

FFT Monthly Summary: June 2024

Matrix Medical Centre
Code: G82719



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
24	4	0	0	3	1	0	0	0	32	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:	93						
Responses:	32						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	24	4	0	0	3	1	32
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	24	4	0	0	3	1	32
Total (%)	75%	13%	0%	0%	9%	3%	100%

Summary Scores

👍 88% 🗑️ 9% 📁 3%

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:

$$\text{Recommended (\%)} = \frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

$$\text{Not Recommended (\%)} = \frac{\text{very poor} + \text{poor}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

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

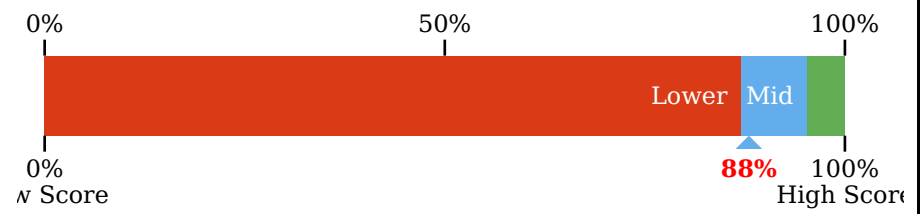
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

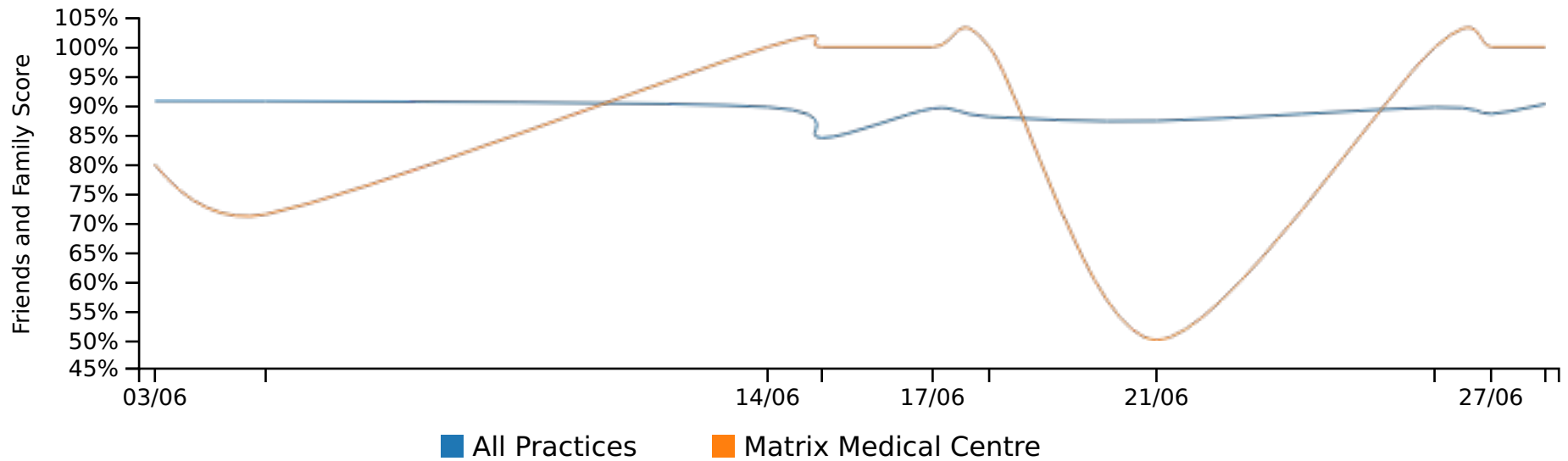
Your Score: 88%

Percentile Rank: 35TH



- 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



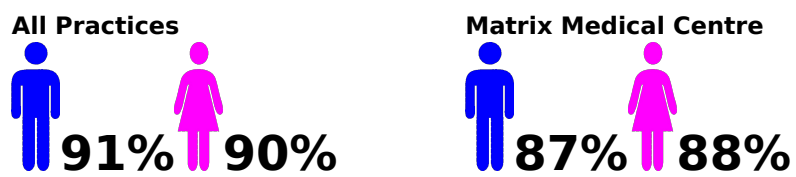
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

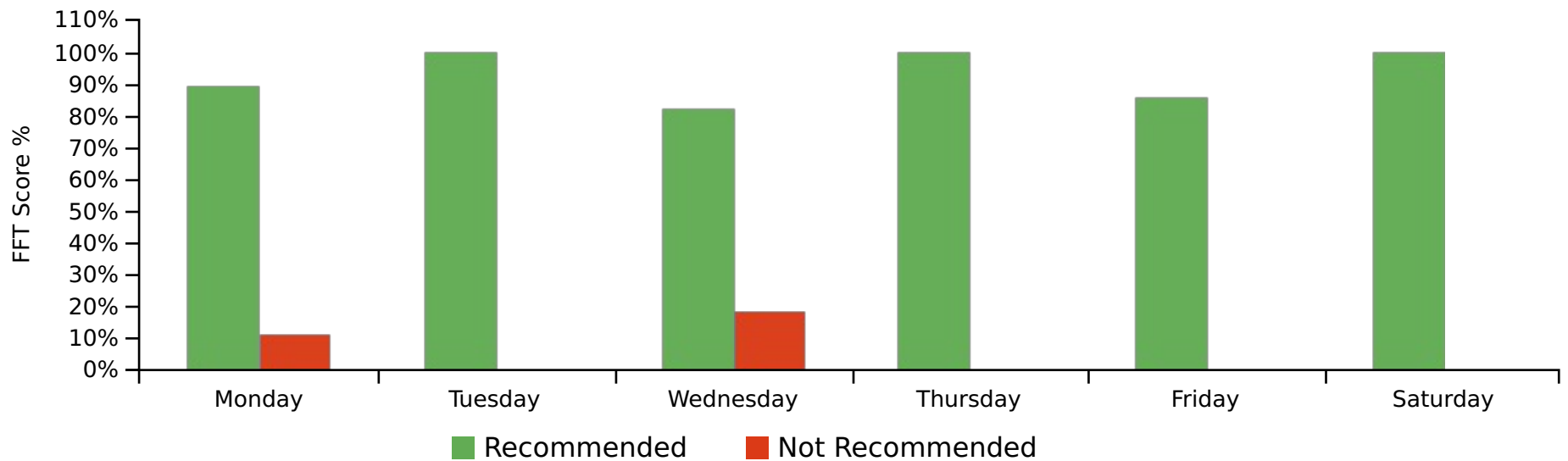
	< 25	25 - 65	65+
All Practices	84%	90%	92%
Matrix Medical Centre	100%	87%	88%

Gender



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

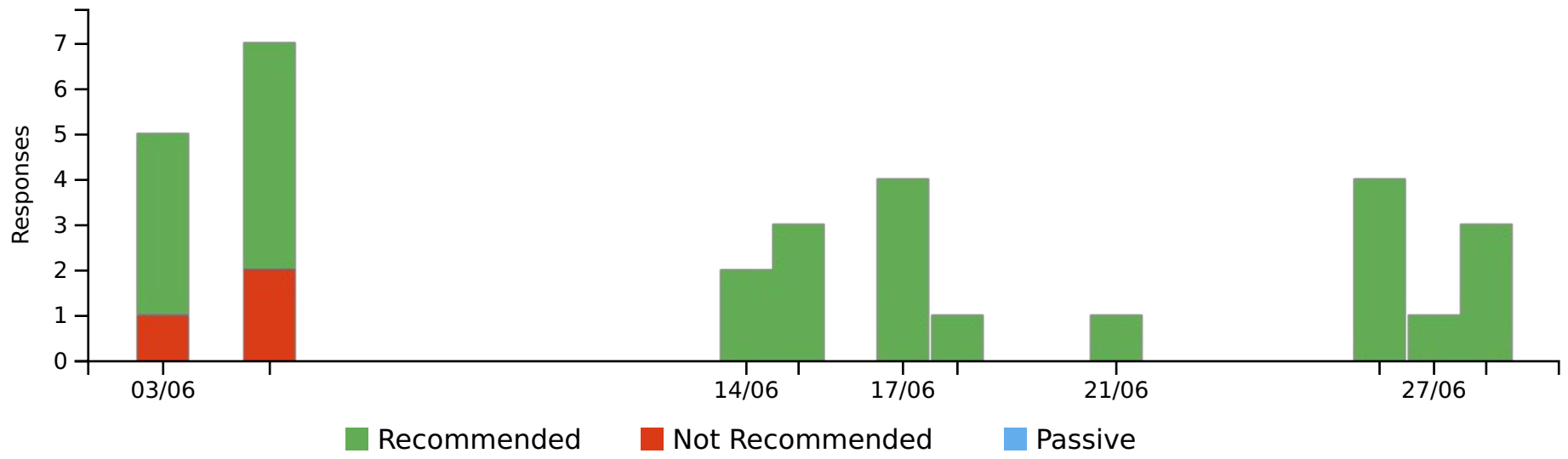
Practice Score: Day of the Week Analysis



- 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

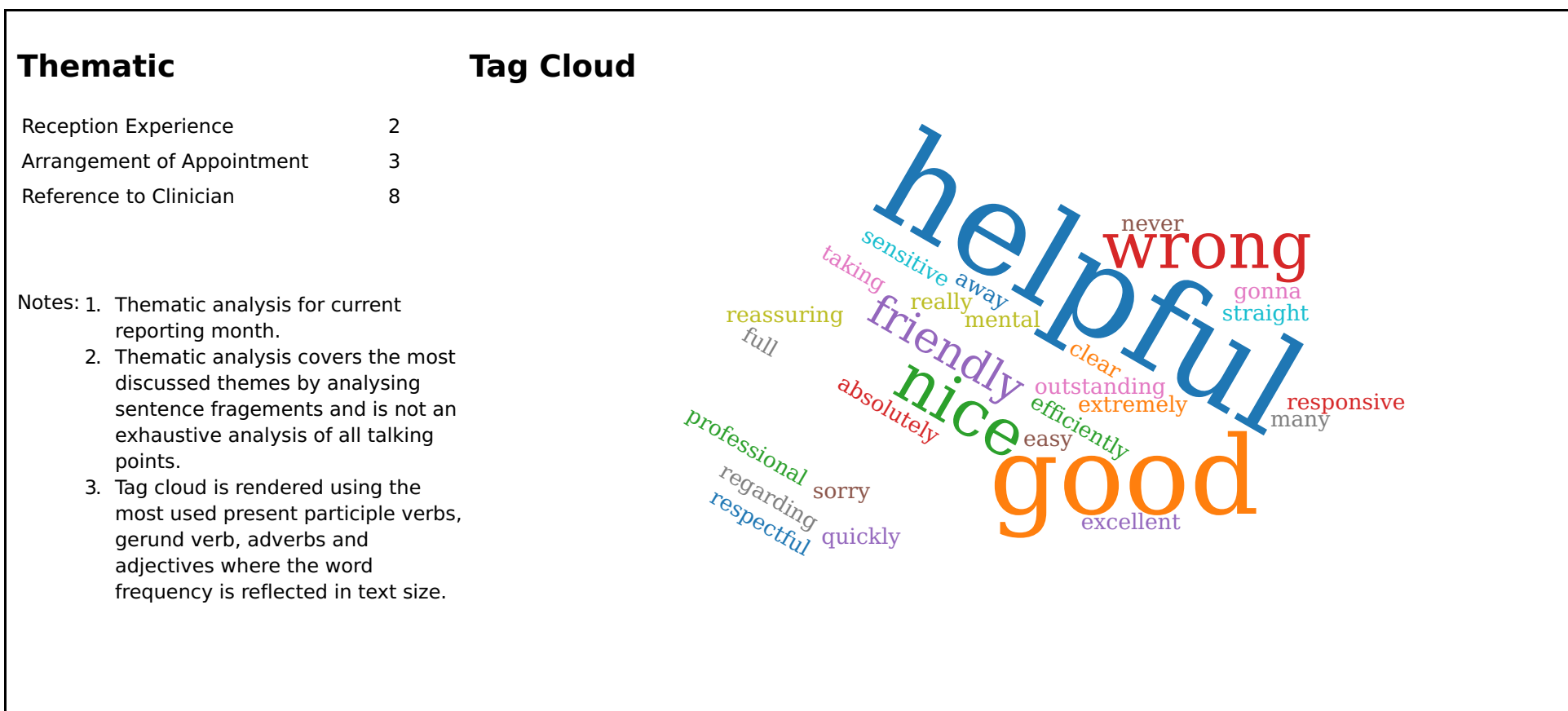
Patient Responses



- 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



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

- ✓ Nurse was very nice and helpful
- ✓ No comment
- ✓ On time.
- ✓ Nurse Jackie is kind and so helpful
- ✓ Appointment on time and mental health nurse could see the problem straight away. She was very clear and helpful
- ✓ Because good is how I believe it to be.
- ✓ Everything was done efficiently
- ✓ Good all round experience
- ✓ Responsive, good service, dealt with quickly
- ✓ The nurse was on time and very easy to speak with
- ✓ The nurse was very friendly and reassured me whilst taking my blood and regarding my situation
- ✓ They have really helped me out today very helpful
- ✓ Very kind, sensitive to the matter and respectful
- ✓ Mrs Boosey was extremely nice and very professional. I have absolutely no mark where she extracted the blood
- ✓ Excellent service! Doctor was nice
- ✓ Because that's what it was...Good...
- ✓ It was good
- ✓ Helpful
- ✓ Friendly and helpful receptionist and the Nurse was very reassuring during smear test
- ✓ Everything was on time

Not Recommended

- ✓ Sorry pressed the wrong no I meant 1 outstanding service many thanks
- ✓ Can never get appointment with doctor, have to wait between 20 and 40 minutes to get through to reception
- ✓ I was given the wrong information about my appointment yesterday and was told that I was gonna be sent a text with the full post address and I didn't receive this so I turned up at the wrong surgery and I had to take time off work. I'm not pleased about.

Passive