

FFT Monthly Summary: February 2020

Hazelwood Group Practice
Code: M84042

SECTION 1 CQRS Reporting

CQRS Reporting




FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
28	12	2	4	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:	147						
Responses:	48						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	28	12	2	4	2	0	48
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	28	12	2	4	2	0	48
Total (%)	58%	25%	4%	8%	4%	0%	100%

Summary Scores

 83%
  13%
  4%

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:

$$\text{Recommended (\%)} = \frac{\text{extremely likely} + \text{likely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

$$\text{Not Recommended (\%)} = \frac{\text{extremely unlikely} + \text{unlikely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

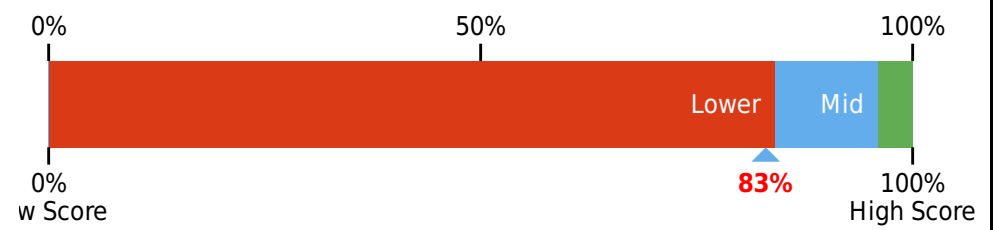
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

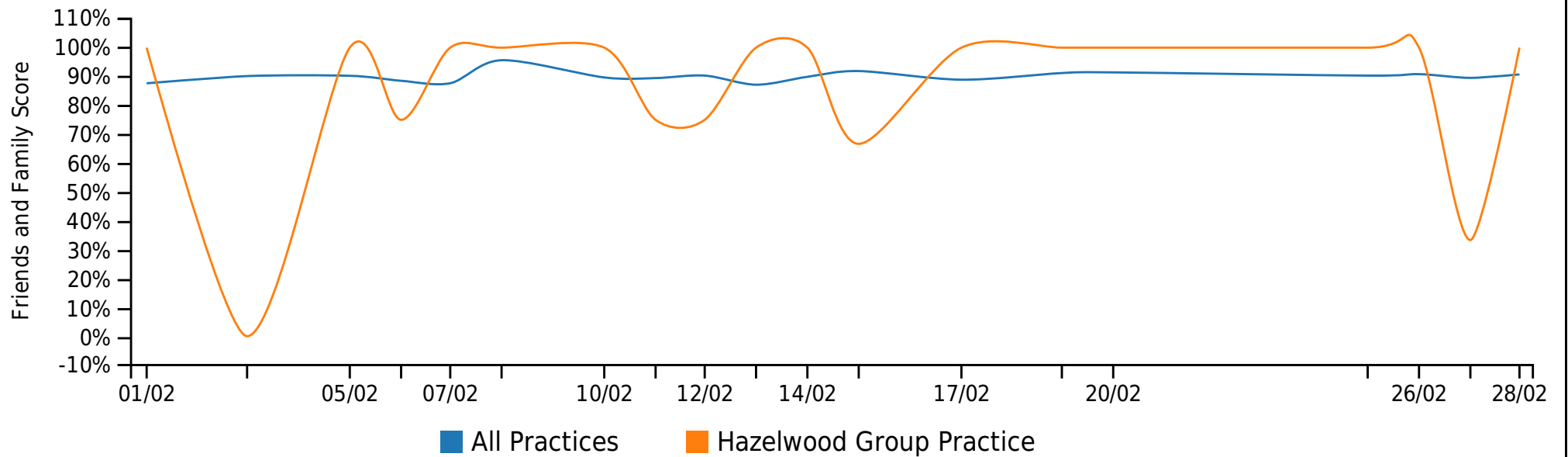
Practice Score: 'Recommended' Rank

Your Score: 83%
Percentile Rank: 25TH



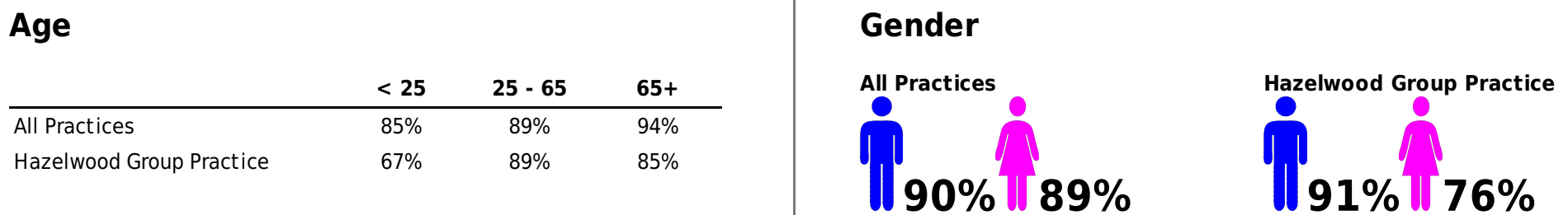
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 25th percentile means your practice scored above 25% of all practices.

Practice Score: 'Recommended' Comparison



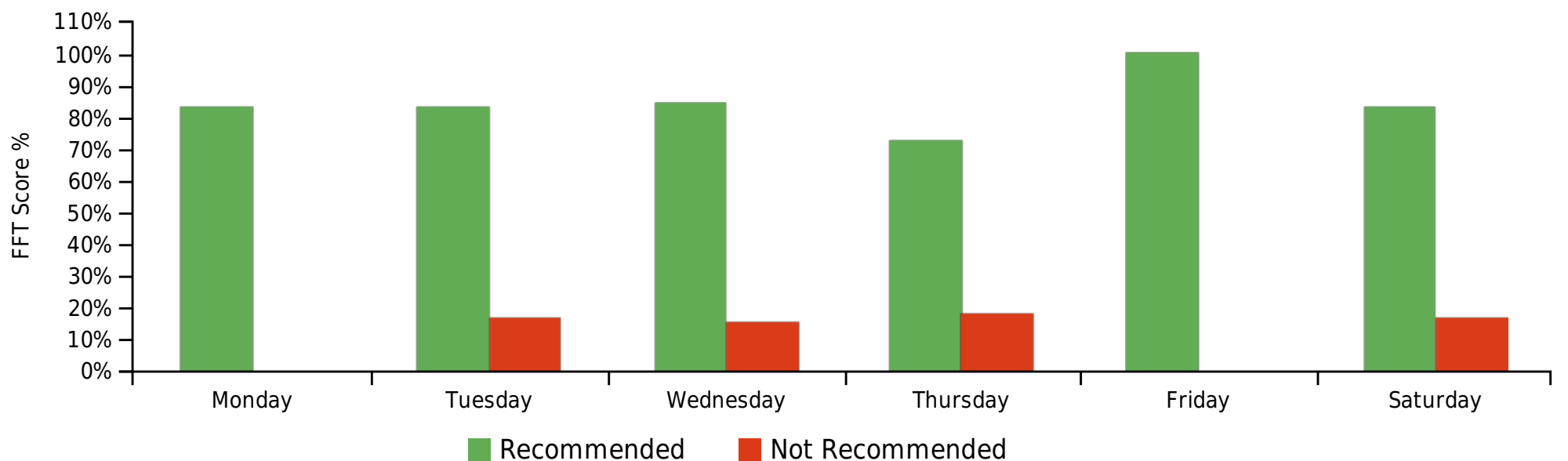
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



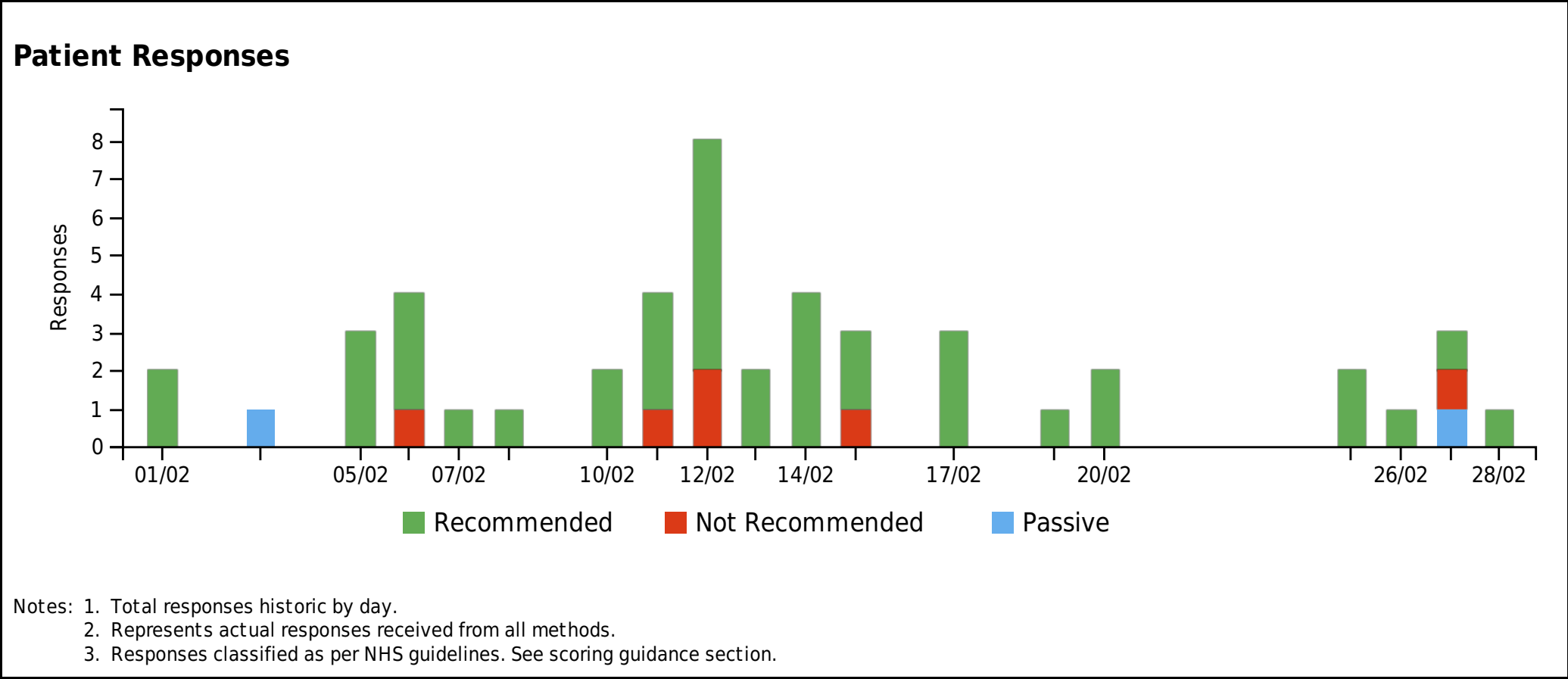
- Notes:
1. Scores for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.

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

Thematic	Tag Cloud
Reception Experience 9	
Arrangement of Appointment 9	
Reference to Clinician 16	
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.	

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

- ✓ Could not fault service . Saw Dr who arranged hospital check and procedure and then nurse follow up all in short time span . All good at what they did.@ did. Thank you@k you
- ✓ Easy to book a GP appointment, very good advice from the GP I visited.
- ✓ Prompt same day appointment with a doctor appreciated. Examination and prescription same day.
- ✓ Friendly
- ✓ Good service but too many patients and not enough staff and doctors for it to be efficient.
- ✓ Had an appointment on the same day I called the surgery
- ✓ Staff/doctors all work hard considering the pressure they are under, and treat you well.
- ✓ It is a very good surgery friendly and very helpful
- ✓ Both GP's and nurses are very accommodating and understanding, taking the time to listen to what you have to say
- ✓ Thee reception staff were very nice and polite I saw sister Linda and she's fantastic so it's 10 out of 10 all round have never had problems with the s@the surgery drs nurses receptionist all brilliant @iant
- ✓ Doctors are not always available but the phone system is good, room for improvement. When seen by a doctor or nurse I have always been very happy with th@th the service. The pharmacy is good and staff very pleasant and helpful. That is main reason for excellent. Reception room for improvement. @ent.
- ✓ The ability to book appointments. Unless I can get a suitable appointment on the same day or within 24 hours a score any higher than 2 is unattainable.
- ✓ Just the long wait to get the appointment
- ✓ I have never experienced a significant delay with appointments. Telephone consultations are always efficient. And staff are always friendly and helpful.
- ✓ On time and efficient
- ✓ Good service
- ✓ Friendly and helpful doctors and nurses.
- ✓ Excellent service to have blood sample taken by appointment.Txt msg content as reminder re appointment is awful..
- ✓ Rung this morning, called back this afternoon by doctor, got an appointment at 15:50. Only gripes, 8 min wait for phone to be answered, 16:30 to get int@t into to locum.@ocum.
- ✓ I am now using the app get plenty of reminders so I don't forget. Appointment was on time and the nurse was very helpful
- ✓ Generally speaking, I have been successfull in Speaking to a doctor about a health issue.
- ✓ I was satisfied with my treatment
- ✓ Friendly service.
- ✓ Helpfulness of GP
- ✓ The medical care given by Dr's nurses and the friendly staff and the dispensary
- ✓ Because the doctors and staff are very helpful and friendly

Not Recommended

- ✓ Two of the Receptionists are very rude, Drs have worrying little knowledge on mental health issues

Passive

- ✓ Doctors are excellent however not enough of them
- ✗ Not being issued with the correct blood forms on 2 occasions recently, which causes delays and confusion at reception.