

# FFT Monthly Summary: November 2022



Edmonton Medical Practice  
Code: F85666

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
39	5	2	0	0	1	0	0	0	47	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

**Surveyed Patients: 152**

**Responses: 47**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	39	5	2	0	0	1	47
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>39</b>	<b>5</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>47</b>
<b>Total (%)</b>	<b>83%</b>	<b>11%</b>	<b>4%</b>	<b>0%</b>	<b>0%</b>	<b>2%</b>	<b>100%</b>

### 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:

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

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

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

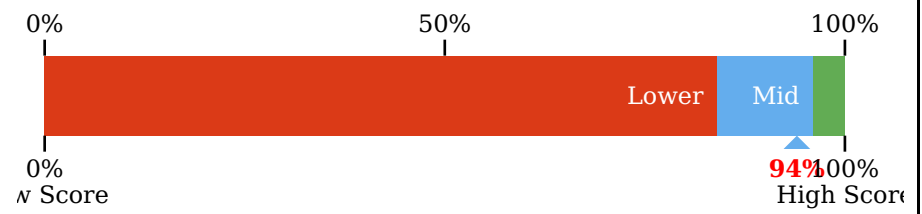
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

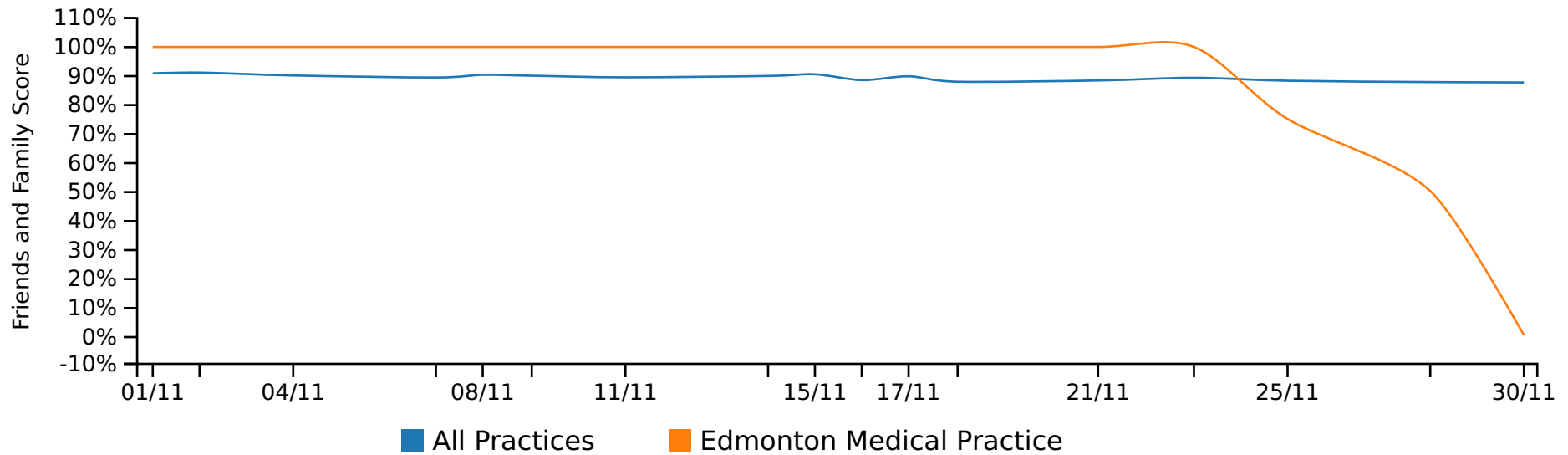
**Your Score: 94%**

**Percentile Rank: 70<sup>TH</sup>**



- 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 70th percentile means your practice scored above 70% of all practices.

### Practice Score: 'Recommended' Comparison



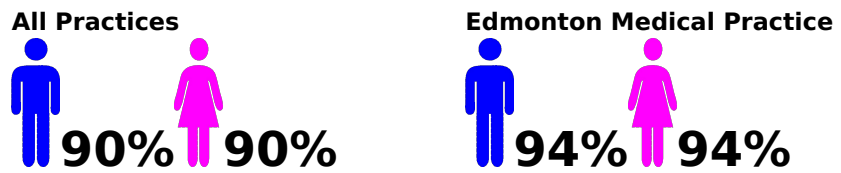
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

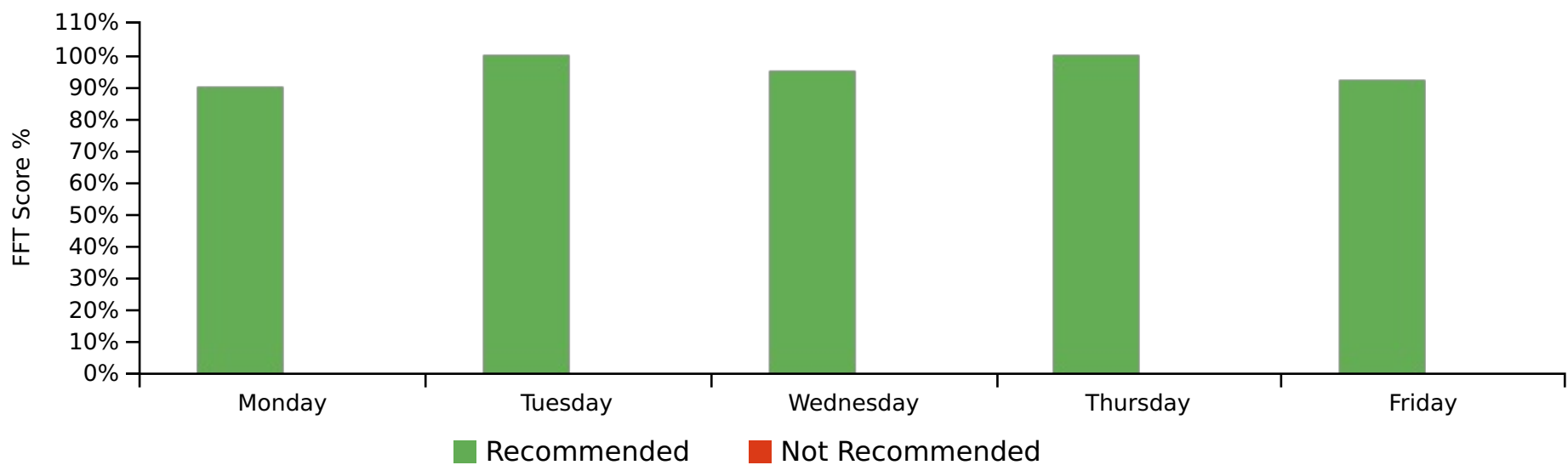
	< 25	25 - 65	65+
All Practices	82%	90%	92%
Edmonton Medical Practice	100%	94%	90%

#### Gender



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

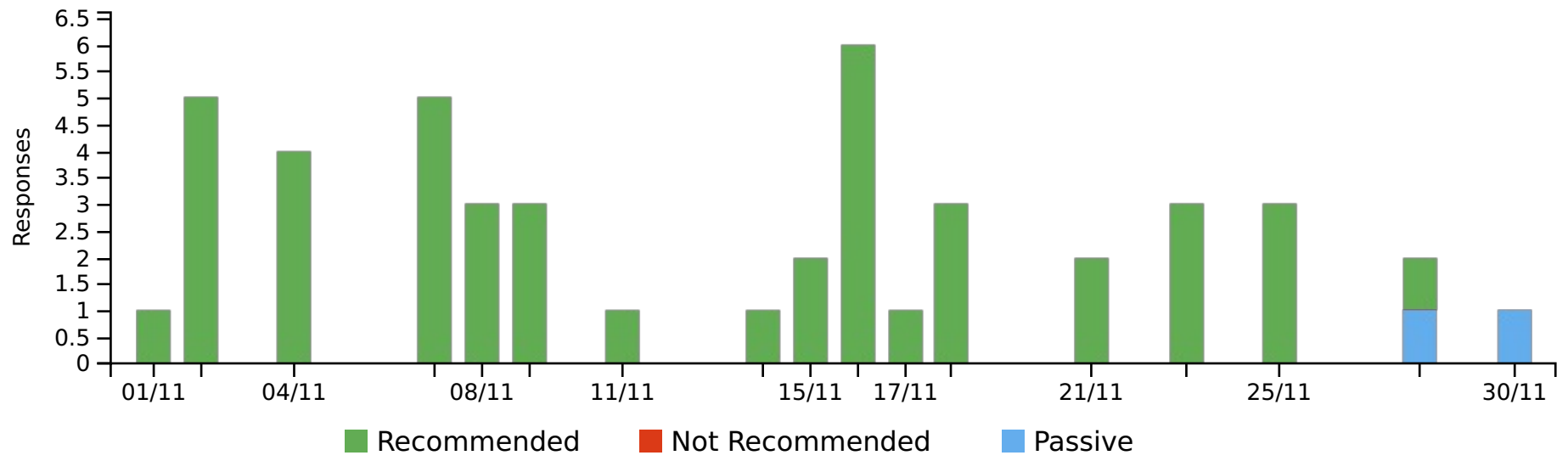
### Practice Score: Day of the Week Analysis



- 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.

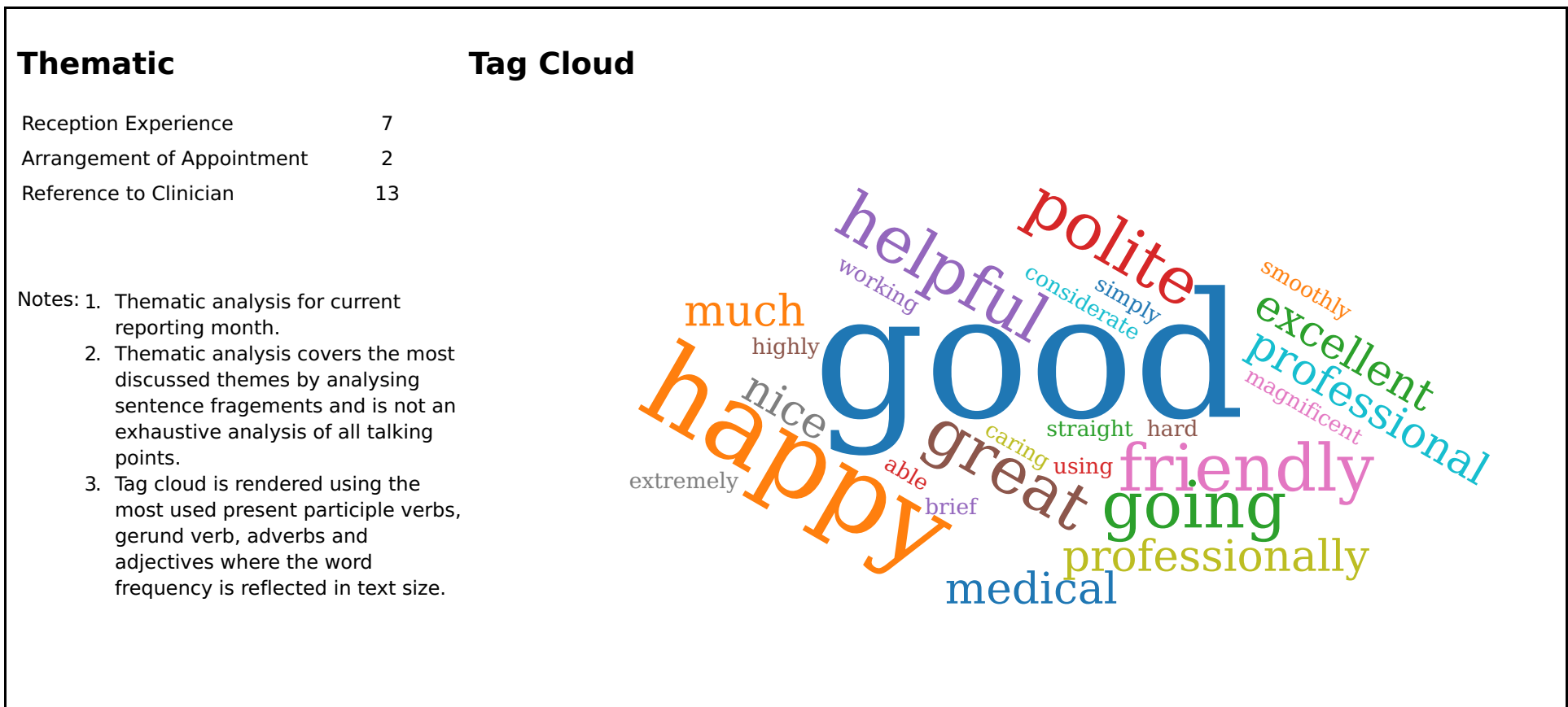
## SECTION 4 Patient Response Analysis

### 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

- ✓ I'm happy with the service I got thank you
- ✓ Doctors nurse and receptionist have time for patients
- ✓ Because my GP take his time to explain what I was going through
- ✓ I have been having trouble with my asthma and COPD the nurse gave me good advice on using my inhaler's. And spoke to the Dr I needed steroids and antibiotics.
- ✓ The nurse I believe Sarah was very nice, polite and helpful. She answered all my questions in brief and advised me about my health highly professionally.
- ✓ The service was the best from start to finish very professional
- ✓ The efficiency and professionalism of all the staff were magnificent. My GP is extremely caring, understanding considerate and listens to your complaints@aints and ailments with great care .He is simply the best.@best.
- ✓ All went smoothly
- ✓ Good service.
- ✓ Because you aske me.
- ✓ The doctor Suliman is friendly and he give you time to explain what's your problem
- ✓ Because every time I come in the surgery I'm treated with respect, professionally and my problem is resolved every time. Thank you
- ✓ Because when I am going edmonton medical center that time i get very good services.there staff & doctor are very good and there behavior is to much good and they are very much helpful persons.today I am going edmonton medical center and i got very good response they are help me a lot
- ✓ It good service dortors ok and question they give you straight answere ok
- ✓ Everyone was very friendly and helped with my concern
- ✓ Dr listened, gave information and referral
- ✓ Excellent service
- ✓ Because I was happy today
- ✓ All the Staff and Dr's are very friendly
- ✓ Very professional doctors and polite receptionist very happy with thr care i recieve from this doctors
- ✓ Appointment was on time
- ✓ Polite and helpful
- ✓ Beacause the service is great
- ✓ Excellent care and great staff,working through such hard times .
- ✗ Good service for the staff and doctors and we are happy the service we have received .Thank you . Kind regards Mr Liban Mohamud and the family.
- ✗ The nurse was soo nice and able to explain everything to my understanding

### Not Recommended

#### Passive

- ✓ Waited 12 days for an appointment