

FFT Monthly Summary: December 2022



Edmonton Medical Practice
Code: F85666

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
26	10	0	0	1	0	0	0	0	37	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: 141

Responses: 37

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	26	10	0	0	1	0	37
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	26	10	0	0	1	0	37
Total (%)	70%	27%	0%	0%	3%	0%	100%

Summary Scores

97% 3% 0%

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:

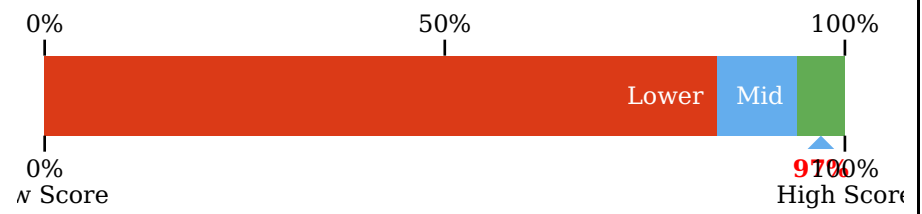
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

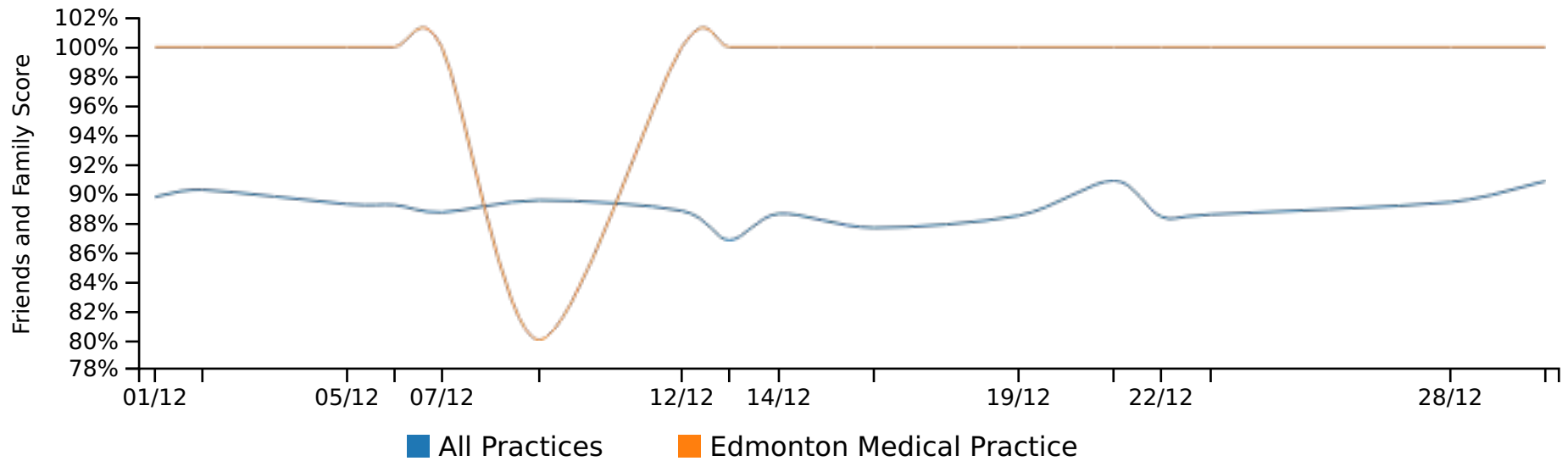
Your Score: 97%

Percentile Rank: 85TH



- 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 85th percentile means your practice scored above 85% of all practices.

Practice Score: 'Recommended' Comparison



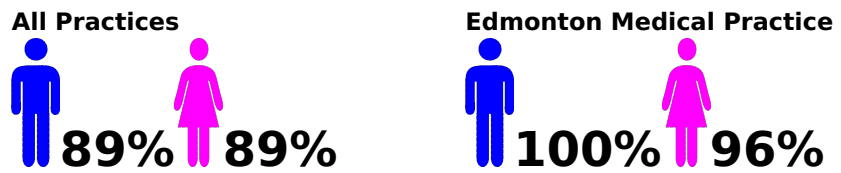
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

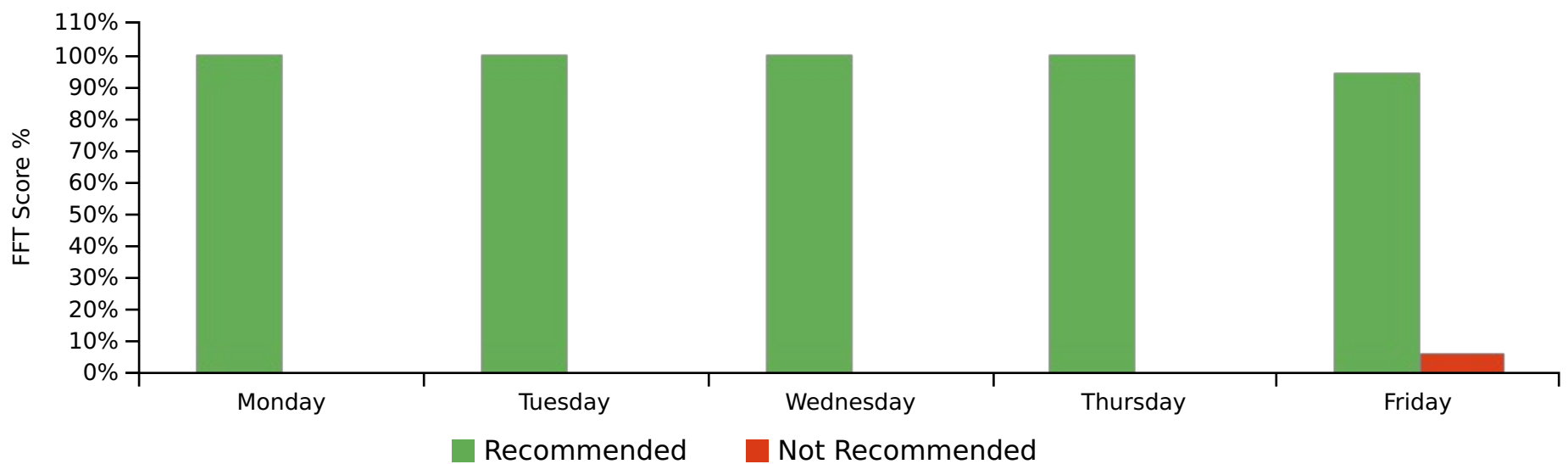
	< 25	25 - 65	65+
All Practices	84%	89%	92%
Edmonton Medical Practice	100%	96%	100%

Gender



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

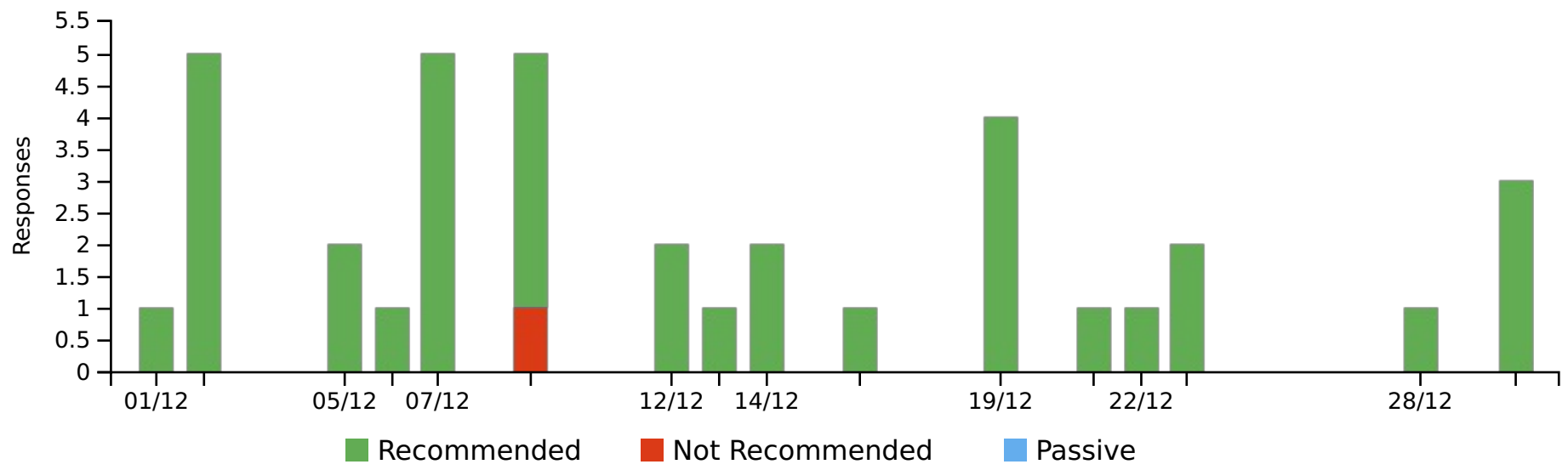
Practice Score: Day of the Week Analysis



- 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



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. The web portal needs work
- ✓ Very friendly on time Efficient O all very good
- ✓ Efficient service
- ✓ The nurse was very good and informative.
- ✓ Because u text me
- ✓ Because the practice and the staff are very good
- ✓ Very happy with service and they always helpful and caring
- ✓ Saw doctor on time, was not rushed and happy with outcome.
- ✓ All doctors and staff make me feel helpful
- ✓ Dr Suleiman is very thorough and compassionate.
- ✓ It was a pleasant experience and the person was very helpful and polite
- ✓ Nurse is lovely
- ✓ The service was 2nd to none. Extremely helpful
- ✓ Very good service
- ✓ Doctor or staff they listen to you they dont rush ofthe phone
- ✓ Good patient experience good bed side manner, staff are open to questions and give full reasoning with a clear understanding of your health and what you @ you need to do. @ do.
- ✓ Signing in was easy. My appointment was on time, and the nurse was professional and friendly.
- ✓ What is a usb disc
- ✓ Because as always the doctors are very professional
- ✓ The nurse was very friendly.
- ✓ Quick and efficient appointment. Nurse was able to speak to doctor to get medication prescribed for me.
- ✓ Everyone in the surgery was very friendly and polite and was easy to talk to and even had a laugh
- ✗ Good service

Not Recommended

Passive