✓ Doctors and receptionists are always helpful
- $\checkmark \mbox{Excellent surgery, dedicated, professional and very caring, wonderful service} \; .$
- \checkmark We didn't have to wait long. The receptionists are helpful and the waiting room is comfortable and clean.
- \checkmark A well run practice with friendly + helpful staff
- ✓ Never have to wait long for an appointment
- ✓ My son had his injections today and lynne Blackburn was so lovely with him and me. Very reassuring, calming and polite and chatty. Made me feel at ease.
- ✓ Very helpful
- XBecause I have been going to winstanley med center and Dr saxena always listen to you and put you at ease
- X Good service from Dr Saxena. Thanks
- XUsed to be easy to get a quick app't now getting longer. Not 100% happy with treatment but ok.

Not Recommended

✓ Sorry I meant to press 1 as I was very happy with the service

Passive

✓ Poor wait time seen every time I visit at least 30 to 40 mins after appt time