FFT Monthly Summary: September 2022

Edmonton Medical Practice
Code: F85666

iplato
connecting patients
transforming healthcare

SECTION 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
33	5	0	0	3	0	0	0	0	41	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: **156**

Responses: **41**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	33	5	0	0	3	0	**41**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**33**	**5**	**0**	**0**	**3**	**0**	41
Total (%)	*80%*	*12%*	*0%*	*0%*	*7%*	*0%*	*100%*

Summary Scores

👍 93% 👎 7% ☞ -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:
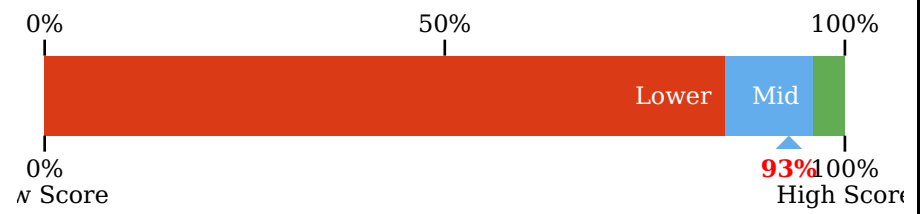
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Practice Score: 'Recommended' Rank

Your Score: **93%**

Percentile Rank: **60TH**

0%   50%   100%

Lower | Mid

0%   93% 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 60th percentile means your practice scored above 60% of all practices.

Practice Score: 'Recommended' Comparison

Friends and Family Score (y-axis: -10% to 110%)
x-axis: 02/09, 07/09, 12/09, 14/09, 16/09, 21/09, 24/09, 28/09, 30/09

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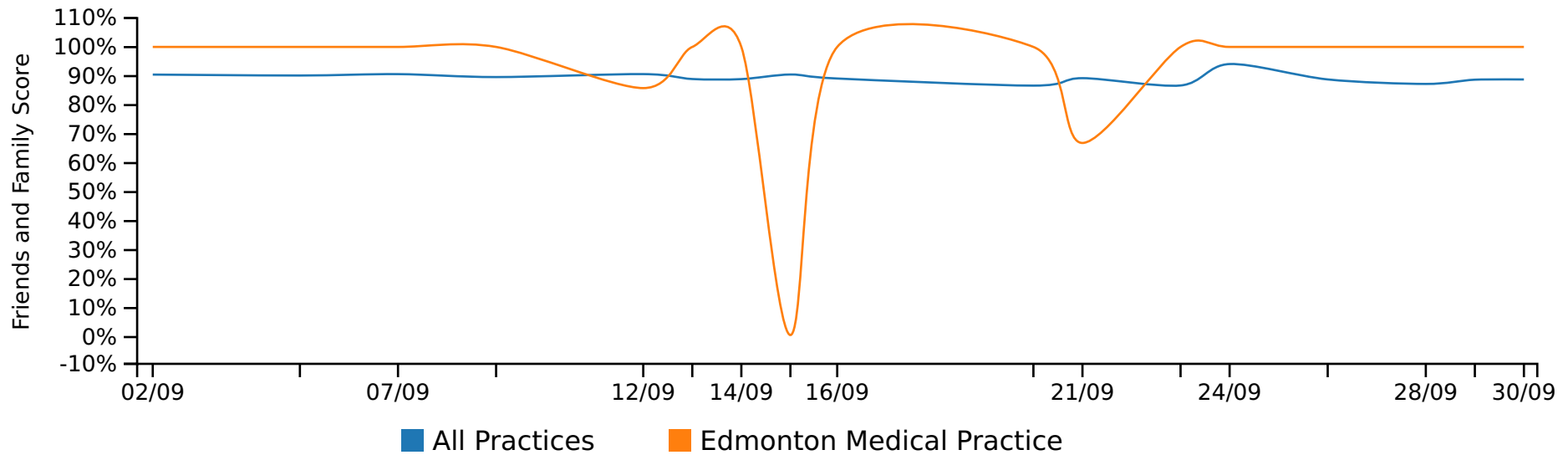
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	85%	89%	92%
Edmonton Medical Practice	100%	89%	100%

Gender

All Practices

90% 90%

Edmonton Medical Practice

95% 89%
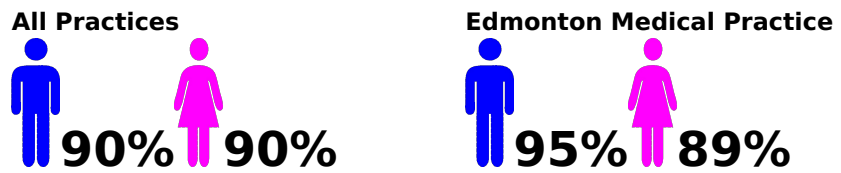
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis

FFT Score % (y-axis: 0% to 110%)
x-axis: Monday, Tuesday, Wednesday, Thursday, Friday, Saturday

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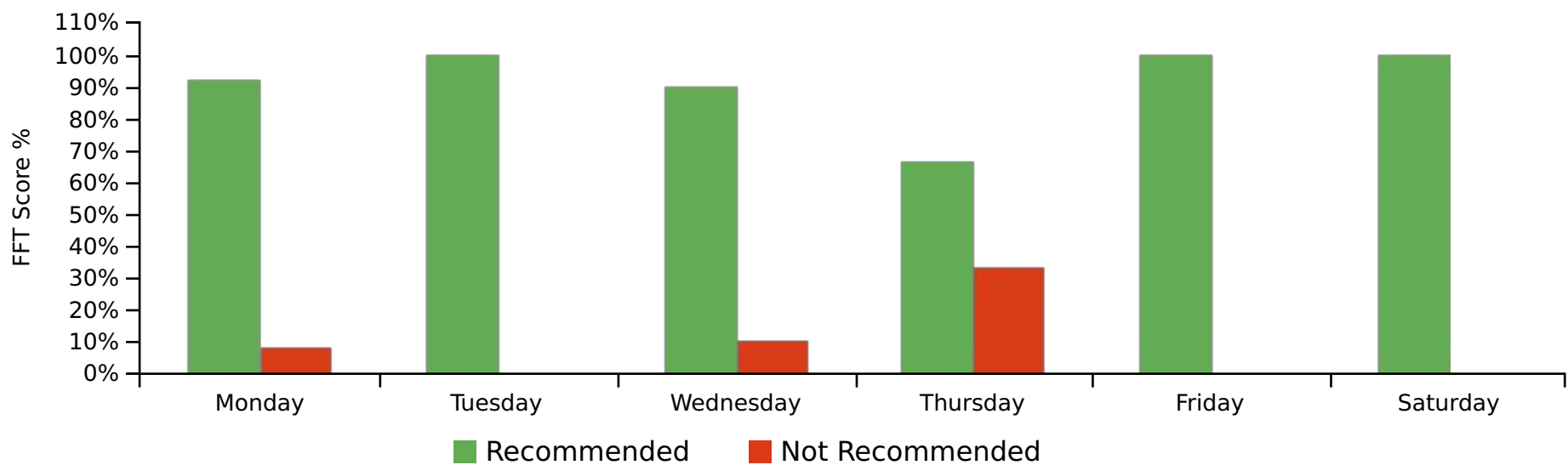
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

Patient Responses
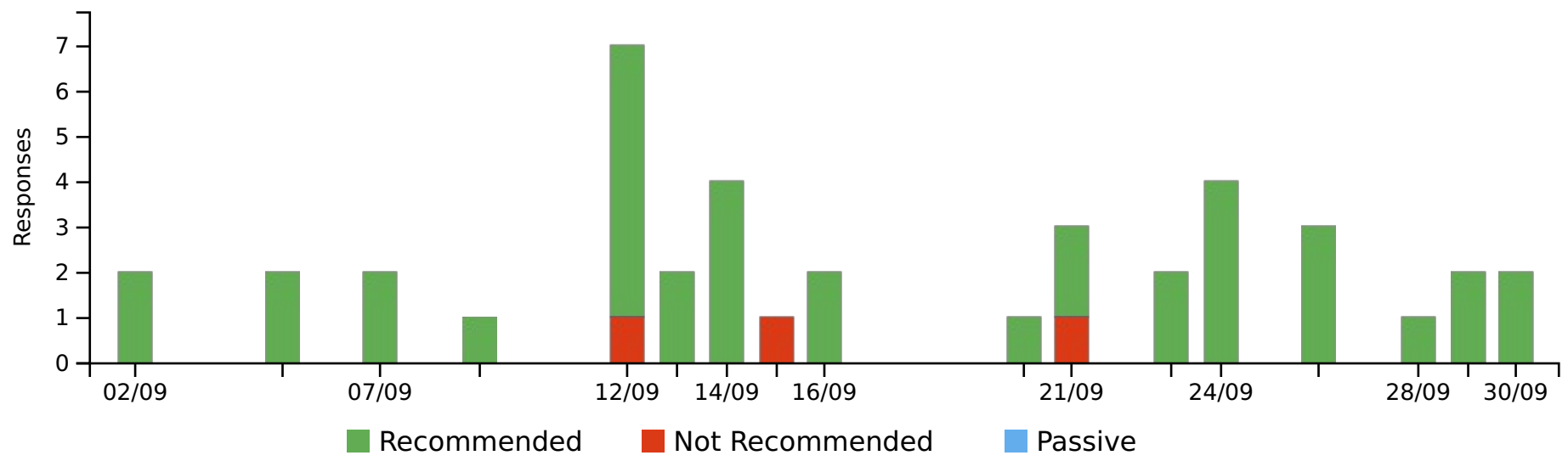
Notes: 1. Total responses historic by day.
2. Represents actual responses received from all methods.
3. Responses classified as per NHS guidelines. See scoring guidance section.

Patient Free Text Comments: Summary

Thematic

Reception Experience	10
Arrangement of Appointment	2
Reference to Clinician	15

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

crying especially new efficient accordingly turkish normal anonymous promptly fantastic paramount straight happy medical whole able good professional friendly never many brilliant caring however double warm lovely much really even possible polite trying instead last nice indeed spare definitely difficult well back also always returning mainly informative utmost great excellent superb negative comfortable airy longtime soon

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

✓The Dr is been offered a lot of help and support. He was happy to listen and made notes. First experience was brilliant.

✓*Reception staff was very polite and helpful.Dr Jassmine very professional and helpful.*

✓Good service and helpful

✓*I'm happy with the doctor and the GP*

✓The nurse was very helpful indeed. Also the receptionist was a great listener and helped me a lot.

✓*With my experience for the whole of this year 2022, I have few montonths and weeks experience of meetings with both staffs, Doctors etc c The concerned/wellbeing of their patients is their utmost prioritietiery much paramount. I appreciate them, hope they continue. Thanks os once again. n.*

✓Satisfied with the service, from the receptionist to Dr. Suleiman. Everyone is superb! That's my experience today.

✓*It's all ways a pleasure to come to the surgery as the staff are so warm and professional*

✓When I visit to Medical Practice I feel always comfortable especially with Dr G. Suleiman

✓*The GP really cared about my problem and tried to help me as much as possible.*

✓About time we got back to normal so we can c a doctor instead of phone conservation

✓*Very helpful and professional*

✓The nurse was very informative, personable and efficient.

✓*Excellent doctor. Very polite and helpful front desk staff*

✓Always fantastic services last 25 year thanks again

✓*Friendly and helpful*

✓Very helpful staff, trying to understand me the best way

✓*Service was good, atmosphere was airy.*

✓Very good service

✓*As a longtime patient my family and I have mainly been treated very well by the doctor and the reception staff and they always help you as soon as they c@hey can if needed @eded*

✓Straight in, straight out. I did have an appointment, arrived with 2 minutes to spare and was seen on time.

✓*I was seen promptly. The staff were professional and caring.*

✓Because it was very good and efficient. Thank you.

✓*The Gp has always look after my health first I have a good treatment even in difficult time with covid.*

✓Great Communication

✓*Very friendly and helpful*

✗Friendly and lovely receptionist and nurse during my visit today

Not Recommended

✓The receptionist lady was helpful and the nurse was nice and helpful too.

✓*This message is written behalf of one of your patients Nevcivan Dongel. There is no need for anonymous survey. This patient has been having issues with @with her back for years. The patient cannot speak English. We have requested Turkish translator many times, however this was never dealt with. Every time this@ this patient visits the Practice, she is returning with new referral hopes and again nothing happens. This patient has visited the Practice today and returne@turned home crying. A medical practice should be able to accommodate their patients needs accordingly. The patient was promised that he had double appointment@tment today, however this was not the case. A negative, 1 star review will also be written on Google Review. If the patient had the chance to give 0 stars rev@s review they definitely would. @uld.*

Passive