FFT Monthly Summary: October 2022

Edmonton Medical Practice
Code: F85666

SECTION 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
37	9	0	0	2	0	0	0	0	48	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: **123**

Responses: **48**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	37	9	0	0	2	0	**48**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**37**	**9**	**0**	**0**	**2**	**0**	**48**
Total (%)	*77%*	*19%*	*0%*	*0%*	*4%*	*0%*	*100%*

Summary Scores

👍 96% 👎 4% ☞ 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:

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

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

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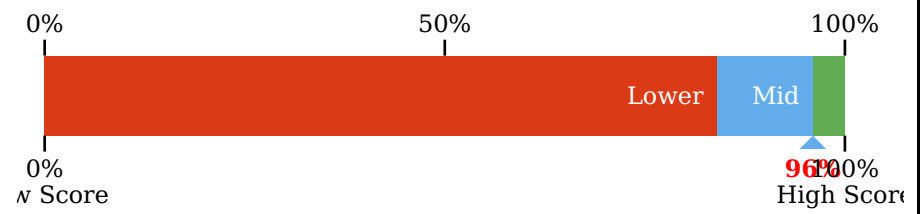
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Practice Score: 'Recommended' Rank

Your Score: **96%**

Percentile Rank: **80TH**

0%   50%   100%

Lower | Mid

0%   96% 100%
N Score   High Score
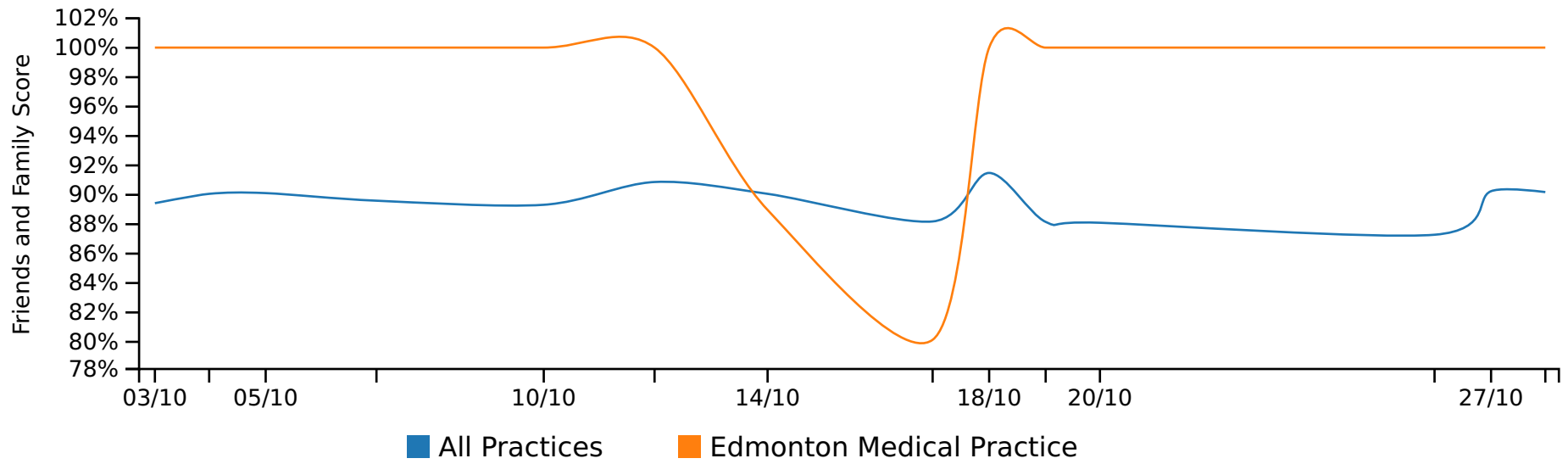
Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 80th percentile means your practice scored above 80% 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	83%	90%	92%
Edmonton Medical Practice	100%	94%	100%

Gender

All Practices

90% 90%

Edmonton Medical Practice

95% 96%
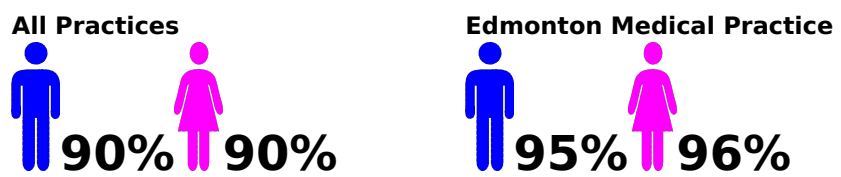
Notes: 1. Scores for current reporting month.
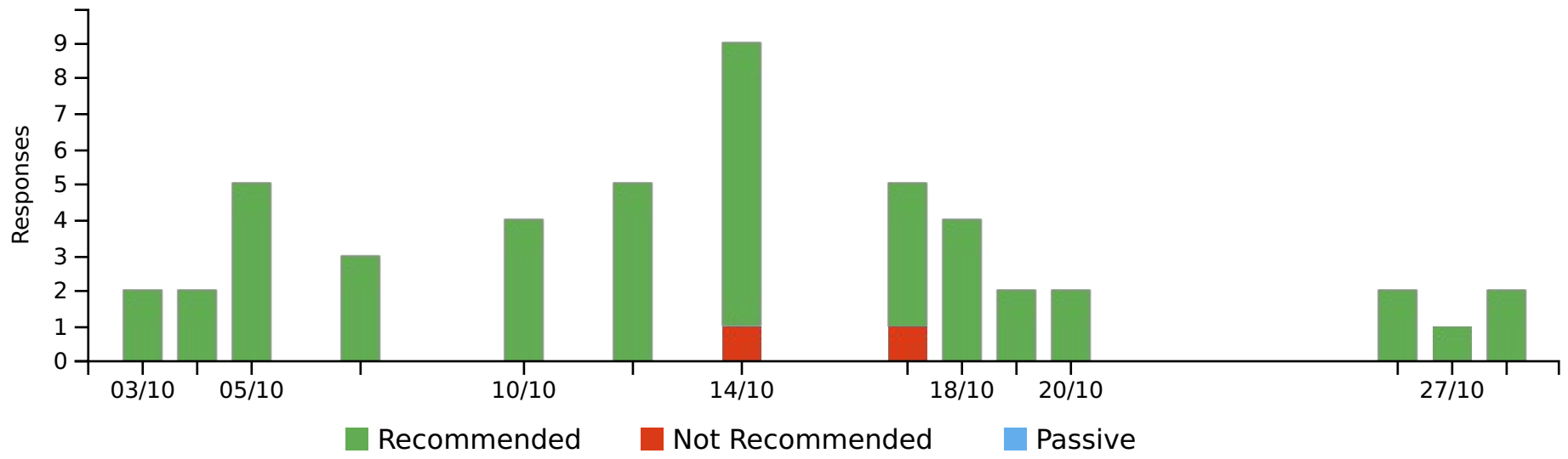2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis

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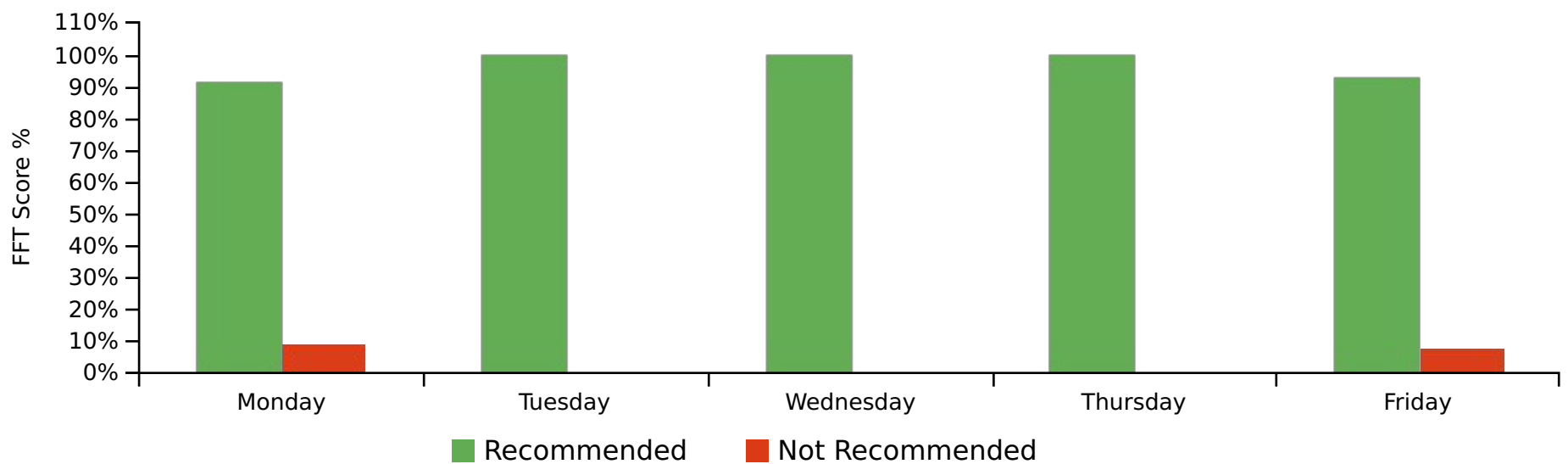
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
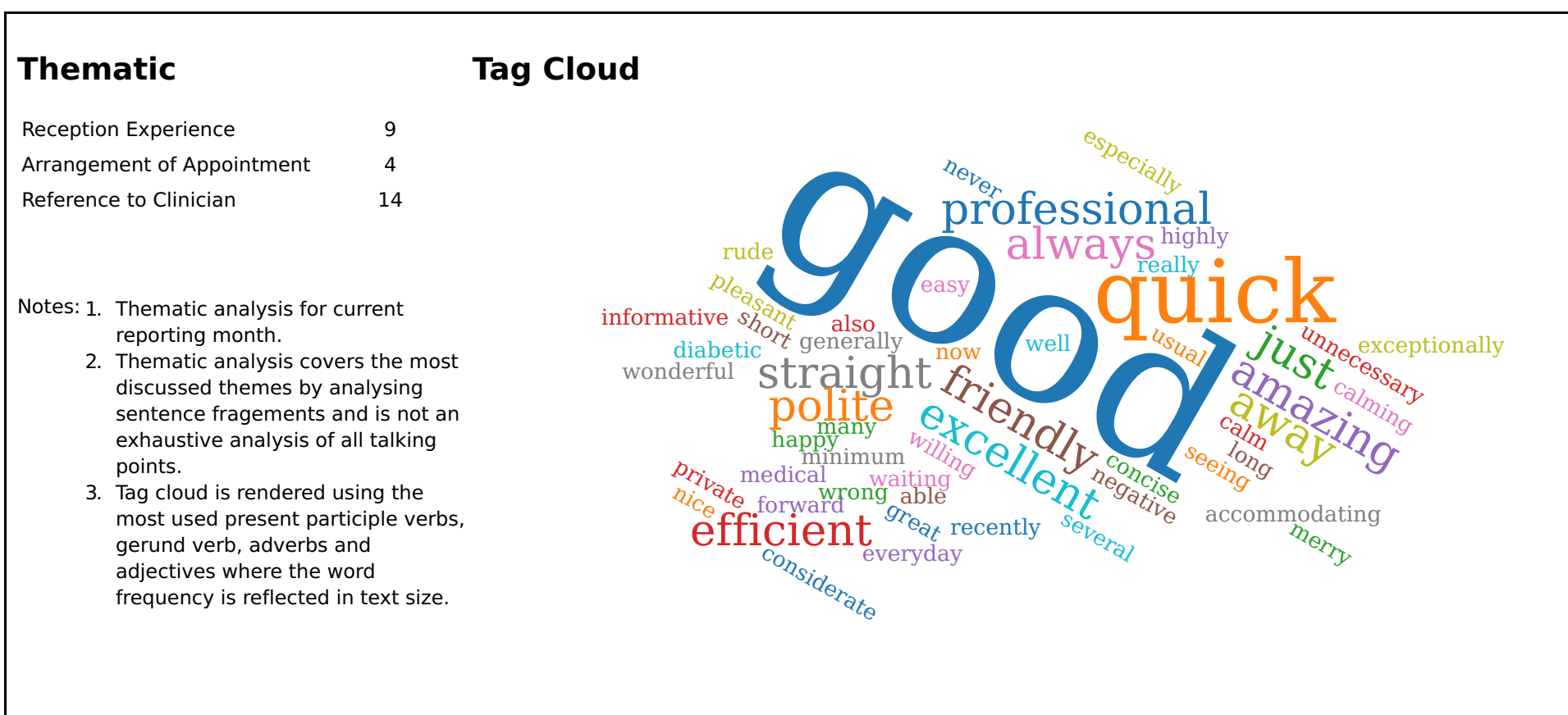2. Score calculated as per NHS requirements. See scoring guidance section.

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.

Patient Free Text Comments: Summary

Thematic		Tag Cloud
Thematic		**Tag Cloud**

Thematic

Reception Experience	9
Arrangement of Appointment	4
Reference to Clinician	14

Notes: 1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragements 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

✓Was seen by GP on time and very happy with the service I received from Dr Suliman

✓*My needs were all attended.*

✓Prompt attention given

✓*She's calm and showed a highly level of professionalism*

✓The Nurse was very helpful

✓*I just find the service very efficient. Can't think of anything negative.*

✓Waiting time was minimum and Nurse Miss Sara is star very helpful.

✓*I came in the practice today and the receptionist and the doctor was very pleasant*

✓Really great and helpful reception staff and the Dr Suleiman was amazing as usual and very concise. A nurse also administered my flu jab and she was very@ very very helpful, the reception staff managed to get my jab appointment on the same day as my medical checkup on short notice.@tice.

✓*Prompt service and friendly staff*

✓The G.o treat me good

✓*Staff are always willing to help and they are very friendly*

✓I generally receive a good service at the surgery especially with diabetic care. Only thing I didn't like recently was not seeing dr in person about my h@ my hand. I couldn't upload picture on e consult and felt there were too many unnecessary questions asked on there. It would have been more straight forward t@ard to see a gp in person. Though the diagnosis by text seemed right and I was able to pick up a prescription straight away.@away.

✓*Nurse was very helpful*

✓Because this time the service, was quick. Not like before you call and not easy to get answer.

✓*Dr Suleiman and his staff are wonderful. Excellent service and very professional treatment*

✓Good , quick service

✓*Excellent service*

✓At my appointment today the nurse attended to me in aHuman and kind manner.

✓*I visited the nurse for a flu jab and was very please with her help and politeness*

✓The wait wasn't long, the staff were very helpful and when it came to my injection they were calming and very quick. It was a good experience just like e@ike every other appointments that I've had.@ had.

✓*The staff were polite and accommodating . The nurse was exceptionally helpful and professional. Thank you to all of you .*

✓Dr explained everything so well and good examination

✓*Quick to get appointment. Got seen on time.*

✓Good receptionist at the time and nurse was good too

✓*I am always pleased with the service my GP provides.*

✓When you walk in, you have a good attitude, polite words, and considerate service. Do you say yes or no?

✓*Very efficient and nice staff*

✓Sarah Merry was amazing and very informative!

Not Recommended

✓The service was very good.

✓*One of your recepsionists are very rude and not suited for the job at all she should be investigated.My child has been neglected by several dictors of yo@of yours.Never been seen for years now,treated with a wrong medications that is not for his condition.We have to seek a private healthcare as the surgery can'@ can't be bothered!!He is in pain everyday.@yday.*

Passive