

# FFT Monthly Summary: July 2015



Lyndhurst Medical Centre  
Code: G83049

## SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
42	3	1	0	0	1	0	0	0	47	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:		106									
Responses:		47									
		Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total			
SMS - Autopoll		42	3	1	0	0	1	47			
SMS - User Initiated											
Tablet/App											
Web/E-mail											
Manual Upload											
Total		42	3	1	0	0	1	47			
Total (%)		89%	6%	2%	0%	0%	2%	100%			

### Summary Scores

96%

0%

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:

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:96%

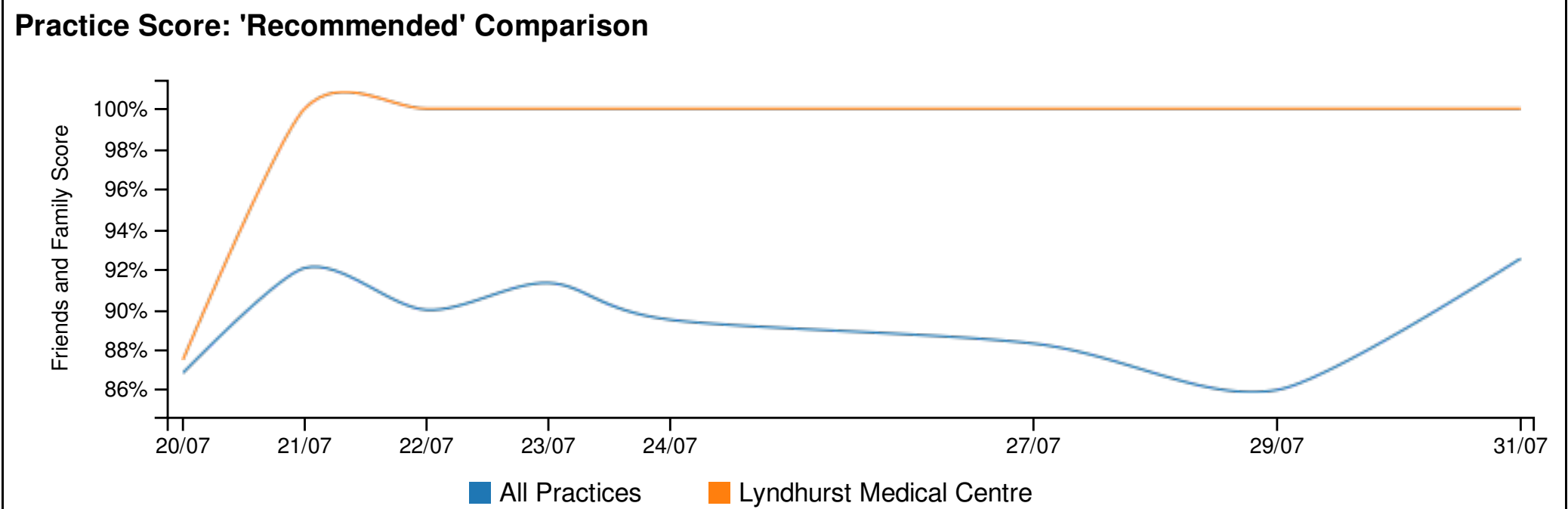
Percentile Rank:90TH

0%50%100%

LowerMid

54%Low Score96%High Score100%

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 90th percentile means your practice scored above 90% 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	83%	89%	92%
Lyndhurst Medical Centre	100%	97%	93%

Gender

All Practices

89%

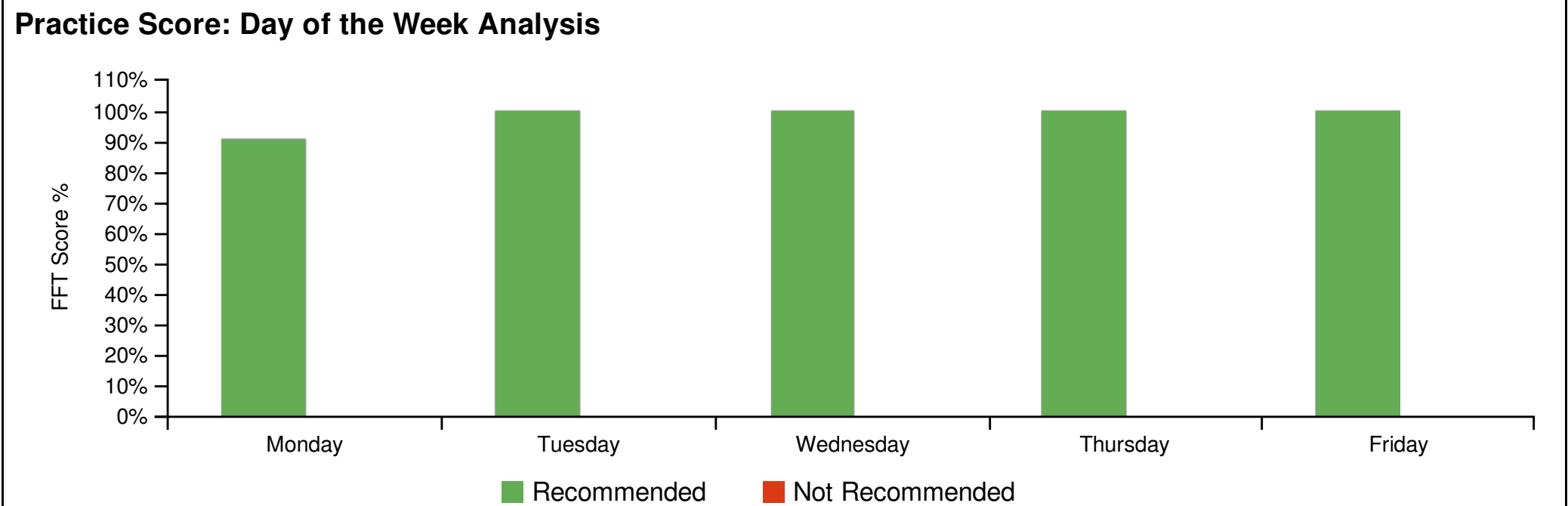
88%

Lyndhurst Medical Centre

96%

96%

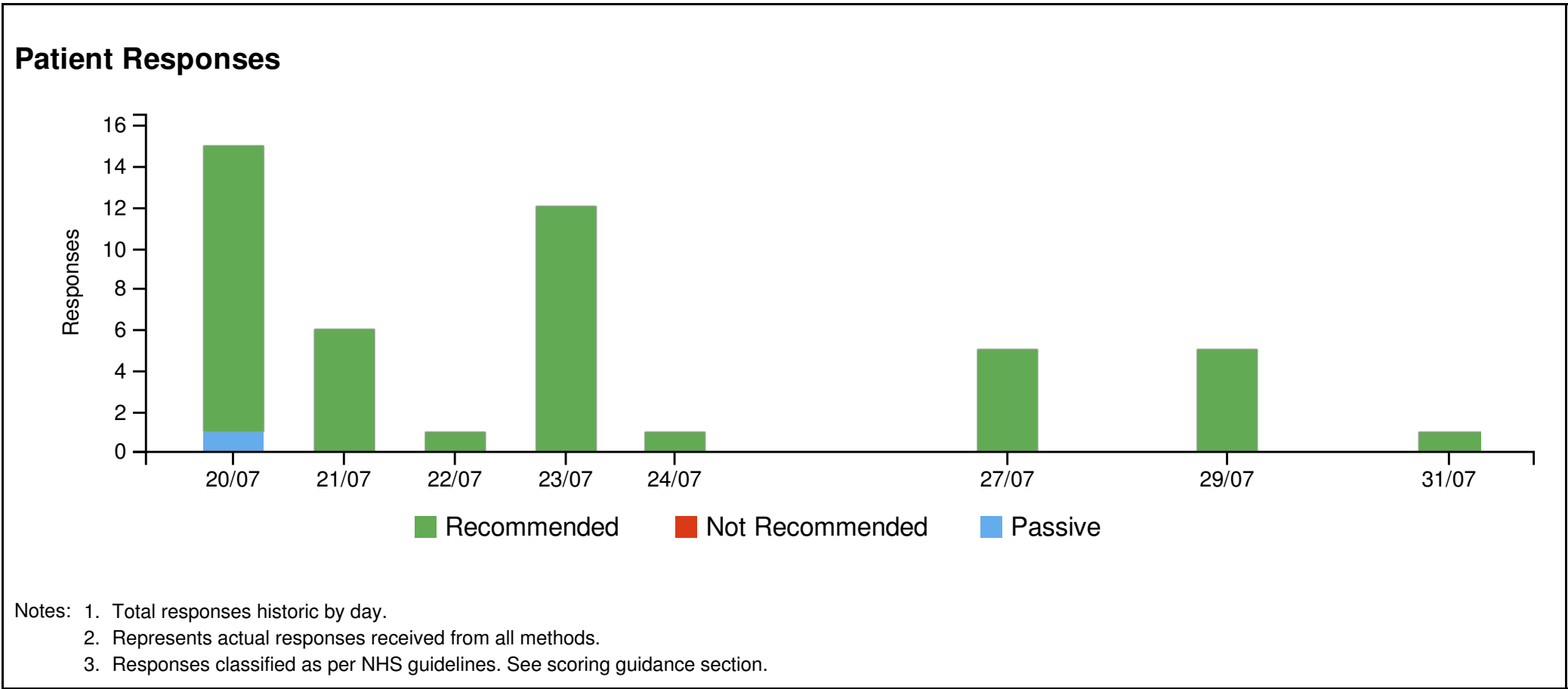
Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.



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 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

- ✓ My GP your warm and friendly staff ( most of them) i would not change my practice
- ✓ *Efficient service*
- ✓ Always satisfied once i actually see someone
- ✓ *Dr. Cameron has been an excellent doctor, my health seems to get better and better. The staff and nurses are always polite and helpful. Good doctors and a great team behind them, make happy and contented patients.*
- ✓ Comprehensive service offered in a caring manner
- ✓ *Dr Mohamed listens and very kind, helpful and I trust her so much*
- ✓ The doctor was very friendly and helpful
- ✓ *Everything excellent*
- ✓ I have always had helpful and positive attention , including my visit today.
- ✓ *I've been with you and all my family before you moved to lyndhurst and I've always found your service very good and have never had to complain every carrying as you are*
- ✓ Speedy appt and referral
- ✓ *All staff lovely and professional and give great care, have been registered with this practice since a child and never ever had a problem.*
- ✓ I am very happy with the services that I receive from my gp. But also know that the other staff are very good also.
- ✓ *My answer is based on the quality of service I receive from my GP Dr Patel. He treats patients with dignity, respect and empathy. He is very thorough and professional with his Job. I have a lot of health issues going on recently which I'm very anxious about, however each time I see Dr Patel he gives me a lot of reassurance and I feel a bit relaxed when I leave the surgery*
- ✓ Everything Great
- ✓ *Dr Cameron is extremely good and so very helpful.*
- ✓ Good service
- ✓ *Always fantastic service. Friendly staff throughout. A+*
- ✓ Whenever I call or attend Lyndhurst I feel that I am listened to and have the best advice from my gp. The reception staff are helpful and friendly and the surgery is always clean and presented well.
- ✓ *Good support and advice from Gps.pleasant staff on reception and good practice nurses.*
- ✓ Accommodating with appointments. Friendly admin staff. Empathetic and supportive Doctors and Nurses.
- ✓ *I can always get an appointment and always have great treatment with any doctor seen*
- ✓ Very friendly + professional staff
- ✓ *My doctor has always looked my husband and myself*
- ✓ Great service
- ✓ *Because I cannot fault the service I have received from the staff who are the Lyndhurst Medical Centre.*
- ✗

Not Recommended

Passive

- ✓ Although the receptionists were excellent, I waited over 30 minutes past my appointment time.