

# FFT Monthly Summary: July 2019

Northumberland Heath Medical Centre  
Code: G83010



## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
26	7	1	3	3	0	0	0	0	40	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:

131

Responses:

40

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	26	7	1	3	3	0	40
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	26	7	1	3	3	0	40
Total (%)	65%	18%	3%	8%	8%	0%	100%

### Summary Scores

83%

15%

2%

## 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:

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

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

0%

50%

100%

0%w Score

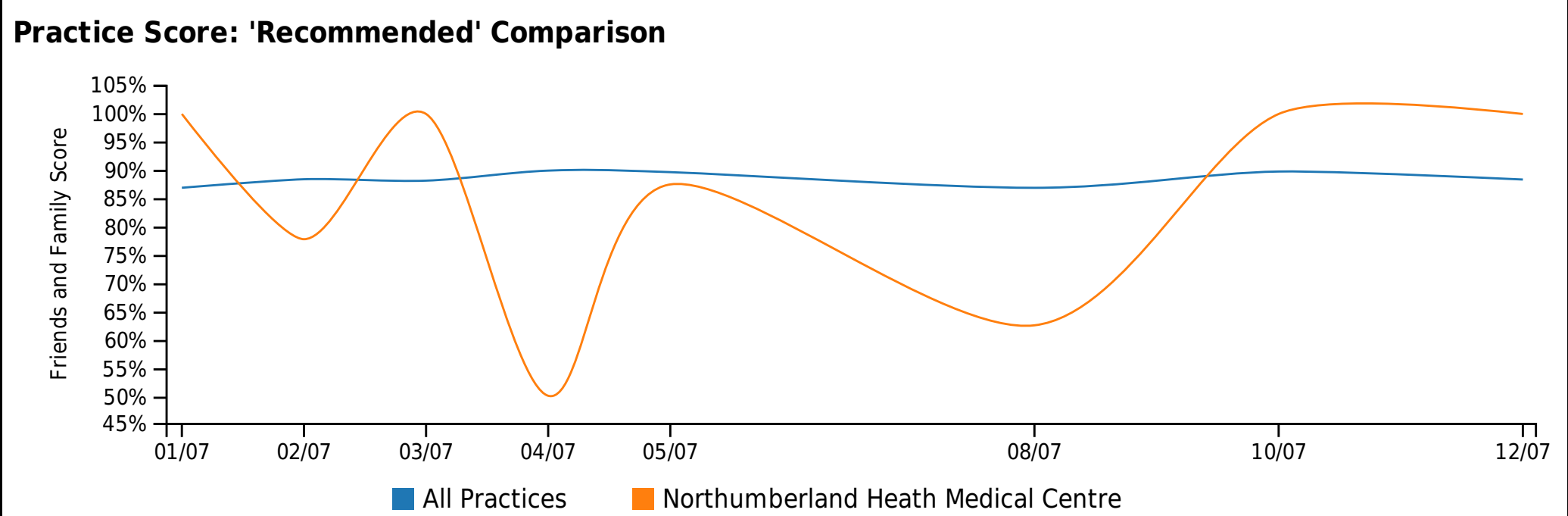
100%High Score

Lower

Mid

83%

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.



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	80%	88%	92%
Northumberland Heath Medical Centre	67%	88%	83%

Gender

All Practices

90%

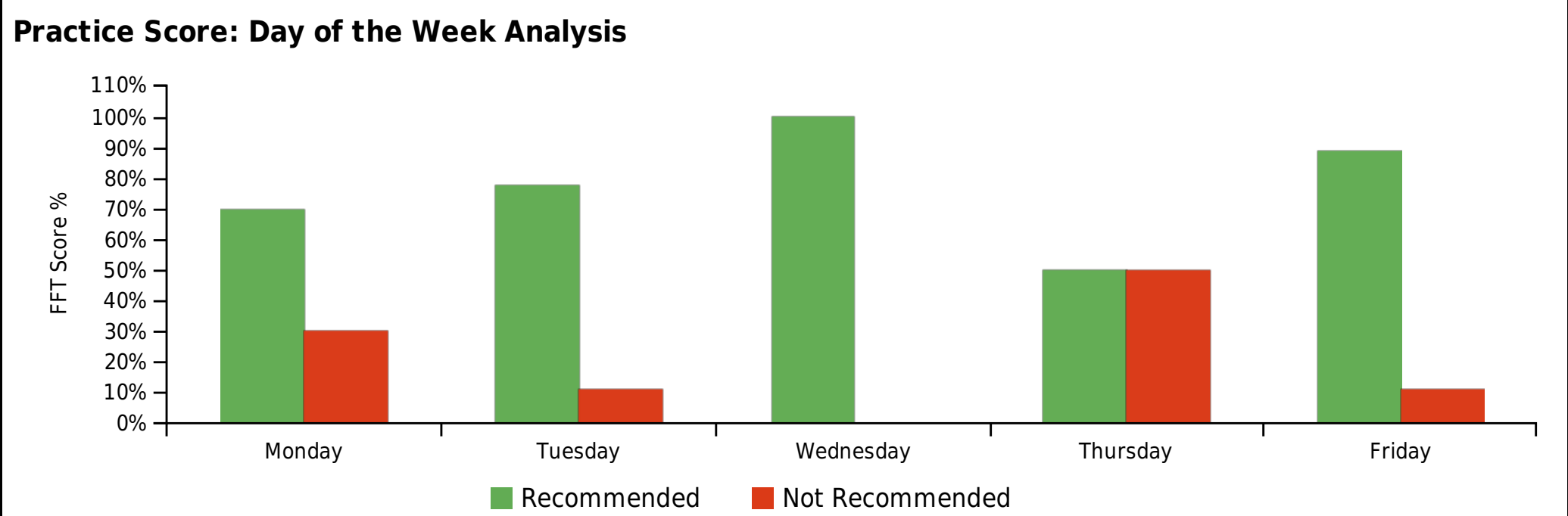
88%

Northumberland Heath Medical Centre

73%

88%

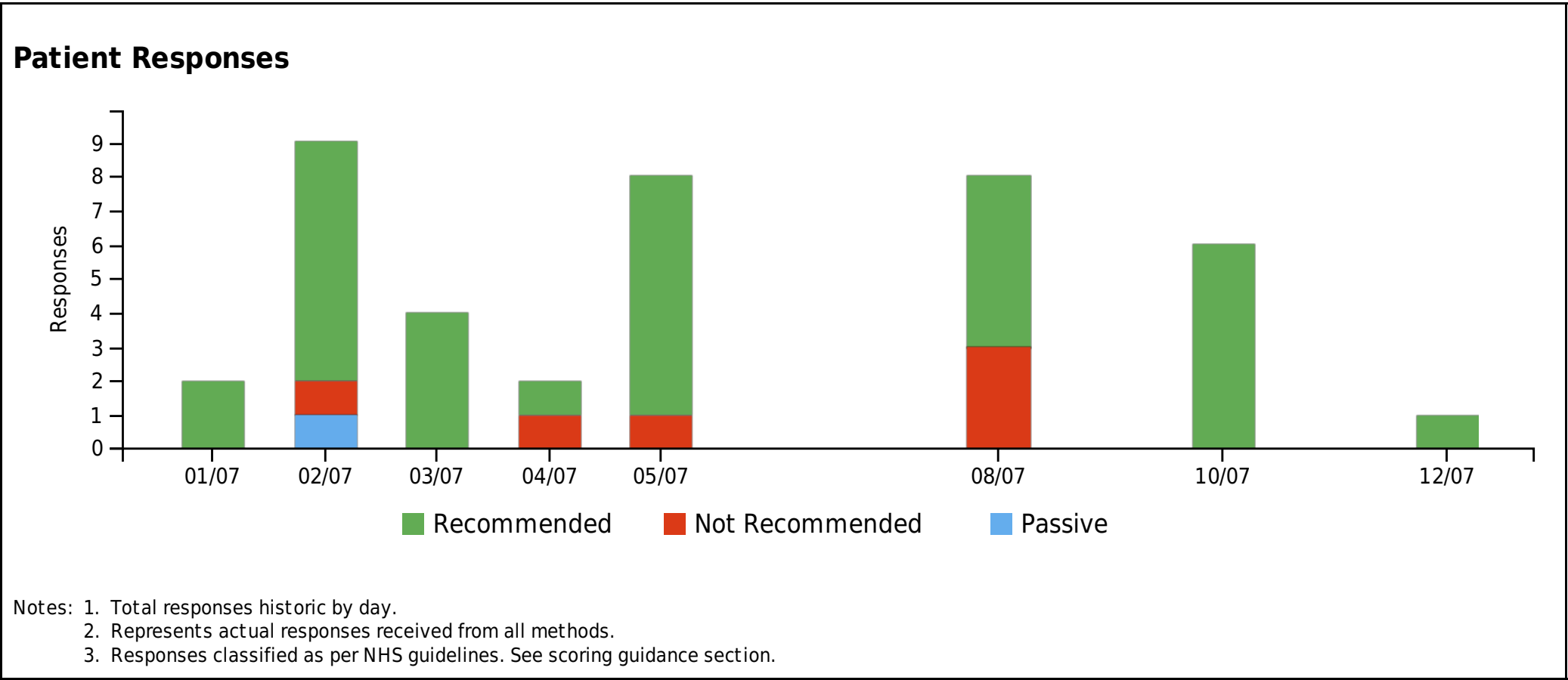
Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.



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

Reception Experience

11

Arrangement of

6

Appointment Reference to

13

Clinician

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.

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

✓ Friendly professional service  
✓ *I received an answer to my problem, but I feel a little bit more could of been done* Generally, it is a good service. Staff can't help the understaffing  
✓ *Good friendly staff.*  
✓ Good location, able to book advanced appointments, helpful staff and I trust my doctor with my health.  
✓ *Very good service from reception to gp*  
✓ Doctors there treat you with respect, dedication and efficiency. Other staff are friendly and helpful.  
✓ *Things have improved over the years and have been with practice over 40 years*  
✓ Great staff and very good doctors excellent professional service  
✓ *Dr Dave who I had never met before was very welcoming and very efficient*  
✓ Very nice and relaxing.  
✓ *My Doc is simply a nice person*  
✓ Very quick service now I'm using online to book appointments and my doctor has always been running to time!! did find phoning up and booking an appointment a problem but now I'm online I cannot believe how simple and quick it is!Amazing!! can even check myself in once at the surgery to save queuing at reception area to let doctor know I've arrived!And reception staff are always very polite and friendly!@ndly!  
✓ *Very friendly & efficient receptionist.*  
✗ Today was very quick, on time. Dr dave is lovely.  
✓ *Good medical care, good patient understanding from reception staff. Just cant get an appointment fot ages.*  
✓ I found everything was fine no reason to complain.  
✓ *The doc I saw today is patient, calm and polite. He also seems to care and involve you in his thoughts about how he intends to treat you. Other docs in @s in the surgery can come across as abrupt, bored and uncaring. But as this is based on today's visit I have said I would recommend. I also managed to get an@et an appointment straight away today, which is extremely rare! @are!*

Not Recommended

✓ Waited too long for my appointment. I arrived 5 minutes early and still didn't get seen until half an hour after the time my appointment was booked for. @for. I came to this appointment on my lunch break and because the Nurse was running behind I was late back to work.@work.  
✓ *Lack of time and attention from the doctor*  
✓ Never get appointments on the day, always a very long wait for nearest one and phones always busy. Staff aren't particularly friendly  
✓ *The main reason i choose this answer is the fact your nurse has basic understanding issues and does not have adequate training on how to speak with peopl@people to address there needs or concerns! @rns!*

Passive

✓ Unfortunately, on many occasions when I visit the Doctors I find it very difficult and exhausting to communicate with some of them and members of their st@ir staff.Today was a typical example. I explained that they wrote to me back in May, concerning my diabetic treatment. Unfortunately. they could find no @d no trace of their letter in my computer records.@ords.