

FFT Monthly Summary: April 2020

Burscough Family Practice
Code: P81138

SECTION 1 CQRS Reporting

CQRS Reporting




FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
14	1	1	0	0	0	0	0	0	16	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:	44									
Responses:	16									
		Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know			Total
SMS - Autopoll		14	1	1	0	0	0			16
SMS - User Initiated										
Tablet/App										
Web/E-mail										
Manual Upload										
Total		14	1	1	0	0	0			16
Total (%)		88%	6%	6%	0%	0%	0%			100%

Summary Scores

 94%  0%  6%

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:

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

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

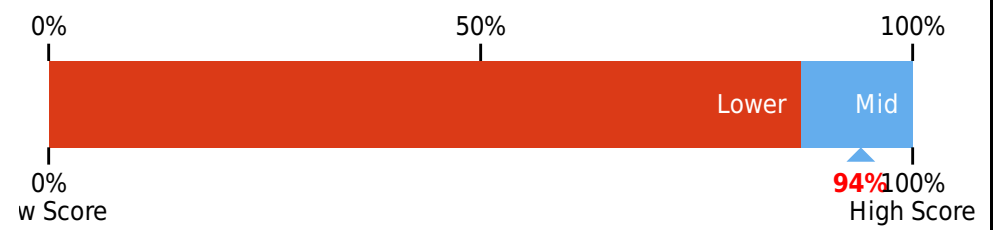
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

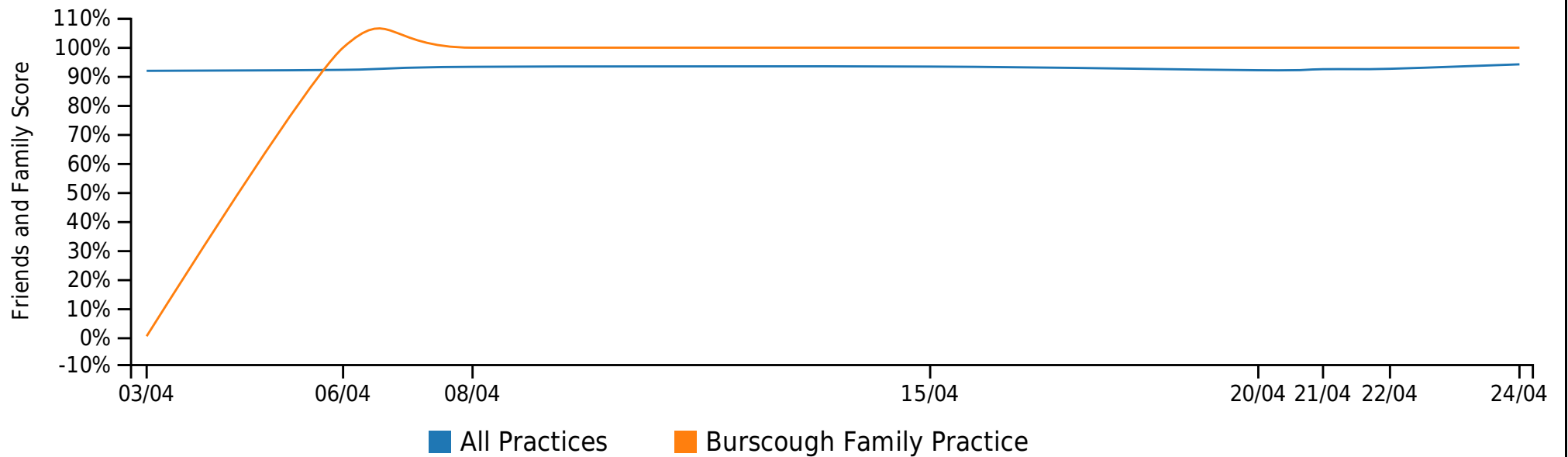
Practice Score: 'Recommended' Rank

Your Score: **94%**
Percentile Rank: **40TH**



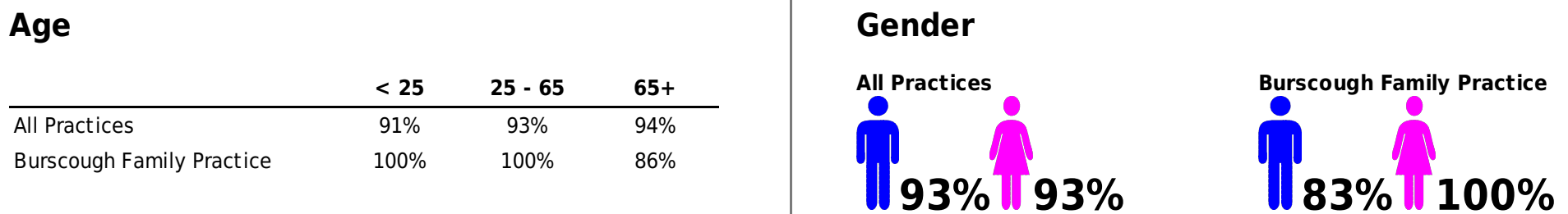
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 40th percentile means your practice scored above 40% of all practices.

Practice Score: 'Recommended' Comparison



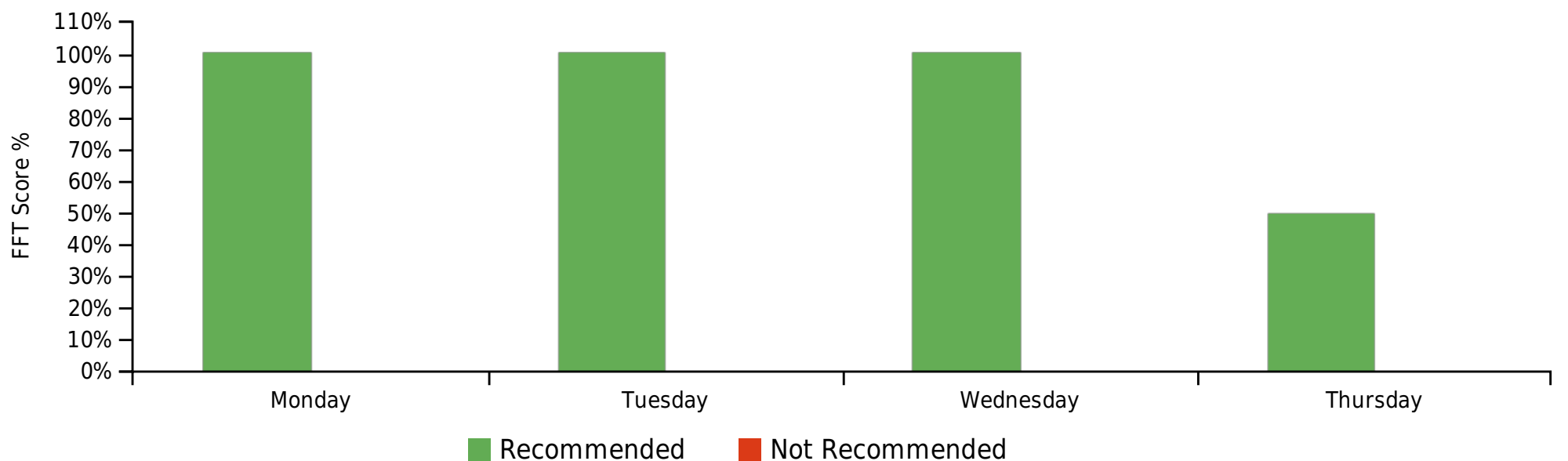
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



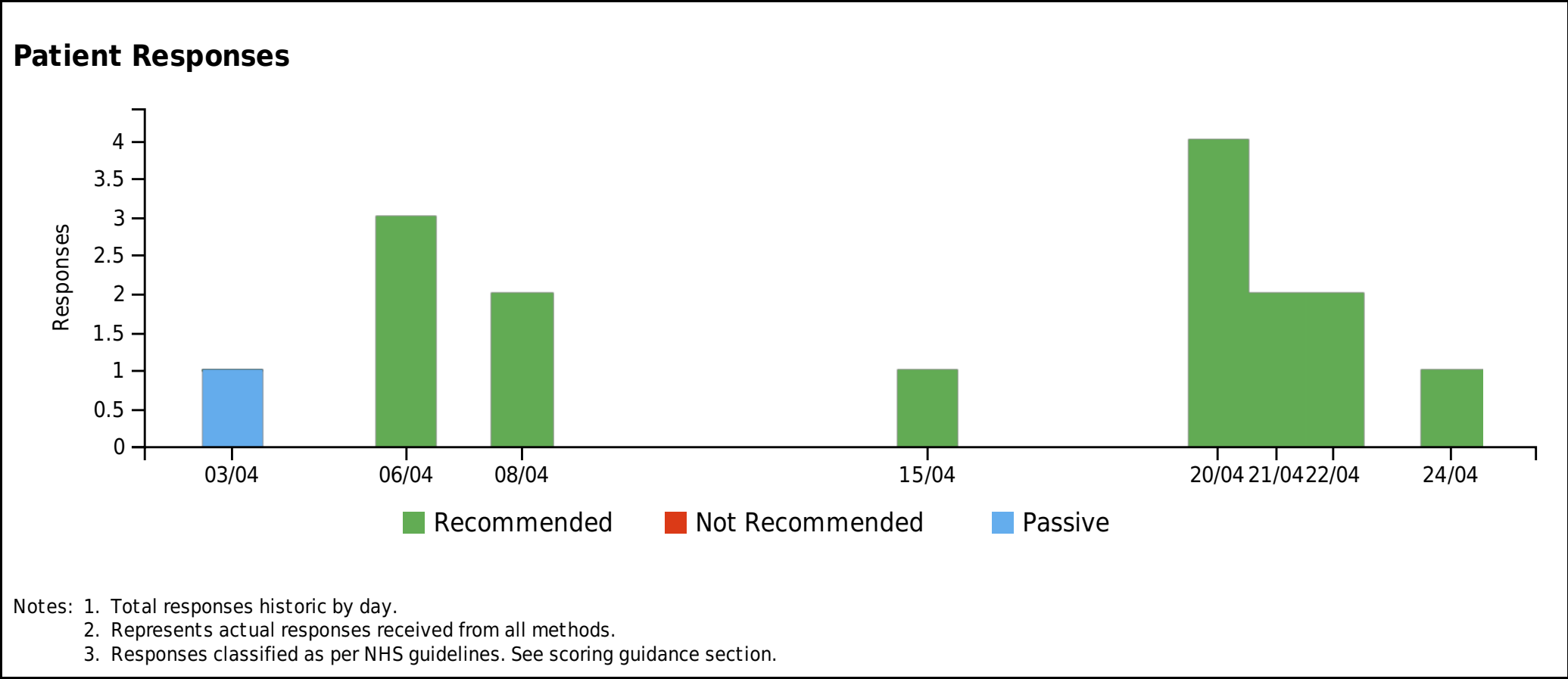
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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



SECTION 5

Patient Free Text Comments: Summary

Thematic	Tag Cloud
Reception Experience 4	
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

- ✓ Dr Biswas as well as the reception staff were so helpful, kind & professional in supporting me with my medical issues.
- ✓ Dr Biswas very helpful and understanding. He listens and doesn't make you feel like you are wasting his time
- ✓ In these unprecedented times when ordinary medical issues are still worrying the telephone consultation has proved to be speedy and efficient thus lessening the anxiety of the patient.
- ✓ Dr Biswas is amazing he is approachable listens to you as a patient totally involves you in your care and is very calming and reassuring . He doesn't compartmentalise you as a person he considers physical and mental health together
- ✓ Staff are all very professional and helpful. Even in this very stressful and uncertain time you are made to feel cared for and looked after by both staff and GP's.
- ✓ My appointments have always been on time. Both Dr Biswas and Dr Parka have treated me with patience and expediency and the staff on reception are always extremely helpful.
- ✓ Dr Biswas has solved my lung problems in three weeks, when I have been suffering from the wrong diagnosis since 1999
- ✓ I've just an INR test at home. What a great service.
- ✓ Very quick but very thorough, lovely doctor, and have a prescription already
- ✓ Modern, quick, professional service.
- ✓ Hi. Excellent, prompt and efficient dialogue. Thanks
- ✓ Very efficient

Not Recommended

Passive

- ✓ Not got used to the doctors yet to comment either way. Receptionists are very helpful.