# FFT Monthly Summary: November 2016

**THE NORTH LONDON HEALTH CENTRE**
**Code: F85642**

## SECTION 1
## CQRS Reporting

### CQRS Reporting

| FFT001 | FFT002 | FFT003 | FFT004 | FFT005 | FFT006 | FFT007 | FFT008 | FFT009 | FFT010 | FFT011 | FFT012 |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 33 | 8 | 5 | 1 | 1 | 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:**     **170**

**Responses:**     **48**

| | Extremely Likely | Likely | Neither Likely nor Unlikely | Unlikely | Extremely Unlikely | Don't Know | Total |
|---|---|---|---|---|---|---|---|
| SMS - Autopoll | 33 | 8 | 5 | 1 | 1 | 0 | **48** |
| SMS - User Initiated | | | | | | | |
| Tablet/App | | | | | | | |
| Web/E-mail | | | | | | | |
| Manual Upload | | | | | | | |
| **Total** | **33** | **8** | **5** | **1** | **1** | **0** | **48** |
| *Total (%)* | *69%* | *17%* | *10%* | *2%* | *2%* | *0%* | *100%* |

### Summary Scores

👍 85%   👎 4%   🤚 11%

### 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:

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

$$\text{Not Recommended (\%)} = \frac{\text{extremely unlikely} + \text{unlikely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$
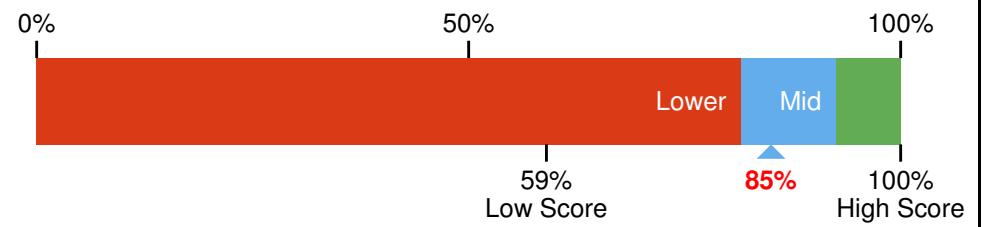
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## Practice Score: 'Recommended' Rank

**Your Score:**          **85%**

**Percentile Rank:**     **35TH**

| 0% | 50% | 100% |
|---|---|---|
| | | Lower Mid |

59%
Low Score

**85%**

100%
High Score

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 35th percentile means your practice scored above 35% of all practices.

## Practice Score: 'Recommended' Comparison



■ All Practices   ■ THE NORTH LONDON HEALTH CENTRE
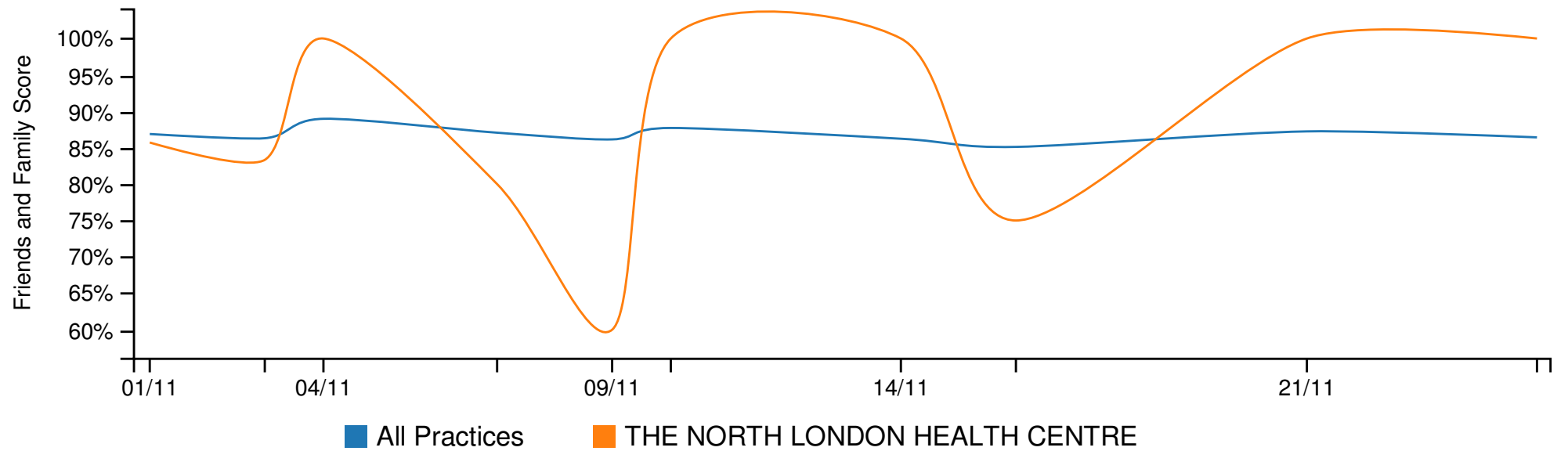
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

## Practice Score: 'Recommended' Demographic Analysis

### Age

| | < 25 | 25 - 65 | 65+ |
|---|---|---|---|
| All Practices | 78% | 87% | 92% |
| THE NORTH LONDON HEALTH CENTRE | 100% | 81% | 100% |

### Gender

**All Practices**

87% 86%

**THE NORTH LONDON HEALTH CENTRE**

89% 83%
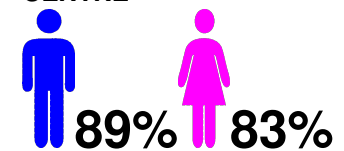
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

## Practice Score: Day of the Week Analysis



■ Recommended   ■ Not Recommended
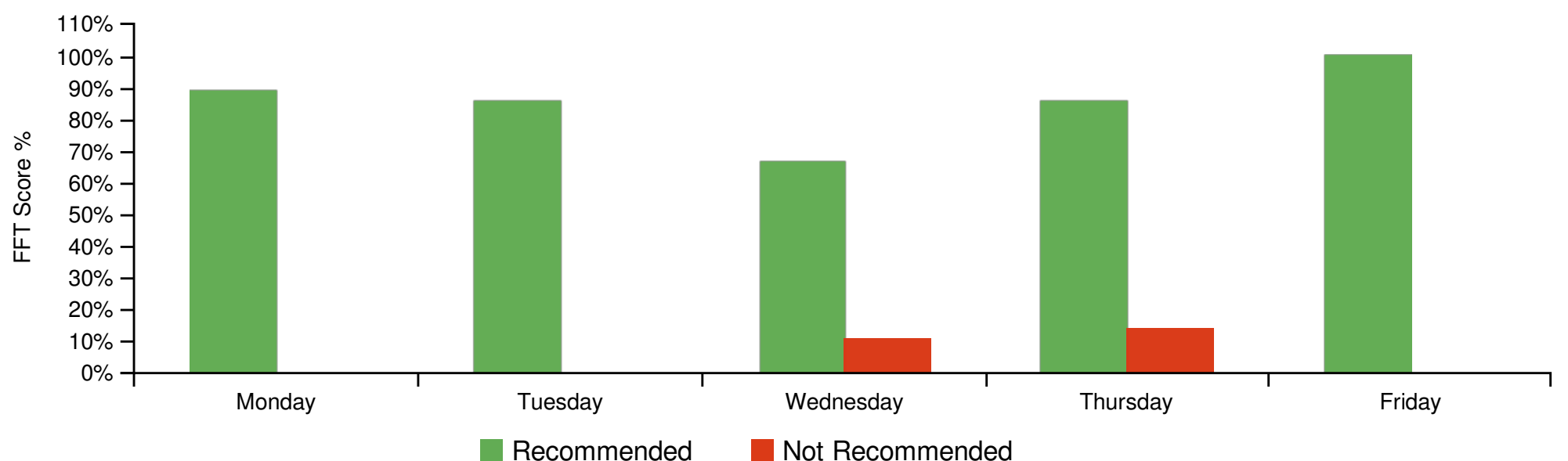
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

**Patient Responses**
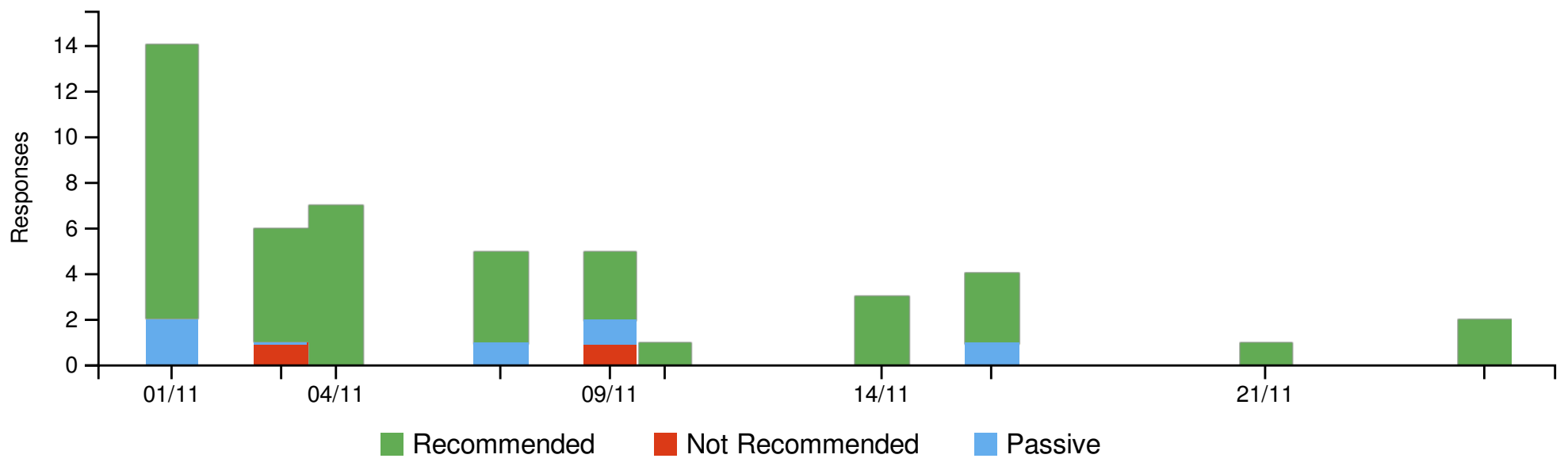


Notes: 1. Total responses historic by day.
2. Represents actual responses received from all methods.
3. Responses classified as per NHS guidelines. See scoring guidance section.

## Section 5
## Patient Free Text Comments: Summary

**Thematic**

| | |
|---|---|
| Reception Experience | 6 |
| Arrangement of Appointment | 6 |
| 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.

**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

✓ I like Dr Mass's attitude and approach to diagnosis and treatment.

✓ *Although this is a very busy practice the staff and doctors always make sure you get a very good service. I usually see Dr Mass who is a exceptional GP*

✓ Very fast getting an X ray. Nice doctors.

✓ *Friendly, professional and efficient.*

✓ Dr. Mass is the main reason. A very caring Dr. Very professional.

✓ *Friendly staff, long opening hours*

✓ Excellent care, professionals who listen and polite reception staff.

✓ *Friendly & listening gp.*

✓ Availability of Evening appointments with Healthcare Professionals.

✓ *1-Extremely likely*

✓ Felt very comfortable and at ease

✓ *Dr Maas is a very good Dr and helpful*

✓ Always managed to get an appointment when I needed and the staff is very friendly

✓ *I can always get an appointment quickly and all the staff are great*

✓ The lovely nurse was very welcomming and found a way to connect to me as a person. I felt at ease and it was surprised that i have not felt pain as i usually feel it during smear tests. Thank you

✓ *Good doctors, prompt and efficient service, good treatment and friendly staff.*

✓ Today's doctor (clinic 4) she respects patient well

✓ *I managed to book an appointment with GP pretty quickly and the health issue I came with was dealt with efficiently and professionally. However I also had a cervical test with a nurse later on today and I found her not supportive at all while I was at my most vulnerable.*

✓ The main reason is that Dr. Akin-Deko is very kind and sympathetic and does not keep me waiting too long!

✓ *Professionalism of doctors. Especially Dr Daitz.*

✓ I was happy with the care and treatment I received today from the doctor. I think the signage could be improved in the waiting area that directs you to your appointment room, the walls are a bit busy and I always see at least one patient unsure of where to go when looking at the signs.

✓ *The ease of booking an appointment, and I feel that the doctors we see at the surgery are excellent ( in particular Dr Mass )*

✓ No main reason!

✓ *The gp always refers u to get tests so u know that the treatmemt u receive is tailored to your needs.*

### Not Recommended

### Passive