

FFT Monthly Summary: November 2022



Hampton Medical Centre
Code: H84040

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
35	13	0	0	1	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: 156

Responses: 49

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	35	13	0	0	1	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	35	13	0	0	1	0	49
Total (%)	71%	27%	0%	0%	2%	0%	100%

Summary Scores

98%

2%

0%

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

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: 98%

Percentile Rank: 90TH

0%50%100%

LowerMid

0% ScoreHigh Score

98%

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.

Practice Score: 'Recommended' Comparison

Date	All Practices	Hampton Medical Centre
01/11	91%	100%
03/11	91%	100%
05/11	90%	100%
07/11	89%	88%
09/11	90%	100%
11/11	90%	100%
13/11	90%	100%
15/11	89%	100%
17/11	90%	100%
19/11	89%	100%
21/11	88%	100%

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	82%	90%	92%
Hampton Medical Centre	100%	100%	96%

Gender

All Practices

90%90%

Hampton Medical Centre

100%97%

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

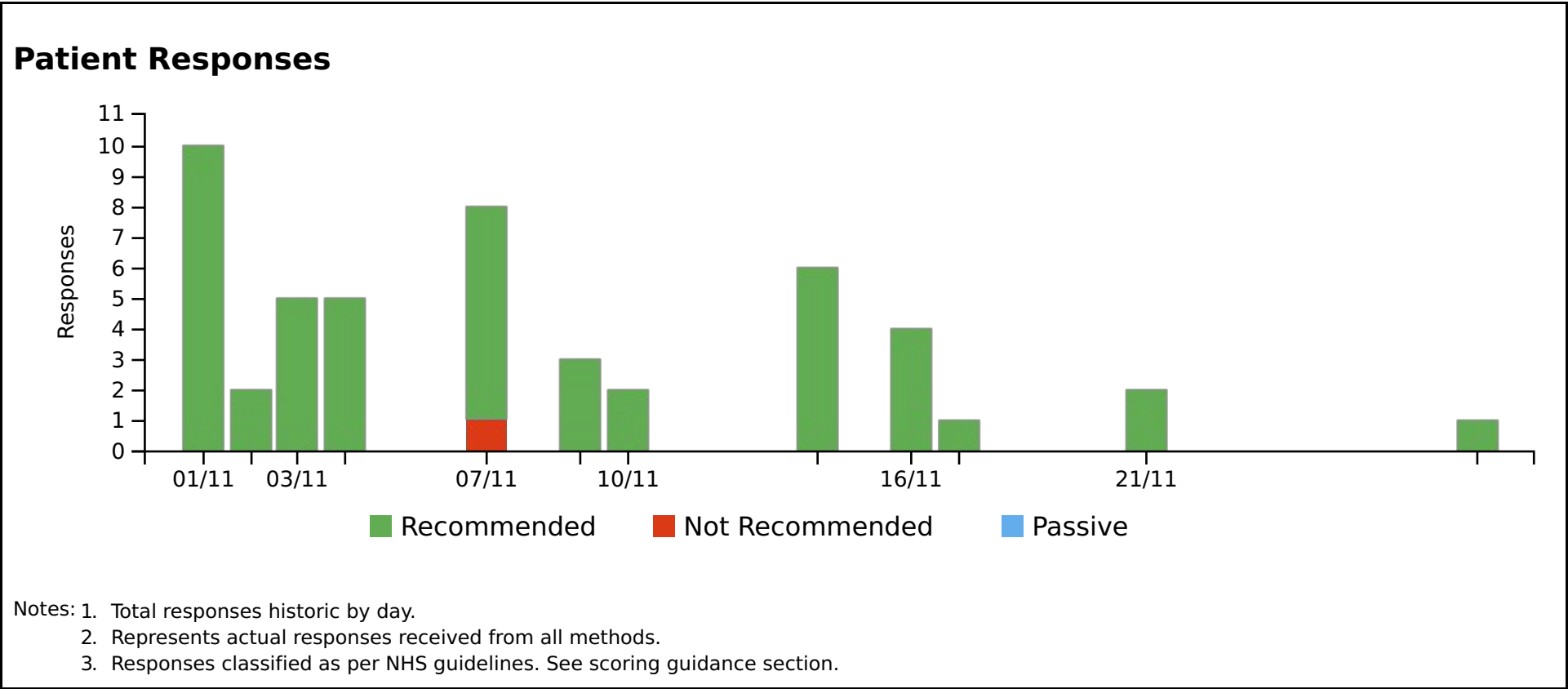
Practice Score: Day of the Week Analysis

Day	Recommended	Not Recommended
Monday	95%	5%
Tuesday	100%	0%
Wednesday	100%	0%
Thursday	100%	0%
Friday	100%	0%

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

Tag Cloud

Reception Experience 5
Arrangement of Appointment 6
Reference to Clinician 15

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.

medical
efficient
friendly
polite
good
nice
quick
easy
well
excellent
really
great
terrible
hard
available
faultless
smoothly
old
painless
pleasant
much
ongoing
often
new
caring
ideal
urgent
always
back
getting
online
disabled
waiting
also
main
fantastic
lovely
completely
straight
mum
late
many
ideally
wonderful
suffering
long
short
never
away
regular
probably
nearly
timely
smooth
thoughtful
going
otherwise

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 arrived on time called in on time PSA blood test done very well and very efficiently
- ✓ Because when I came for the blood test, the nurses were very kind and helpful.
- ✓ Efficient service , timely and polite
- ✓ Because the service is on point
- ✓ Smooth service from entry to exit
- ✓ Nice, quick, good, thoughtful service
- ✓ On time, friendly, efficient, excellent service.
- ✓ Ideally I would like to have an ongoing relationship with one GP to give continuity of care
- ✓ The staff are very polite and friendly and helpful.
- ✓ My appointment was on time and the reception were polite
- ✓ Dr was very nice and helpful
- ✓ Appt was on time and nurse was very caring
- ✓ Polite and helpfull mrs Yvonne Parma
- ✓ Doctor and nurse were both good. Waiting at reception to be checked in for nearly 10 mins meant to was late for my appointment and it was most probably s@bly shorter than ideal as I appreciate the doctor needs to keep to their schedule @dule
- ✓ Nurse was fantastic
- ✓ Completely painless, lovely manner, quick and efficient. Faultless! Thank you
- ✓ In the main the doctors are really good and helpful, if it's urgent they respond the same day which is great The new online form I think is terrible! Br@e! Bring back the old system @stem
- ✓ Long waits on the phone, otherwise would have been a 1.
- ✓ They are very kind.
- ✓ Because I thought it was very good
- ✓ I have needed to see a doctor and a nurse + a medical assistant who take bloods all who have been pleasant & helpful
- ✓ Excellent service from medical staff
- ✓ Easy check in, short wait. Very friendly and efficient nurse.
- ✓ It was easy to book the appointment
- ✓ The nurse was very kind, friendly and empathic. Efficiently answered my questions and helped me with a future appointment. First class. Thank you.
- ✓ On time appointment. Helpful receptionist & nurse.
- ✓ You're all very nice and helpful but getting through on the telephone is a nightmare.
- ✓ Because I have regular appointments and have so for many years
- ✓ Dr Gujral was wonderful. Suffering with post covid issues, he took so much time and care to review me and prescribe tests to check if all ok. Also today@today had my blood test and again really quick and efficient. Thank yoy@k yoy
- ✓ All went smoothly.
- ✓ Helped see a and.e.but issue not.resolved and hard.to see Dr or get appt
- ✓ I always find Hampton Medical Centre very efficient and helpfull
- ✓ The disabled parking was available for my mum, we did not have to wait to see the nurse so we were in and out within minutes
- ✓ As i dont visit very often i never had 2 wait and seen straight away
- ✓ I like to reply
- ✓ Helpful and polite, executed without fuss

Not Recommended

- ✓ On going for blood test was told no paperwork on so had to leave without blood test. Waste of time for me and the nurse.