FFT Monthly Summary: January 2023

Edmonton Medical Practice
Code: F85666

SECTION 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
36	2	1	0	0	0	0	0	0	39	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: **136**

Responses: **39**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	36	2	1	0	0	0	**39**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**36**	**2**	**1**	**0**	**0**	**0**	**39**
Total (%)	*92%*	*5%*	*3%*	*0%*	*0%*	*0%*	*100%*

Summary Scores

👍 97% 👎 0% ✇ 3%

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:

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

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

For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:
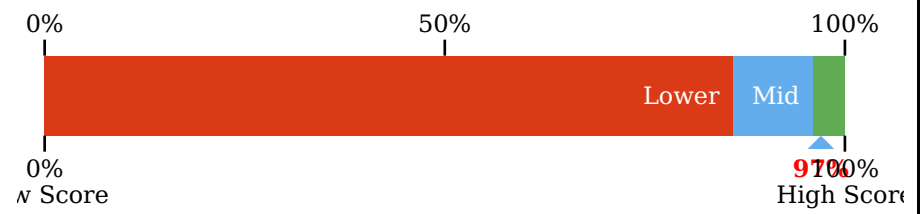
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Practice Score: 'Recommended' Rank

Your Score: **97%**

Percentile Rank: **85TH**

0%   50%   100%

Lower | Mid

0%   97% 100%

ᴎ Score   High Score

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

Legend: ■ All Practices   ■ Edmonton Medical Practice
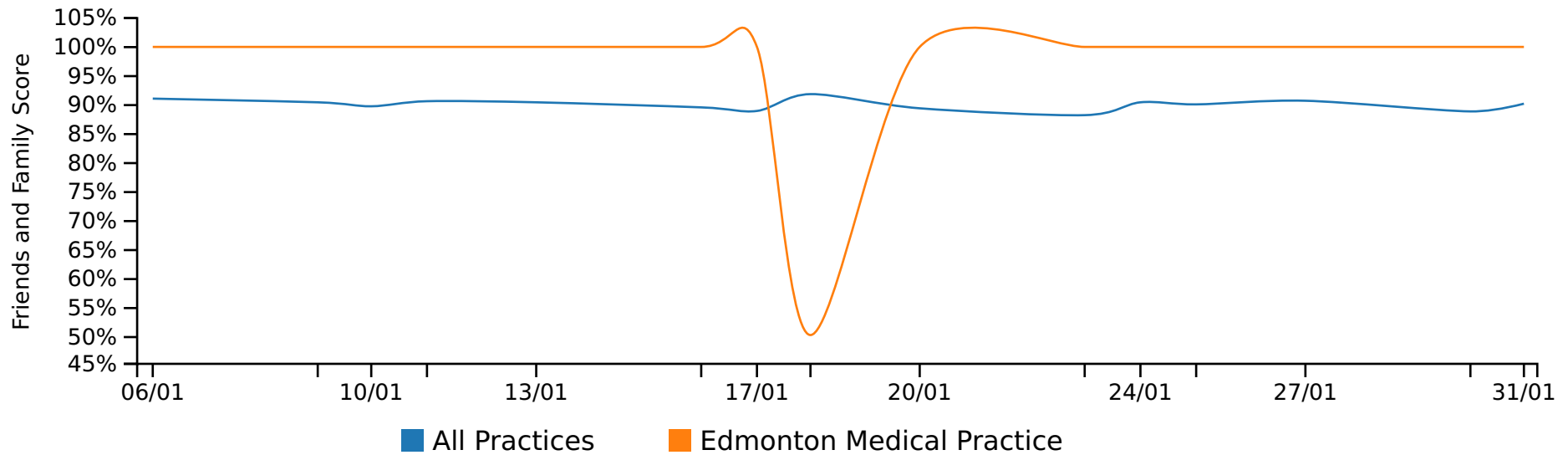
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis
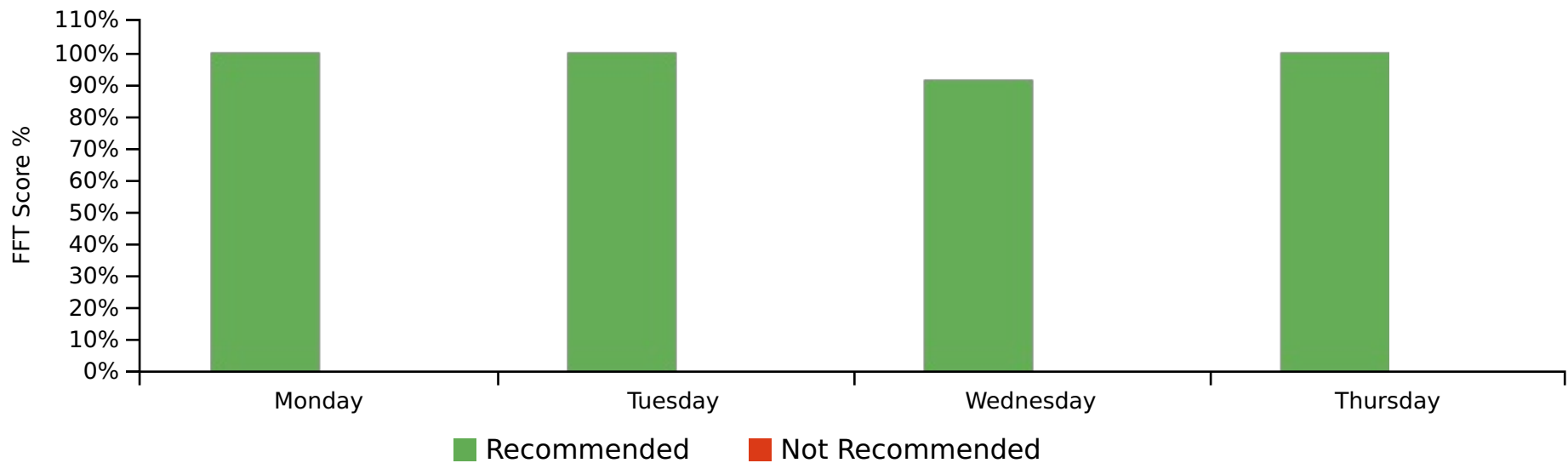
Age

	< 25	25 - 65	65+
All Practices	87%	90%	92%
Edmonton Medical Practice	100%	96%	100%

Gender

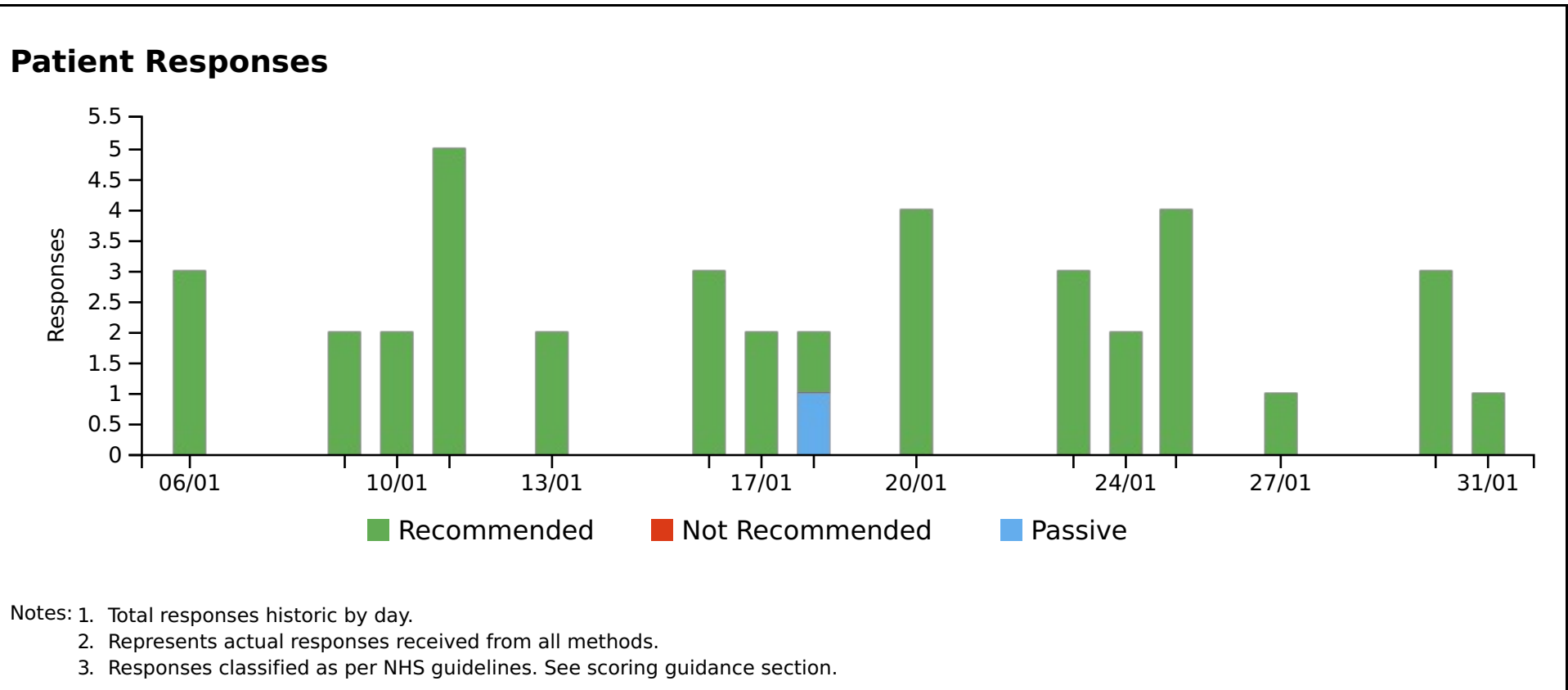**All Practices**

90% 90%

Edmonton Medical Practice

100% 95%
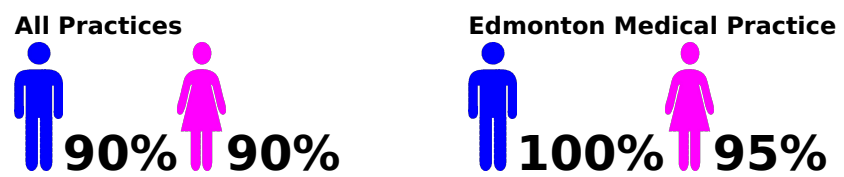
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis

Legend: ■ Recommended   ■ Not Recommended
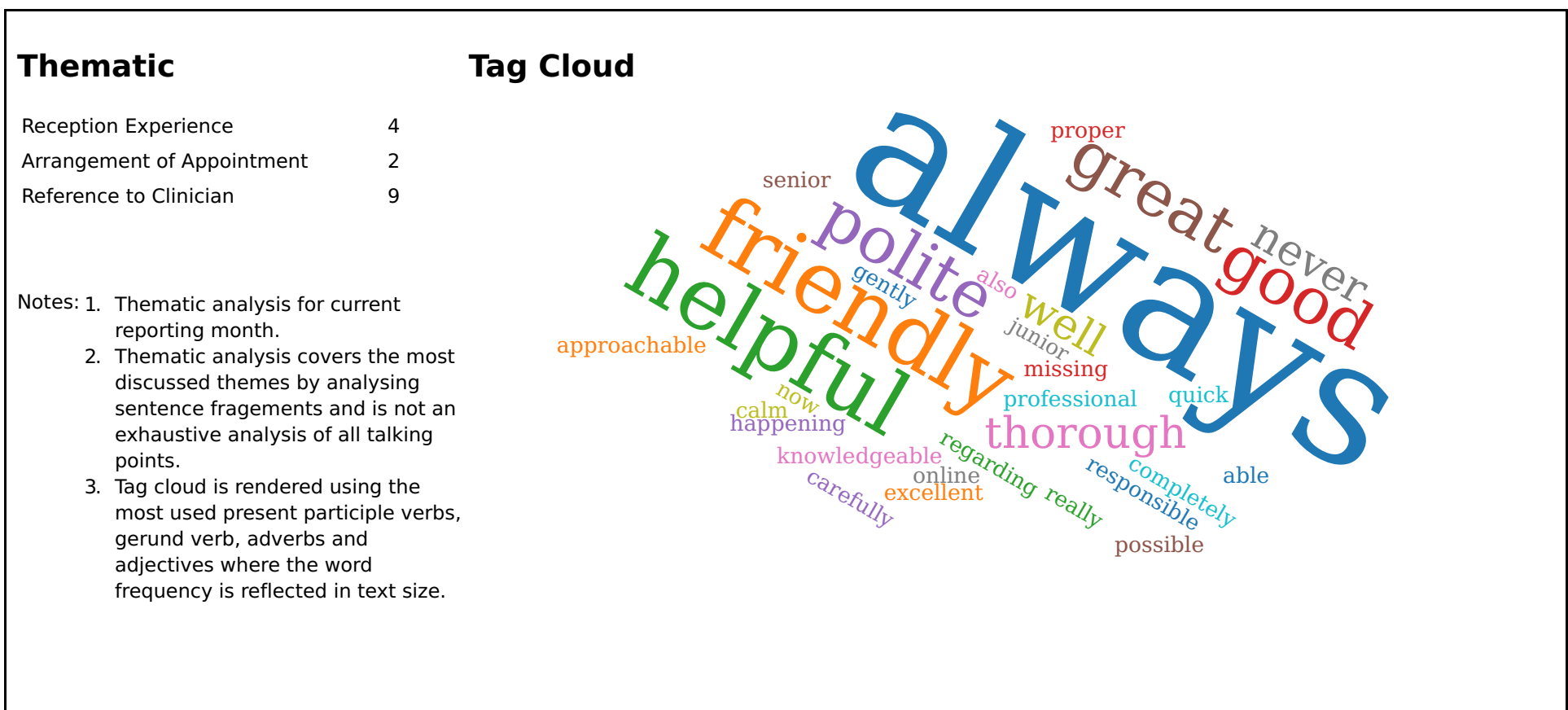
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

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.

Thematic

Reception Experience	4
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.

Tag Cloud

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

✓Quick service,gently and friendly staff

✓*Excellent customer service*

✓My Doctor Suleiman always listens and gives me the best advice regarding my situation so I don't have to worry about weather I am missing out the best re@st recommendation as he always goes for it and doesn't dismiss my concerns @erns

✓*Because my doctor very good with me*

✓Dr Suleiman is always so thorough in examination and his explanations of why something is happening and what he will do about it

✓*Because my Doctor always has time for me . He never rushes you. I would never go to any other Doctor. I have been a patient at Edmonton Health centre@entre for 47 years since Doctor Silver senior was in practice ,then also when Doctor Silver junior was in practice.and I am now under Doctor@octor*

✓No hassle , everybody polite and professional

✓*They are very responsible, approachable and they really help me with my problems.*

✓Very thorough and helpful

✓*I always have this level of service by the GP.*

✓Very helpful

✓*Got seen on time*

✓Dr sulleiman was helpful, explained and gave me proper solutions for my problems, listens and takes time to look for slutions. He is friendly. Customer s@mer service ladies are very good to help as well.@well.

✓*1- very good*

✓Always get great service and help from all staff

✓*was seen on time*

✓All my concerns had been carefully listen and treated

✓*My appointment was on time. The doctor listened and explained possible cause and treatment*

✓Appointment was on time.staff all helpfull

✓*Great doctor that understands his autism and is knowledgeable. He's kind and understood my concerns*

✓Great online service, friendly receptionists. Doctor Suleiman was calm, friendly and polite. Left the surgery completely at ease.

✓*Always helpful and when not able to help Always polite*

Not Recommended

Passive