

FFT Monthly Summary: August 2019

Waltham Forest Community and Family Health
Services Ltd
Code: F86644



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
38	19	8	4	7	0	0	0	0	76	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:	410						
Responses:	76						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	38	19	8	4	7	0	76
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	38	19	8	4	7	0	76
Total (%)	50%	25%	11%	5%	9%	0%	100%

Summary Scores

75%
 14%
 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:

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

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

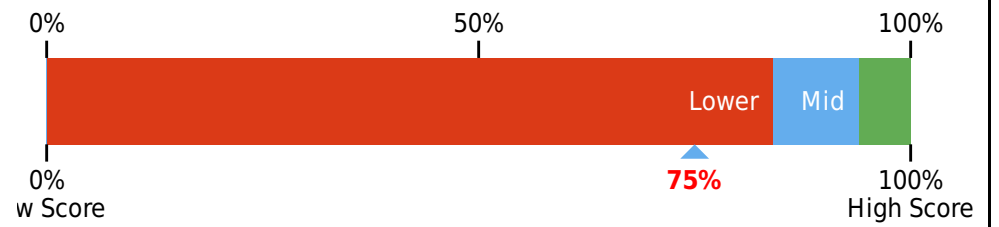
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

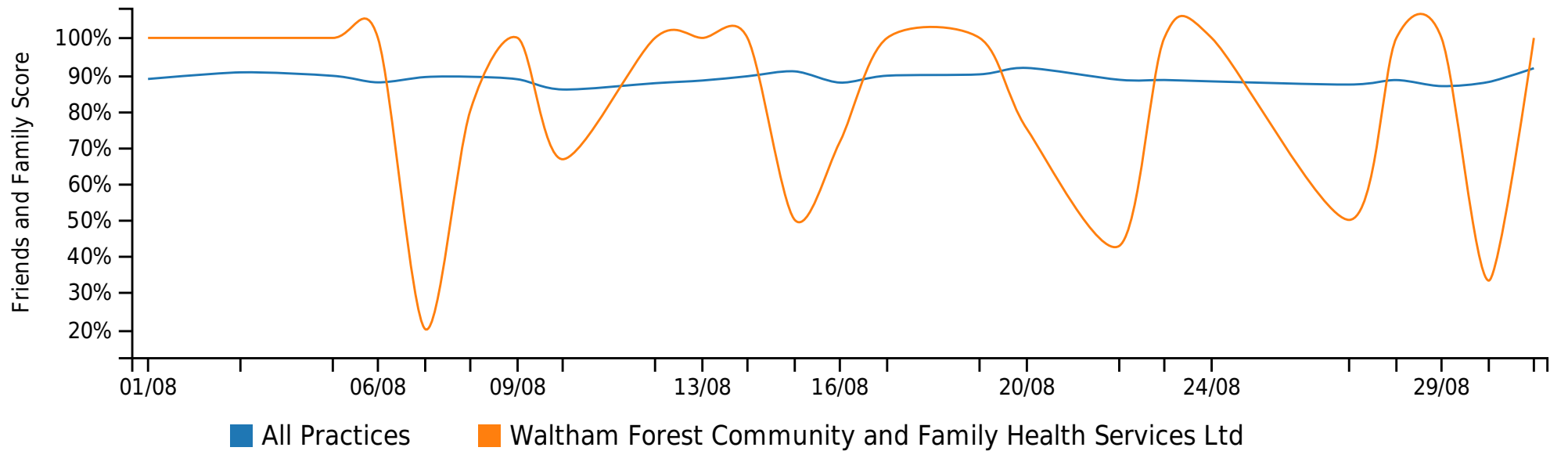
Practice Score: 'Recommended' Rank

Your Score: 75%
Percentile Rank: 10TH



- 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 10th percentile means your practice scored above 10% 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

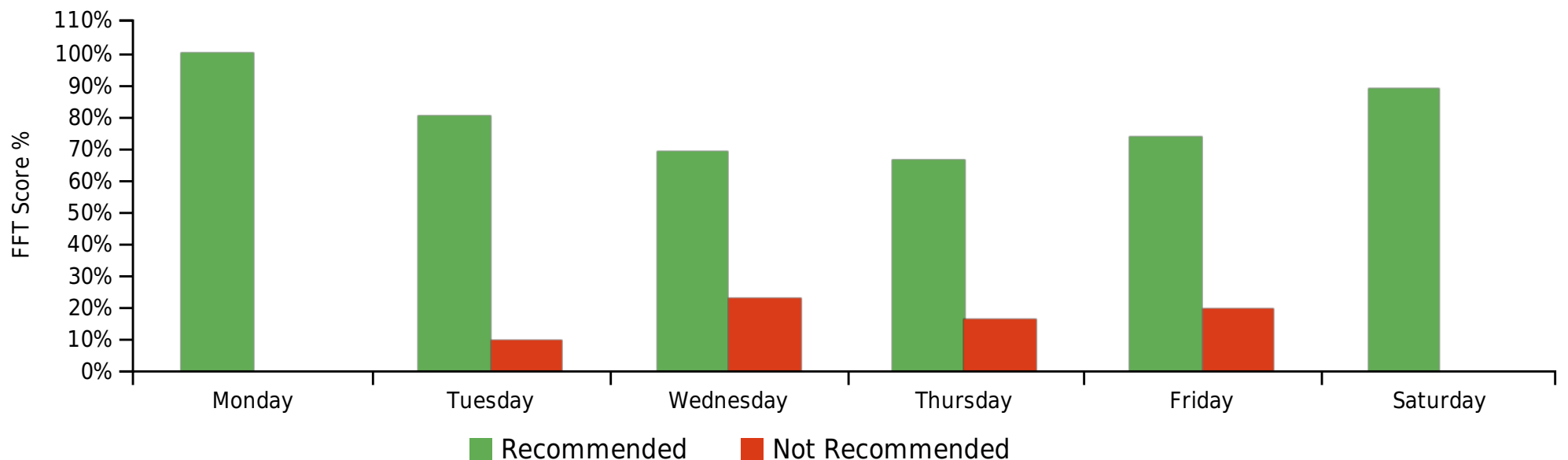
	< 25	25 - 65	65+
All Practices	81%	88%	92%
Waltham Forest Community and Family Health Services Ltd	60%	77%	75%

Gender



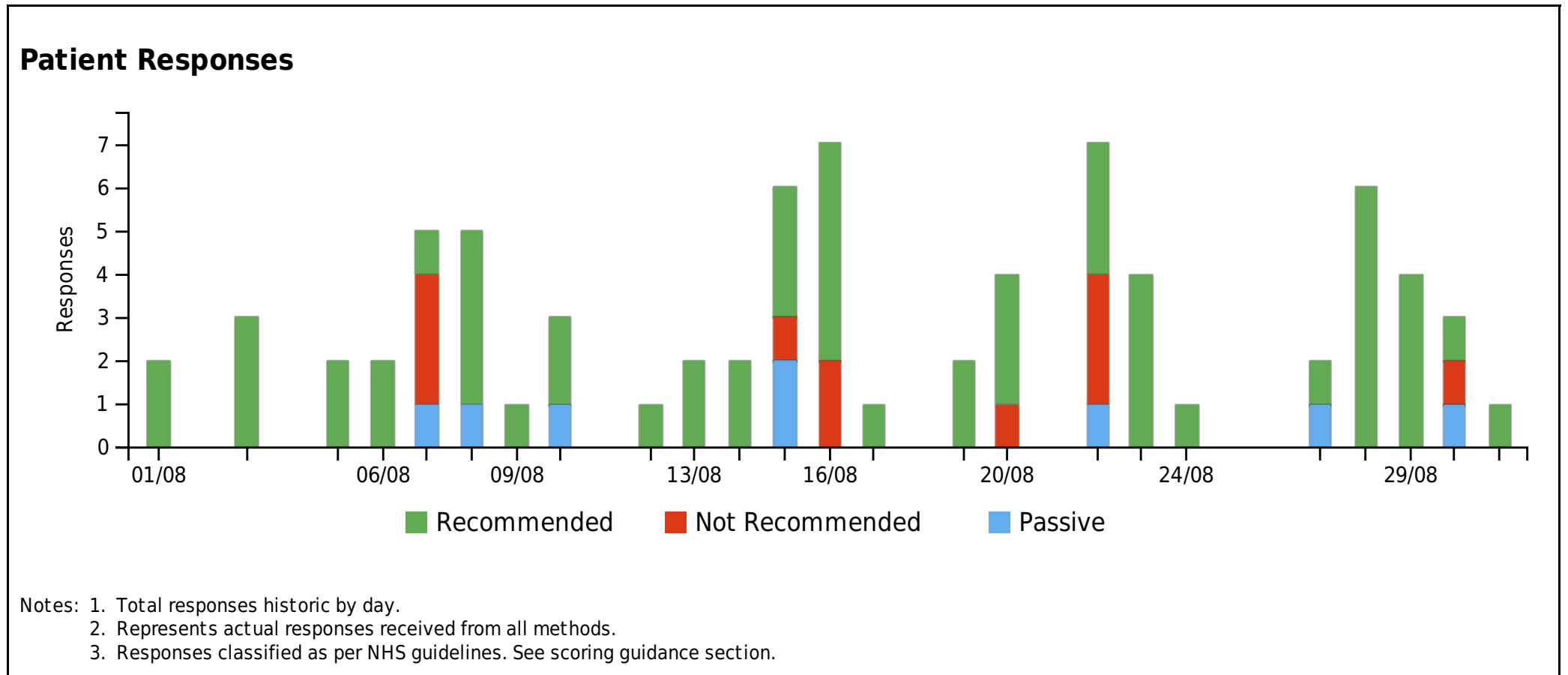
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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



- ✓The doctor was really friendly and helpful
- ✓Getting through on the phone. Length time it takes to get appointment even if you book online. Not all elderly people have access to the net.
- ✓I had an appointment today which I have tried to get for a week to get the medication I need for my acid reflux. I went in to the consultation stating what medication I need and was given a prescription. When I got home I noticed I didn't get the medication I went in to get instead of my acid reflux medication I was given medication for cholesterol
- ✓Very bad customer service , they ask you to call at 8am to get same day appointment, once you dial the number queuing up till 8.30 then they will say it's all booked up , call another day .
- ✗All receptionists were INCREDIBLY rude when checking in at 4pm, doctor was unfriendly and rather unhelpful

Passive

- ✓Friendly staff, quick service however sometimes difficult to get an appointment
- ✓Everyone I know has their own gp