FFT Monthly Summary: May 2019

Silloth Group Medical Practice
Code: A82037

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
40	6	1	1	1	0	0	0	0	49	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: 124

Responses: 49

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	40	6	1	1	1	0	**49**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**40**	**6**	**1**	**1**	**1**	**0**	**49**
Total (%)	***82%***	***12%***	***2%***	***2%***	***2%***	***0%***	***100%***

Summary Scores

94% 4% 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:

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

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

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

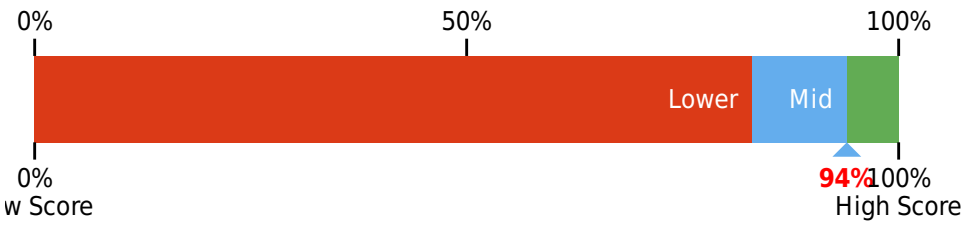
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

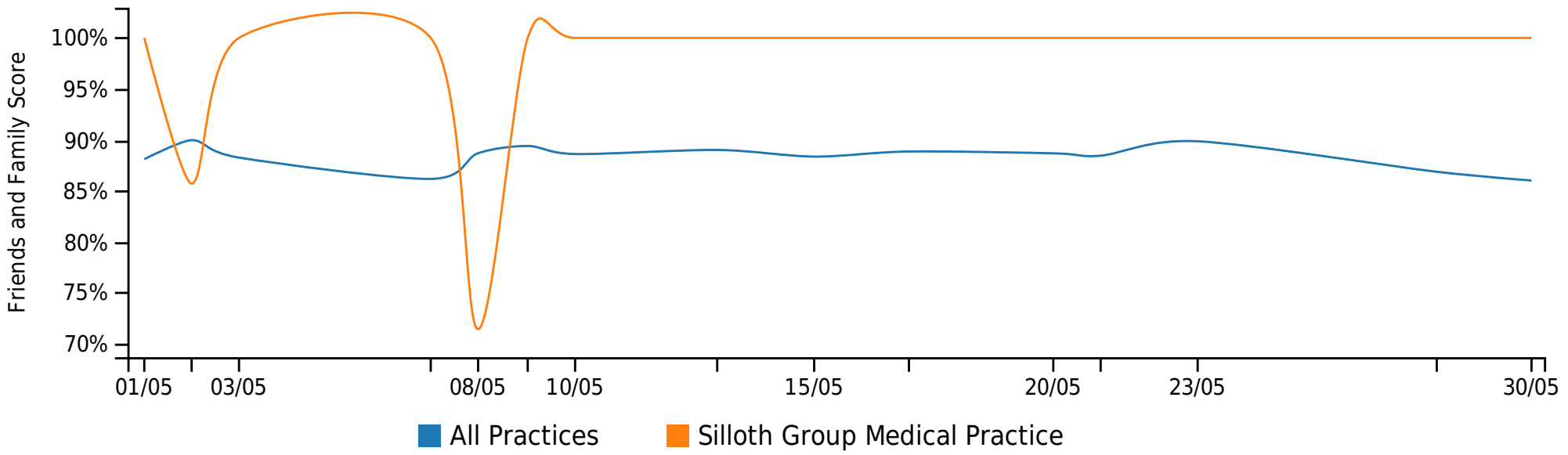
Your Score: 94%

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	25 - 65	65+
All Practices	82%	88%	92%
Silloth Group Medical Practice	100%	93%	94%

Gender

All Practices

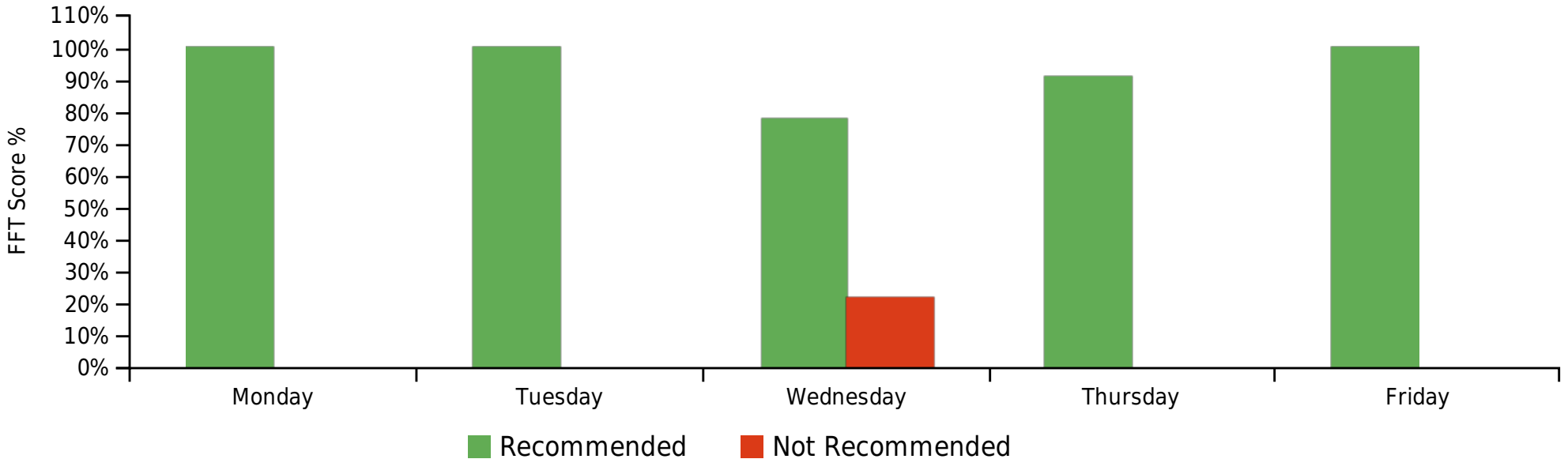
89% 88%

Silloth Group Medical Practice

100% 91%

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

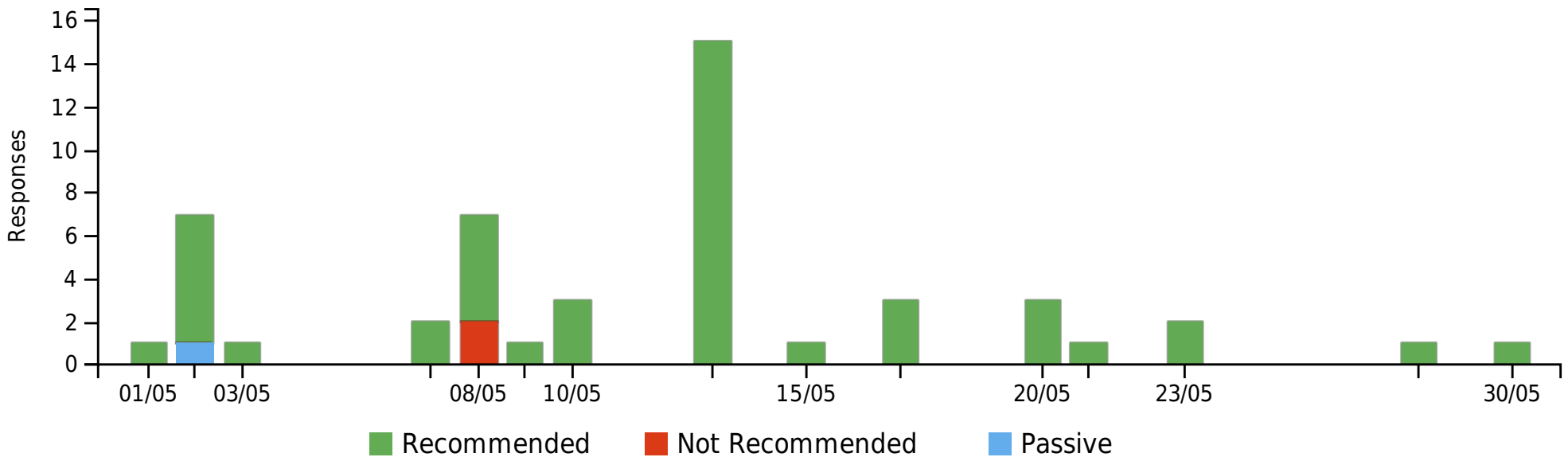
Practice Score: Day of the Week Analysis



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

Reception Experience	7
Arrangement of Appointment	7
Reference to Clinician	13

Notes:
1. Thematic analysis for current reporting month.
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.

Tag Cloud

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

✓Because I am pleased with service I received
✓*Very please as I sometimes miss appointments.*
✓I have always found the Doctors nurse's and reception staff are friendly and very helpful
✓*Very good and caring doctor*
✓Staff and doctors very helpful and friendly
✓*On time and the Dr had time to listen to me*
✓Just good service and friendly reception staff and the DOCTOR listening to you
✓*I've always been completely satisfied with the surgery*
✓Understanding GP, demonstrated patience with my daughter and put her at ease. Gave lots of reassurance and explained what was going to happen. Very accom@accommodating when the procedure couldn't be performed he made another appointment and arranged a side room for her to wait in the following day. @day.
✓*Nice freindly staff very helpful doctors are patient and caring pleasant environment in waiting room*
✓Doctor expertise
✓*The Doctor I saw was very good.*
✓I have been with this Dr.s practice for 14 years and I have been happy with the service I have received.
✓*Because you are all caring and perceptive of people's needs*
✓Appointment was punctual,staff very proffesional,courteous,kind,well mannered,dignified and caring!I felt in good hands from start to finish!Thank you!
✓*Can get appointment when so many can't around UK. Seen within days of blood test results*
✓Has time, patience, kindness and understanding
✓*Very good Service*
✓They are an excellent. They give you time to ask questions. They care.
✓*Excellent help from all staff when needed most*
✓My family always receive the best care possible the doctors are friendly and explain in full the problem and the course of treatment they will give the n@the nurses and receptionists are also ready to help and are always there for advice and care @care
✓*Always satisfied*
✓Excellent diagnosis
✓*I have a very good G P with a very good knowledge.*
✓I had only to wait for 5minutes, my appointment was dead on time, I never had that at my last practice
✓*Easy to make the appointment and very quick appointment available which is very good in current climate. Seen promptly and dealt with efficiently.*
✓The waiting time from booking until an available appointment was too long, but my choice of GP was worth the wait.
✓*Comparison to a previous health centre which offered varied services*

Not Recommended

✓Extremely likely - very friendly and through

Passive