

FFT Monthly Summary: August 2015



Lyndhurst Medical Centre
Code: G83049

SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
39	7	2	1	1	0	0	0	0	50	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:		121									
Responses:		50									
		Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total			
SMS - Autopoll		39	7	2	1	1	0	50			
SMS - User Initiated											
Tablet/App											
Web/E-mail											
Manual Upload											
Total		39	7	2	1	1	0	50			
Total (%)		78%	14%	4%	2%	2%	0%	100%			

Summary Scores

92% 4% 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:

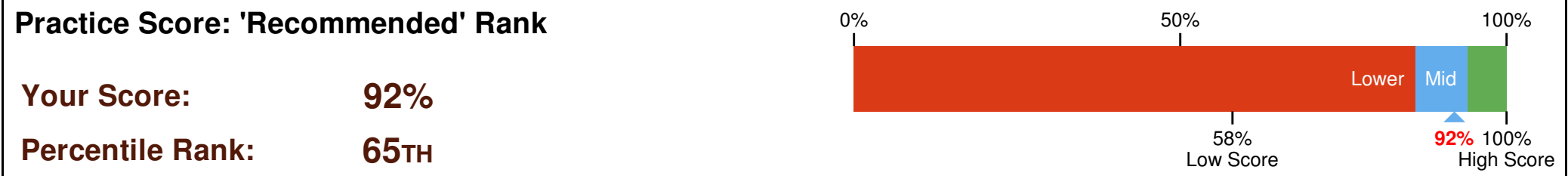
Recommended (%) = $\frac{\text{extremely likely} + \text{likely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$

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:

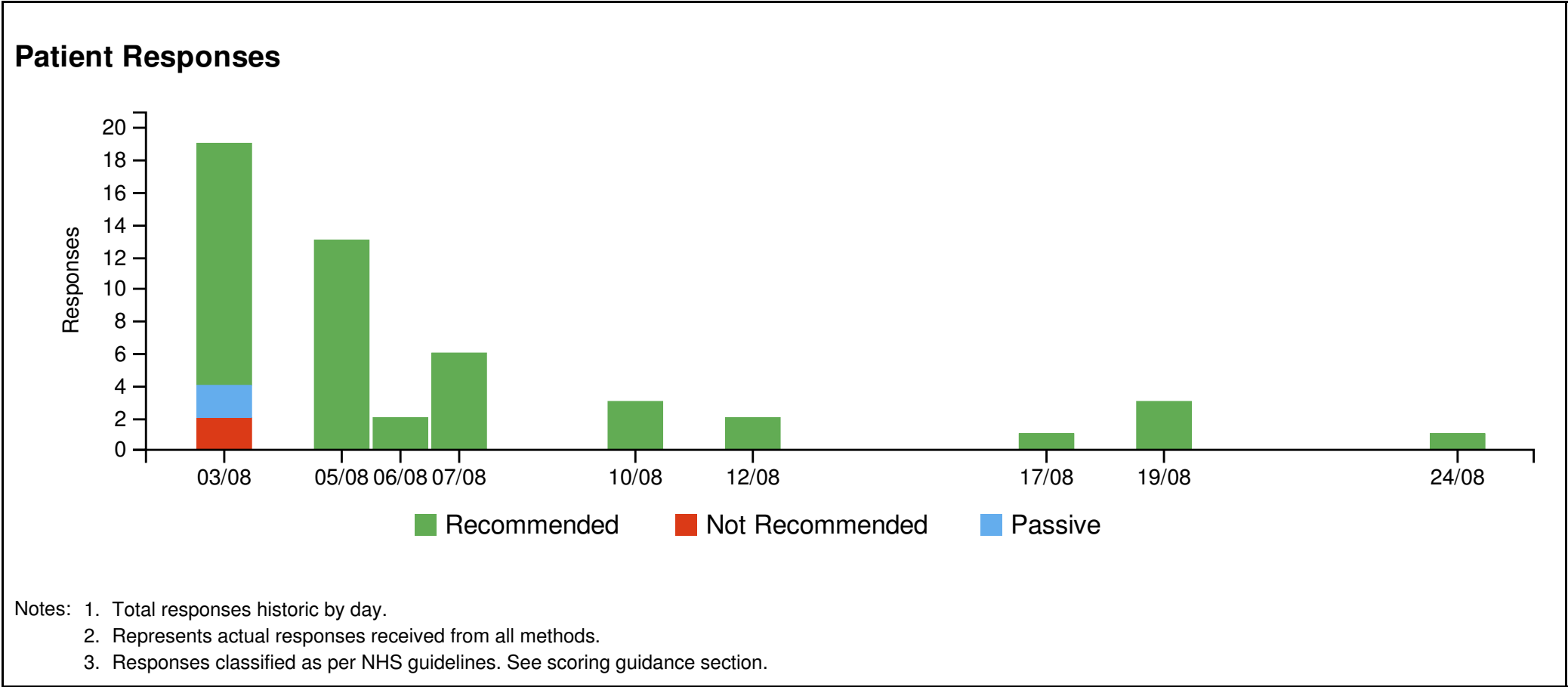
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3
Practice Scoring



SECTION 4

Patient Response Analysis



SECTION 5

Patient Free Text Comments: Summary

Thematic

Reception Experience	15
Arrangement of Appointment	4
Reference to Clinician	16

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

- ✓ Lovely, friendlyt, helpful receptionists, great doctors all of whom arw available to me if D Patel is unavailable, the commuter clinics (more of those would be very useful) and proximity to the station for getting to work. Thank you
- ✓ Friendly staff.
- ✓ I thought Dr Morris was lovely and that she listened to me and gave appropriate treatment. Also i didn't have to wait too long to be seen. I have been a patient of this practice for over 20 years and have noticed improvements...mainly the genuine friendly staff.
- ✓ I answered I because I have always had good treatment from doctors and nurses and found the receptionists helpful
- ✓ Because everyone is so good to me
- ✓ I have been with the practice 4 41yrs & the 2 dr i have had dr malpass dr patel have been really gd also the place is nice and friendly
- ✓ It would have been 1 but for the amount of time we are actually held on the telephone after the voice mail. We all know how busy it can get but this what I am saying can be shortened if re arranged on the desk
- ✓ Always get an appointment when needed
- ✓ Easy to get an appointment, and the doctor was thorough and helpful
- ✓ Friendly good service
- ✓ Because i was very satisfied and happy when i left the gp ,all was better than i ve expected,service ,persons...,thank you very much
- ✓ Always a brilliant surgery especially dr Cameron!
- ✓ Excellent professional friendly caring staff who always give you time and explanations to all questions asked.
- ✓ The care and consideration I have received before and since my husband died and my confidence in all the staff at the Medical Centre.
- ✓ Always a very caring service
- ✓ Excellent doctor & some very helpful receptionists
- ✓ Iv been registered here for 25 years, friendly receptionists, always get an appointment and very happy with GPs
- ✓ When you ring for an appointment the receptionists are always helpful, kind and try to always book you in for an appointment if possible. And of course the same goes for the Drs.
- ✓ Excellent friendly staff
- ✓ very quick no waiting aroun d this morning
- ✓ I like Dr Pyle
- ✓ Because I very happy with the service my family and I receive.
- ✓ Because you are good at what you do
- ✓ My Dr is caring
- ✓ Friendly receptionists, always polite and helpful
- ✓ GPs, nurses and reception staff are very professional and friendly
- ✓ Pleasant informative BP check with the practice nurse .
- ✓ Good treatment and pleasant staff.
- ✓ Doctor was plesent welcoming and informative with information and there was no rush.
- ✓ it has very caring doctors nurses anf staff.
- ✓ First class service
- ✗
- ✗

Not Recommended

- ✓ Problems getting to see our own doctor answer is always he's not there and personally I haven't been seen by him in over a year

Passive

- ✓ Long waiting time

✓ *Difficulty in registering as new patient initially and lack of follow up after hospital visit*