

FFT Monthly Summary: December 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
34	10	2	1	2	0	0	0	0	49	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: 202

Responses: 49

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	34	10	2	1	2	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	34	10	2	1	2	0	49
Total (%)	69%	20%	4%	2%	4%	0%	100%

Summary Scores

 90%  6%  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:

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

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

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

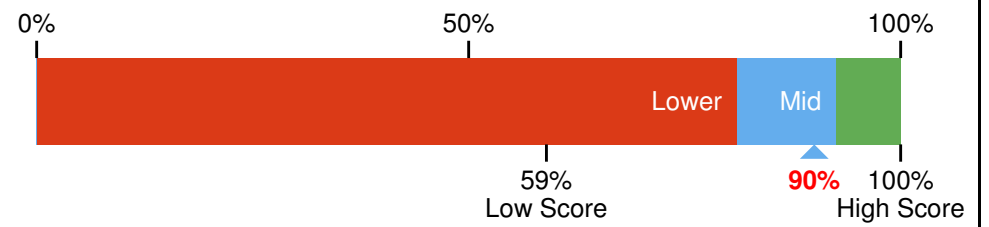
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

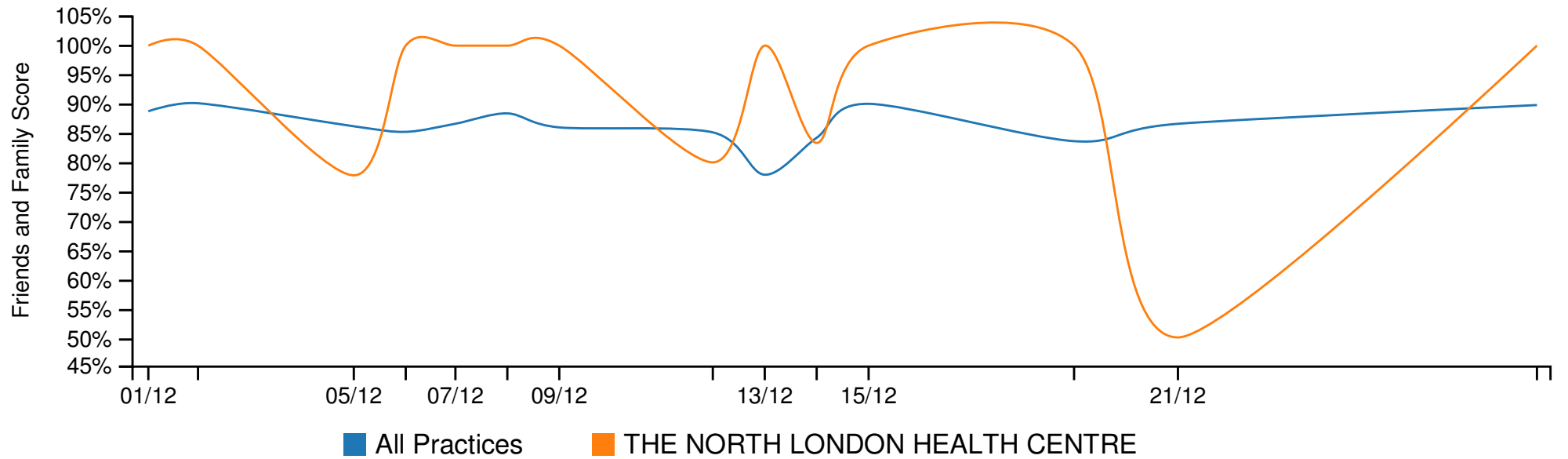
Your Score: 90%

Percentile Rank: 65TH



- 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 65th percentile means your practice scored above 65% 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.

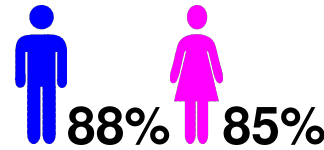
Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	83%	86%	92%
THE NORTH LONDON HEALTH CENTRE	100%	84%	100%

Gender

All Practices

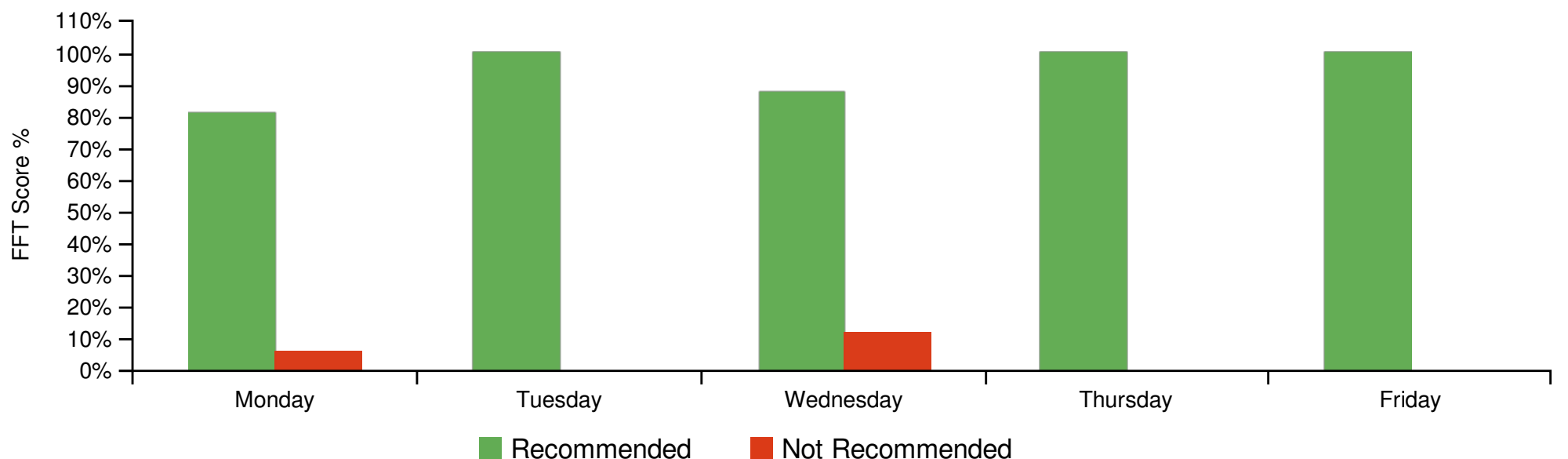


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- Notes:
1. Scores for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.

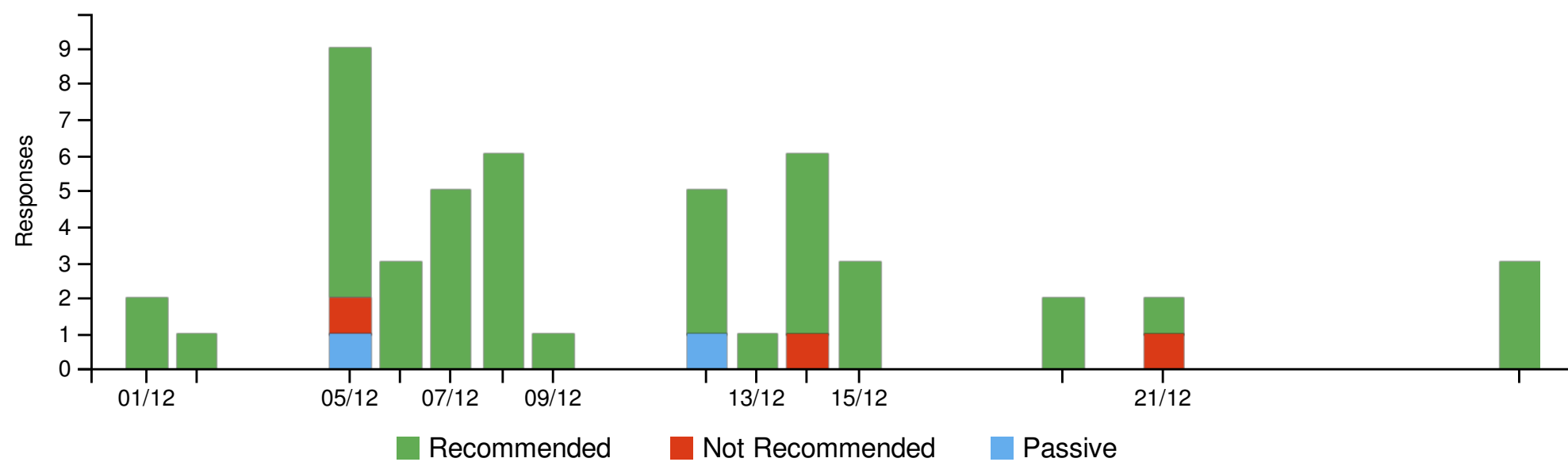
Practice Score: Day of the Week Analysis



- 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 8	
Arrangement of Appointment 5	
Reference to Clinician 13	

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

- ✓ Because all admin staff are very helpful and doctor levine is brilliant and very thorough
- ✓ No problems booking appointments and doctor very easy to talk to
- ✓ The doctor listened to the patient and understand the situation.
- ✓ Superb practice, professional and empathetic.
- ✓ How can i give more detailed feedback?
- ✓ Staff are very helpful and friendly. Some doctors are wonderful. Most of the time I can book an appointment within a few days.
- ✓ Amazing service and the GP's are compassionate, and very supportive.
- ✓ The staff are very responsive to all our requests and appointments
- ✓ My chosen Doctor is very attentive and supportive. He goes the extra mile. The receptionists are very professional and supportive.
- ✓ Dr Diatz is a legend
- ✓ Because my doctor akendeko she is very nice
- ✓ Safety
- ✓ My GP is excellent. I have a good relationship with him and really value his treatment.
- ✓ Pleasant staff. Efficient service today :)
- ✓ Fab from the day we started
- ✓ DR mass is attentive
- ✓ The staff are all ways friendly texting reminders of appointments is very useful & the doctors are ok
- ✓ I have been a patient there for 17 years I've not once been disappointed any of your services
- ✓ Always good receptionist service, can mostly always get an appointment when I need one, and Dr daitz is a good doctor
- ✓ Effective service
- ✓ So happy with their service also everyone very friendly and helpful.
- ✗ Helpful receptionists - nice dr Mass

Not Recommended

- ✗ I think he should referred me for a blood test to outline diabetes which can cause similar symptoms instead having referred just a scan which take place few weeks later. Also I am in pain and he forget to prescribe any kind of a painkiller or advise me what to take. That's true I haven't asked him for it.

Passive