

FFT Monthly Summary: March 2021

Stone Cross Medical Centre
Code: M88008

SECTION 1 CQRS Reporting

CQRS Reporting




FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
23	12	2	1	12	0	0	0	0	50	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:	156						
Responses:	50						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	23	12	2	1	12	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	23	12	2	1	12	0	50
Total (%)	46%	24%	4%	2%	24%	0%	100%

Summary Scores

 70%  26%  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:

$$\text{Recommended (\%)} = \frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

$$\text{Not Recommended (\%)} = \frac{\text{very poor} + \text{poor}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

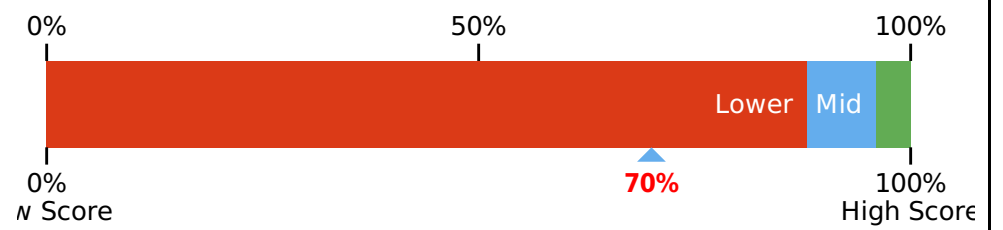
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

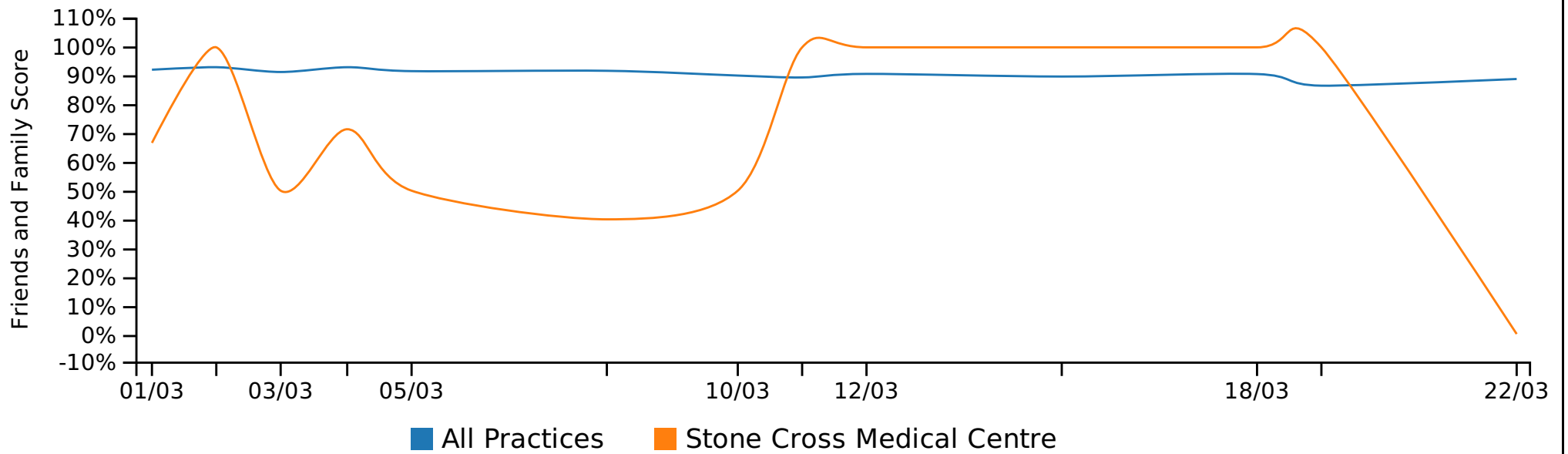
Practice Score: 'Recommended' Rank

Your Score: 70%
Percentile Rank: 0th



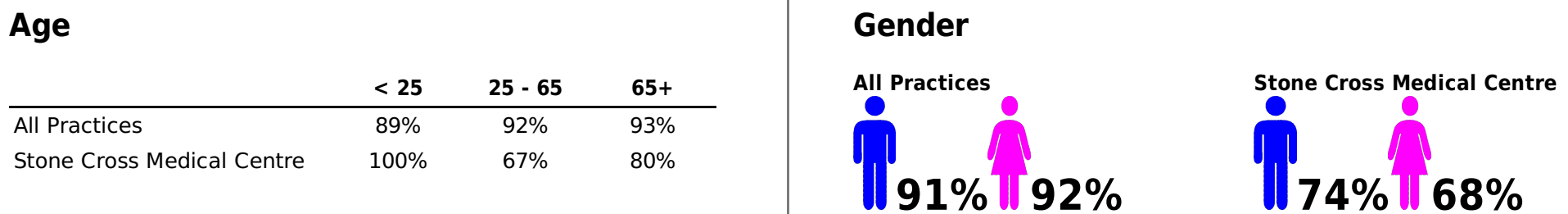
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 0th percentile means your practice scored above 0% of all practices.

Practice Score: 'Recommended' Comparison



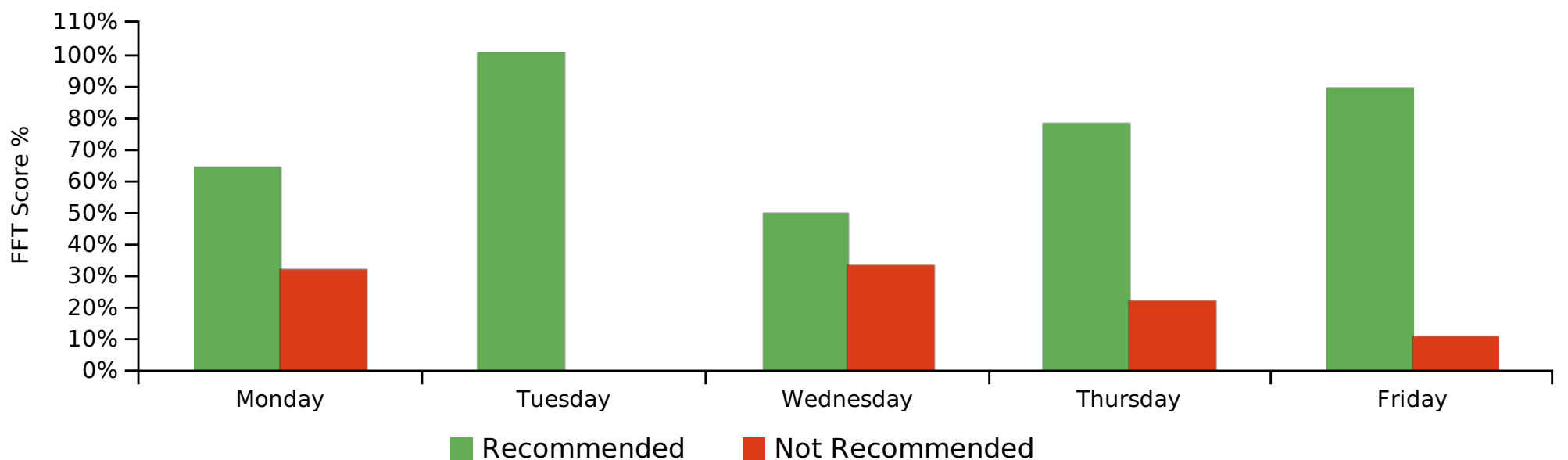
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



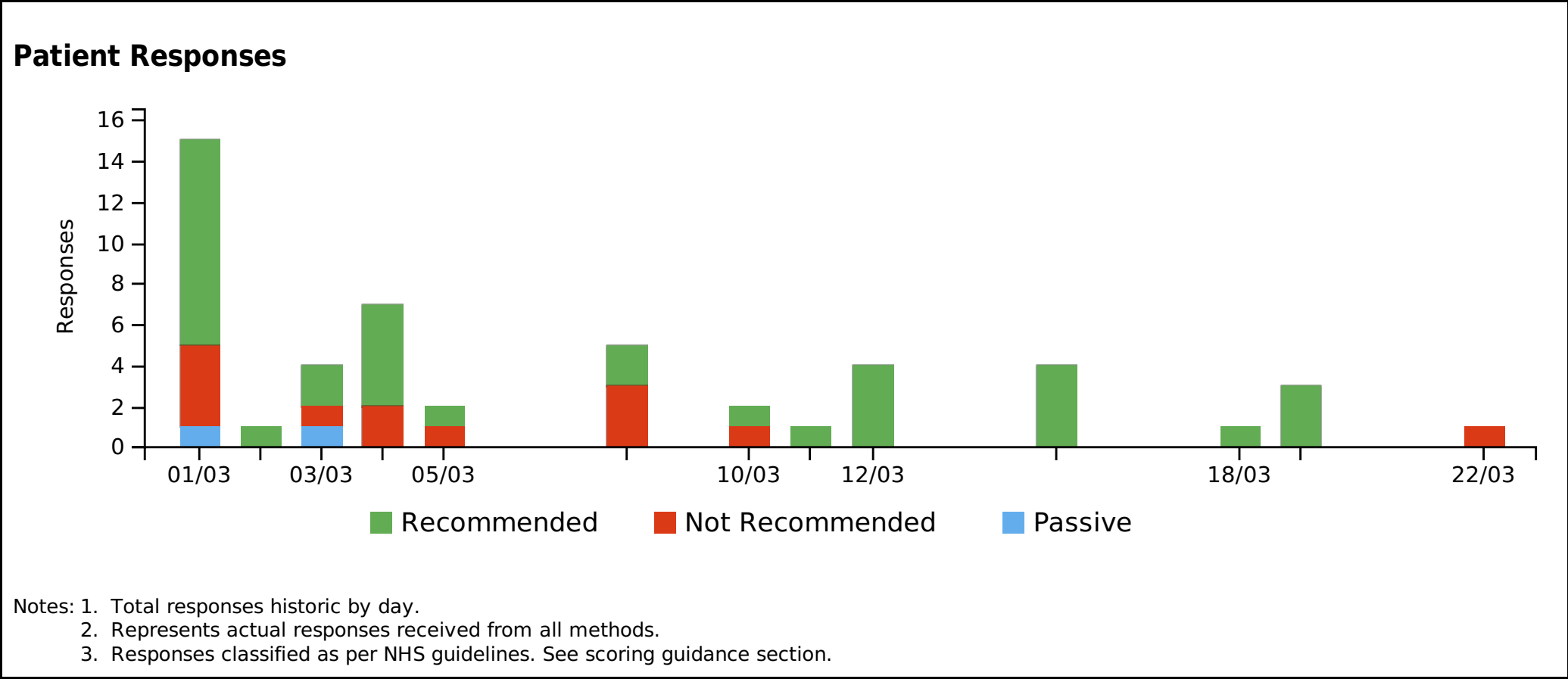
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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



possibility to book easily. I've been very ill for that last 2 weeks, however there will be people that even more pressingly need medical attention, and there isn't the possibility for this. PLEASE do something about this! Staff are kind and it's not a knock on character and work-ethic, but on strategy and processes.

- ✓ Just told you in my message. I can never get through. I sent a letter. Must admit receptionists did phone. Said she wd ring back with my query. She never did.
- ✓ The practice merged with the neighboring practice then closed it ,leaving a local population of 8000 patients with one GP practice.it was common before the pandemic to wait 3-4 weeks for a appointment now it is worse .
- ✗ Still not doing face to face appointments.Daughter suffering with chronic hives since December. No relief or help.Can never get appointments when you call. Receptionist are rude.Made to stand outside surgery with newborn baby for 8 week check because doctor hasn't turned up for work on time, even after he turns up still made to wait 15 mins before we get called inside in -2 degree's.
- ✗ 2 hours late for telephone consultation appointment 11.30 doc called 14.20

Passive

- ✓ Dr didnt seem interested in me