## **FFT Monthly Summary: February 2023**

**Edmonton Medical Practice** 

Code: F85666



## SECTION 1 **CQRS Reporting**

## **CQRS Reporting**

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
20	6	1	1	3	0	0	0	0	31	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:** 81

**Responses:** 31

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	20	6	1	1	3	0	31
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	20	6	1	1	3	0	31
Total (%)	65%	19%	3%	3%	10%	0%	100%

## **Summary Scores**

#### **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:

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

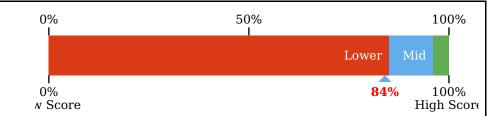
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## **SECTION 3 Practice Scoring**

#### **Practice Score: 'Recommended' Rank**

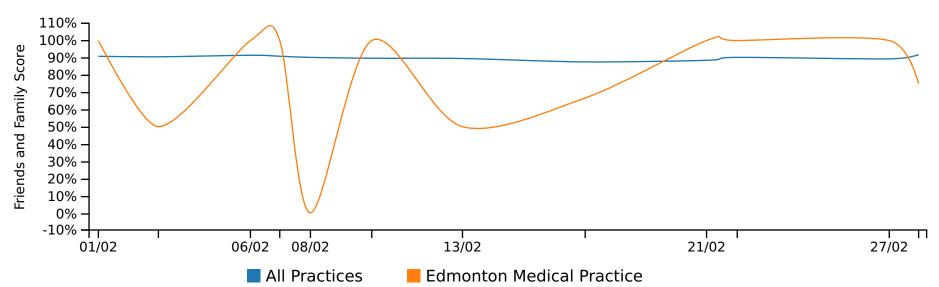
Your Score: 84%
Percentile Rank: 20TH



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 20th percentile means your practice scored above 20% 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	86%	90%	92%
Edmonton Medical Practice	75%	86%	80%

## Gender

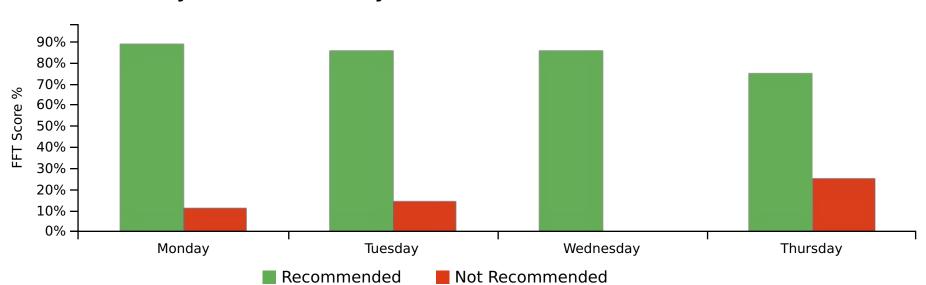




Notes: 1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

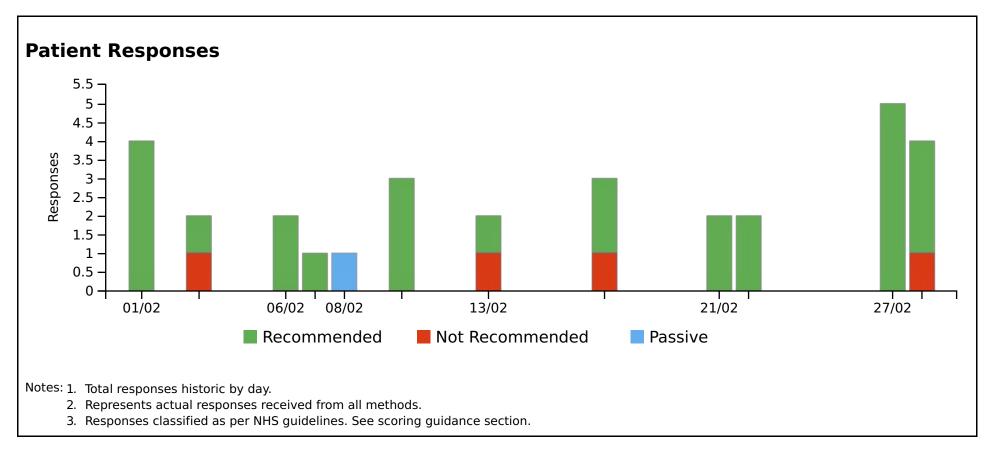
## **Practice Score: Day of the Week Analysis**



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**



#### SECTION 5

## **Patient Free Text Comments: Summary**

Them	natic		Tag Cloud
Receptio	n Experience	1	
Arranger	ment of Appointment	4	
	ce to Clinician	7	
2.	Thematic analysis for cureporting month. Thematic analysis cover discussed themes by an sentence fragements are exhaustive analysis of a points. Tag cloud is rendered us most used present partigerund verb, adverbs an adjectives where the working frequency is reflected in	rs the most halysing nd is not an Il talking sing the ciple verbs nd	

#### **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 was friendly
- ✓ Prompt and professional attention
- ✓ Good service
- ✓ I was able to get a telephone appt with the GP on time, similarly I was referred to a specialist clinic for further investigation within the set timeframe.
- ✓ The receptionist were helpful and polite
- ✓ Nothing is very good so I went for good.
- ✓ Needed treatment and received it
- ✓ I didn't have to wait long The nurse was on point
- $\begin{center} \checkmark \end{center} The appointment was handled professionally and very informative$
- ✓ Good attentive service, referral made
- ✓ Procedure was efficient and went quickly, which was good
- ✓ Very lovely lady , kind , funny and put me at ease
- ✓ Simple because of the nature for my appointment initiating with my phone called for same day appointment and the highly profesionalism demonstrated with @with personal touch with doctor and patient engagement.@ment.
- ✓ Advice was very good and professional.
- **X**Booking appointment to see nurse was easy and quick

#### **Not Recommended**

- ✓ Very polite and helpful nurse
- ✓ I have been with the doctors practice for 26 years. I amUnable to get an appointment for approximately 3 weeks
- ✓ Wrong reply should be 1

#### **Passive**