

FFT Monthly Summary: November 2019

Burscough Family Practice
Code: P81138



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
19	0	2	2	2	1	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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients:	88						
Responses:	26						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	19	0	2	2	2	1	26
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	19	0	2	2	2	1	26
Total (%)	73%	0%	8%	8%	8%	4%	100%

Summary Scores

73%
 15%
 12%

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:

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

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

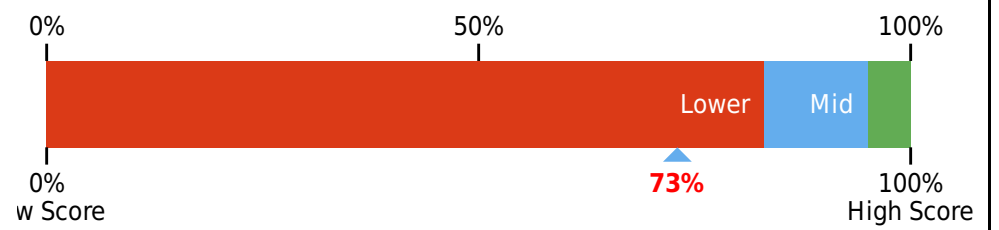
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

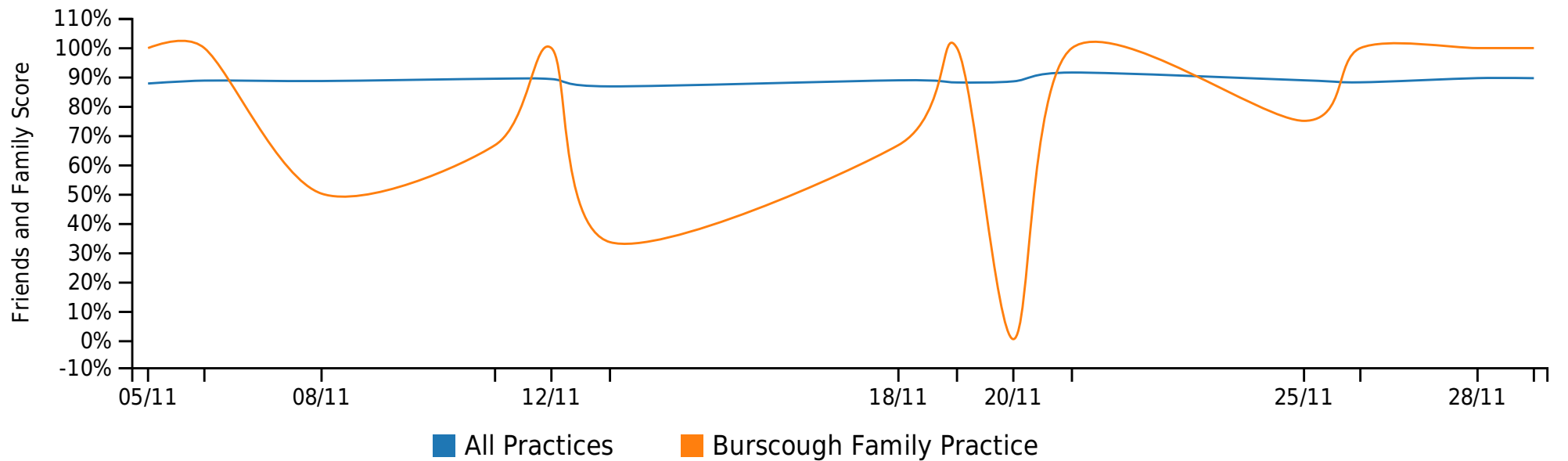
Practice Score: 'Recommended' Rank

Your Score: 73%
Percentile Rank: 10TH



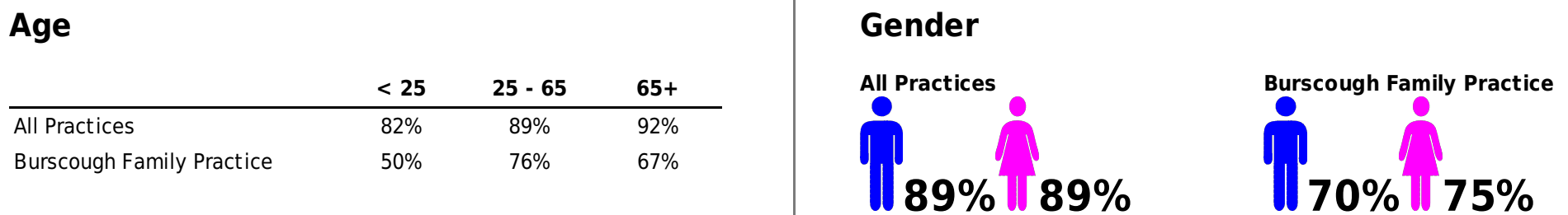
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 10th percentile means your practice scored above 10% of all practices.

Practice Score: 'Recommended' Comparison



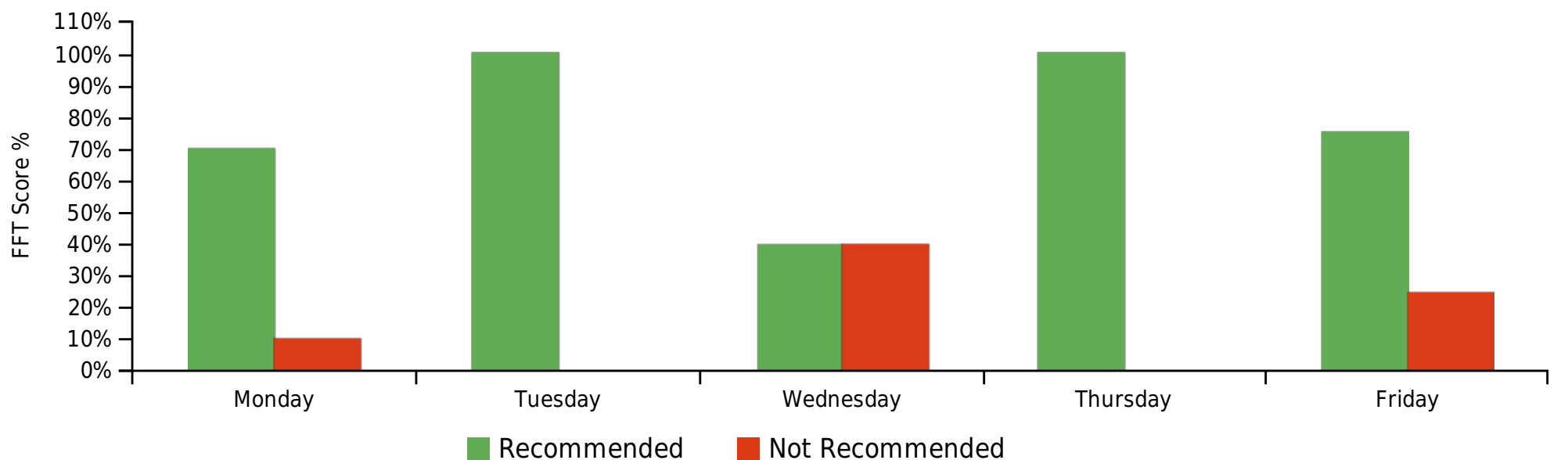
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



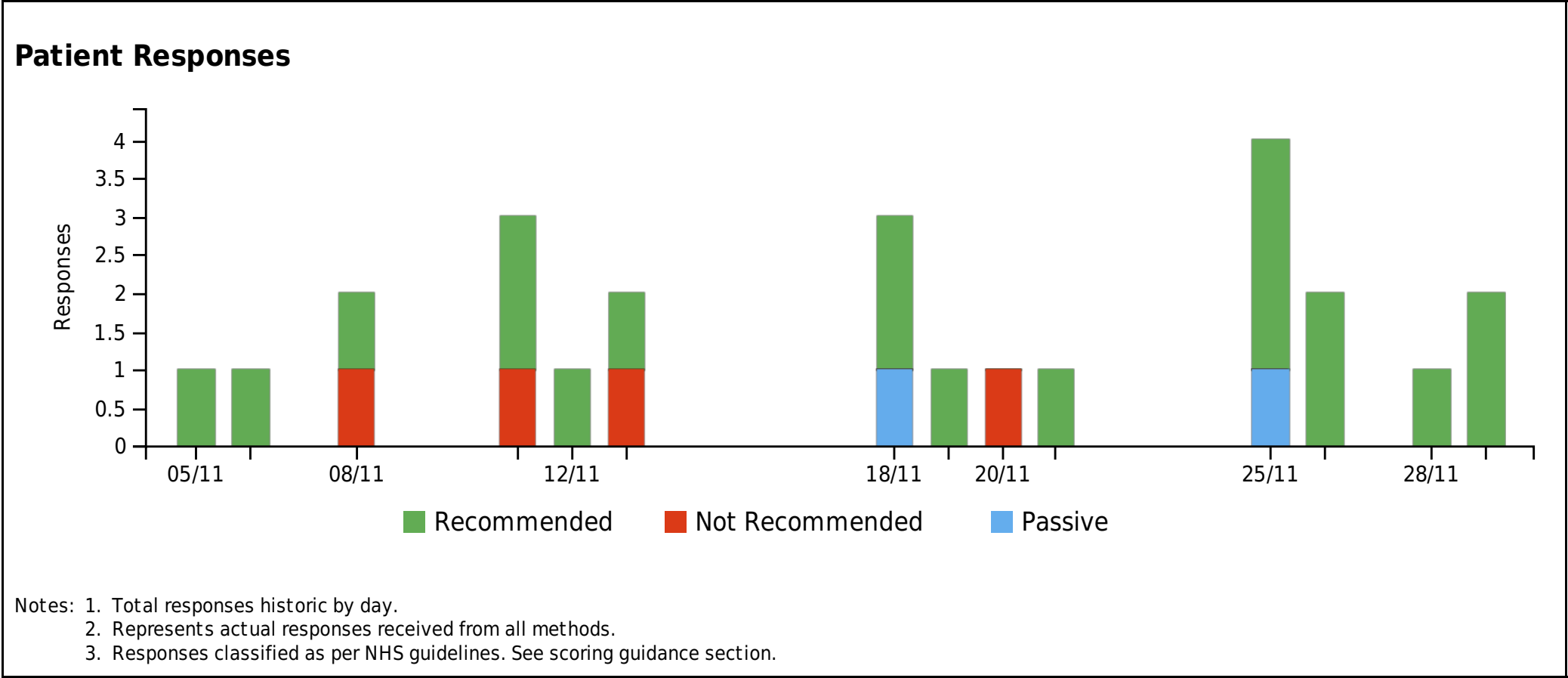
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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 1	
Arrangement of Appointment 2	
Reference to Clinician 9	
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

- ✓ Good service
- ✓ Friendly and thorough service, a Dr who is very likely to be under time pressures but it certainly didn't feel like that. Feel I'm in safe hands thank you
- ✓ Maria the nurse was lovely, really professional
- ✓ I have received very good attention from the doctor, nurse and reception.
- ✓ Very informative from doctor
- ✓ The main reason was it got me to see a doctor the same day.
- ✓ Seen within 10 minutes of my appointment. Made to feel comfortable during my apt. Managed to get my next appointment during the out of hours service office on a Sunday, which is brilliant as I work full time and struggle to get into the surgery. @ery.
- ✓ Ease of service
- ✓ The doctor that saw my daughter was brilliant with her. Took her complaints seriously and treated her with respect.
- ✗ Very helpful service

Not Recommended

- ✓ The doctors don't seem interested in hearing about my problems
- ✓ I told dr I had high B/P on my home sphygmomanometer & he did not check it himself - he told me to make a nurse for health check.
- ✓ Test samples being lost on two occasions. No immediate follow up after complaints. One doctor's attitude and manner. No emergency appointments currently @ntly at the surgery@gery

Passive

- ✓ Not entirely happy with service given at the moment