

# FFT Monthly Summary: April 2019

Hazelwood Group Practice  
Code: M84042

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
38	5	2	1	2	1	0	0	0	48	1	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

<b>Surveyed Patients:</b>	<b>143</b>						
<b>Responses:</b>	<b>49</b>						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	37	5	2	1	2	1	<b>48</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail	1	0	0	0	0	0	<b>1</b>
Manual Upload							
<b>Total</b>	<b>38</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>49</b>
<b>Total (%)</b>	<b>78%</b>	<b>10%</b>	<b>4%</b>	<b>2%</b>	<b>4%</b>	<b>2%</b>	<b>100%</b>

### Summary Scores

 88% 
  6% 
  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:

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

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

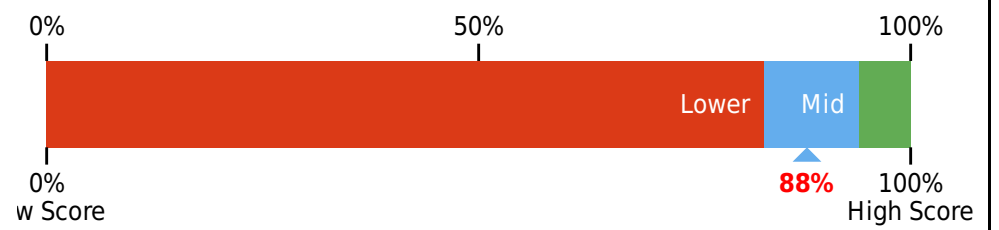
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

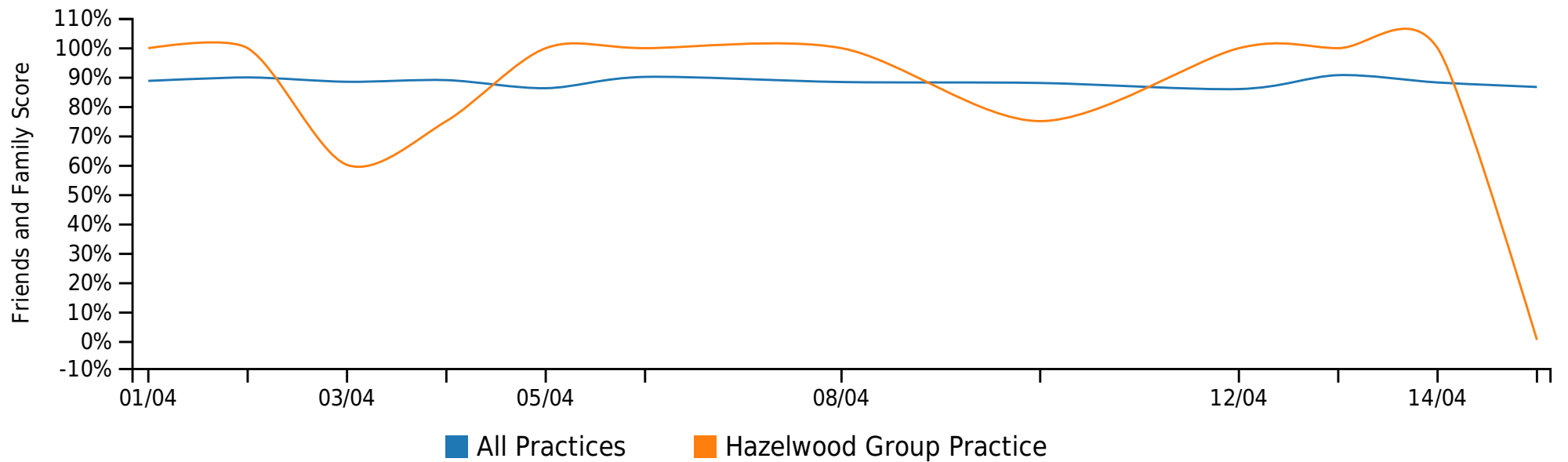
### Practice Score: 'Recommended' Rank

**Your Score:** **88%**  
**Percentile Rank:** **45<sup>TH</sup>**



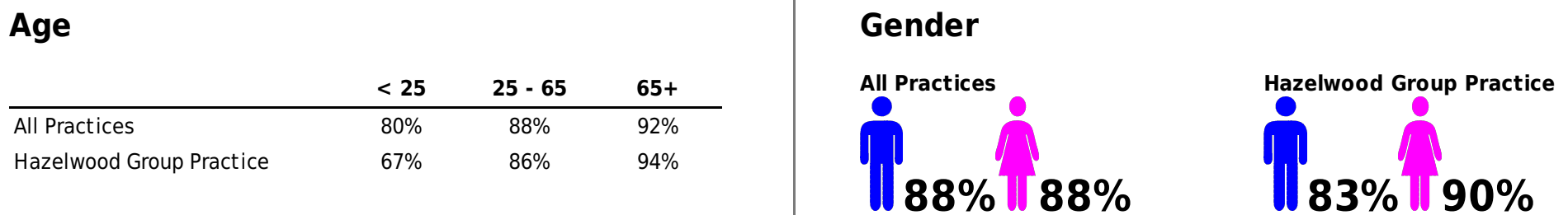
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.  
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 45th percentile means your practice scored above 45% of all practices.

### Practice Score: 'Recommended' Comparison



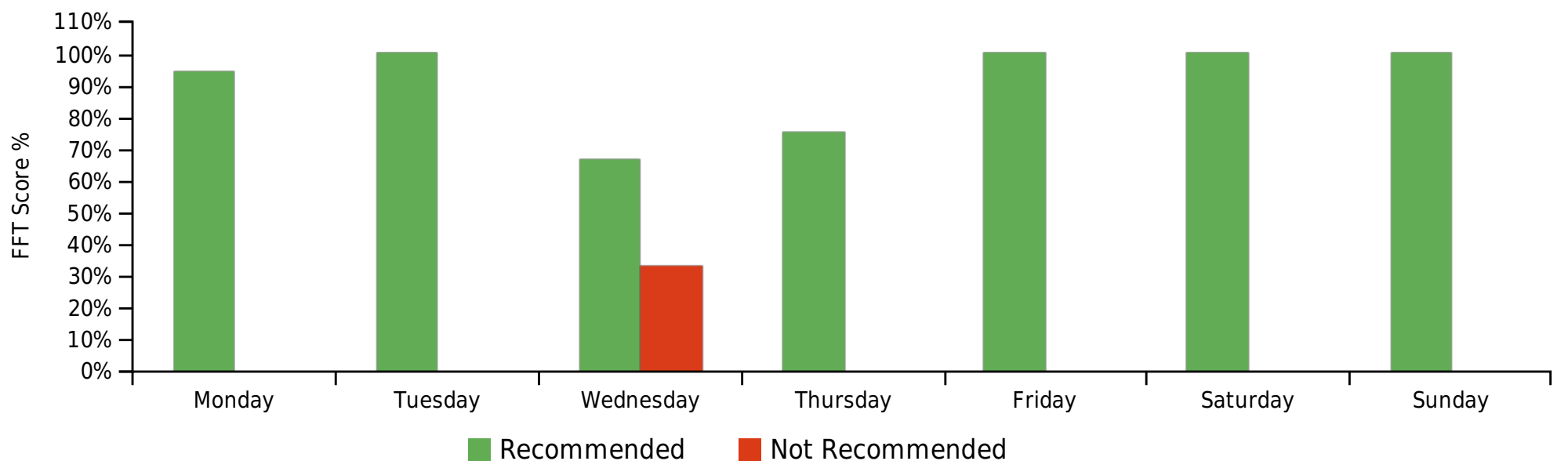
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



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

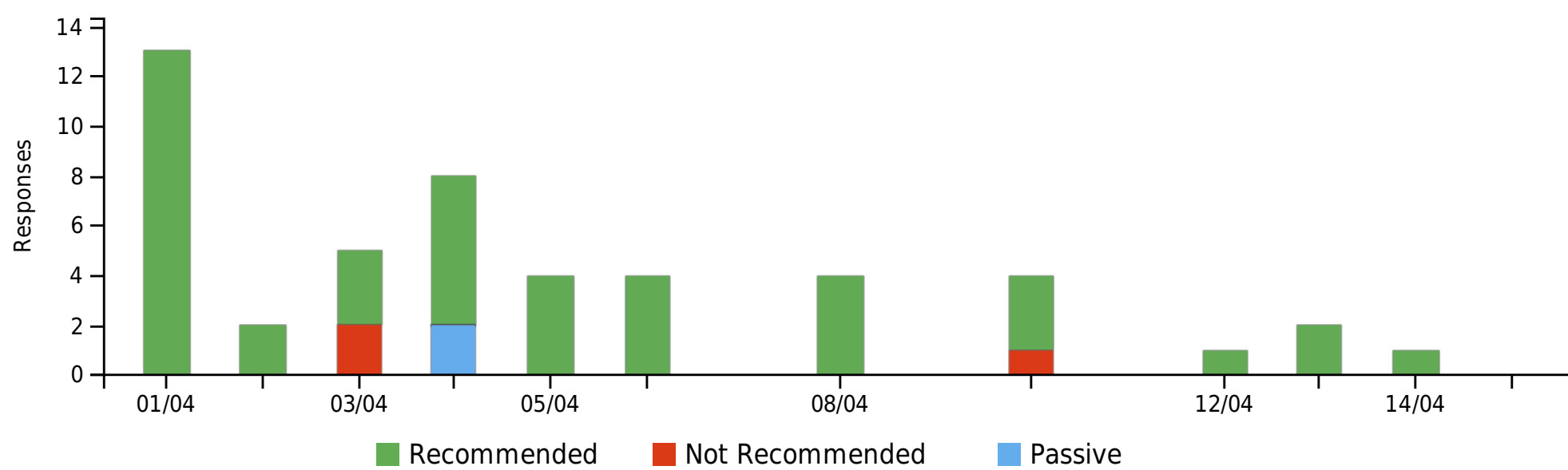
### Practice Score: Day of the Week Analysis



- 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

### 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

Thematic	Tag Cloud
Reception Experience 5	
Arrangement of Appointment 6	
Reference to Clinician 12	
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

- ✓ It's a great practice.
- ✓ Appointment was on time. Helpful and friendly advice.
- ✓ Was able to use the gp app to make an appointment for following morning. Was seen before appointment time. Consultation was thorough and didn't feel rushed,
- ✓ They are very understanding and helpful, although my problem has yet to be resolved
- ✓ Looked after very well by nurse Mandy
- ✓ There's always room for improvement.
- ✓ Friendly and accommodating staff.
- ✓ The doctor was really helpful and gave me plenty of time to help with my problem.
- ✓ I have a wonderful Doctor always willing to listen doesn't rush you out like some. That's Doctor Heath
- ✓ I saw the nurse, carol, she was friendly and reassuring. I was seen
- ✓ Dr wildbore
- ✓ The reason I gave you a top score is i came in to book an appointment and was told I could have it done today I came back and was called on time and was @ was attended to in a lovely manner could not wish for anything more @more
- ✓ Got an appointment quickly, staff were lovely , have always loved Hazelwood surgery
- ✓ Got a call today as you had a cancellation so could see me earlier than planned. Very happy with that!!
- ✓ Because the service I received from the practice was helpful, friendly, and efficient.
- ✓ Great reception desk service from the young lady with spectacles!!
- ✓ Knowledgeable GP and friendly advice. Agreed a treatment plan. Perfect
- ✓ Nice friendly nurse
- ✓ Staff on reception very helpful and doctor was punctual and helped put my mind at ease over my diagnosis.
- ✓ Appointment made in advance..on time..good advice and support given re stop smoking programme.
- ✓ Everything
- ✓ The way that Dr Heath and I manage my bi polar together. Great team and he's just at the end of the phone.
- ✗ Doctor

#### Not Recommended

- ✓ as when you are in the doctors you can hear the phone ringing and the receptionists are to busy having a conversation between themselves and i dont actua@actually think they realise the patients can hear there conversation maybe if they wasnt in so much of a conversation some of the phones that are ringing out @ out would get answered@wered

#### Passive

- ✓ Good service but 30 minutes waiting
- ✓ Poor car parking. Appointment time wait to long. Explanation of my problem at last visit was not satisfactory. More consideration for disabled people.