

FFT Monthly Summary: July 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
45	26	6	6	10	3	0	0	0	96	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:	518						
Responses:	96						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	45	26	6	6	10	3	96
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	45	26	6	6	10	3	96
Total (%)	47%	27%	6%	6%	10%	3%	100%

Summary Scores

 74%
  17%
  9%

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:

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

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

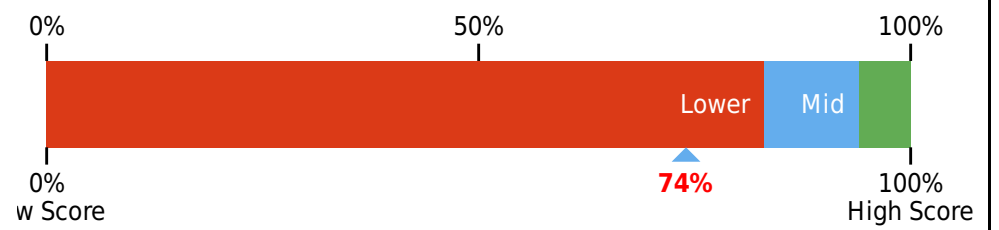
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

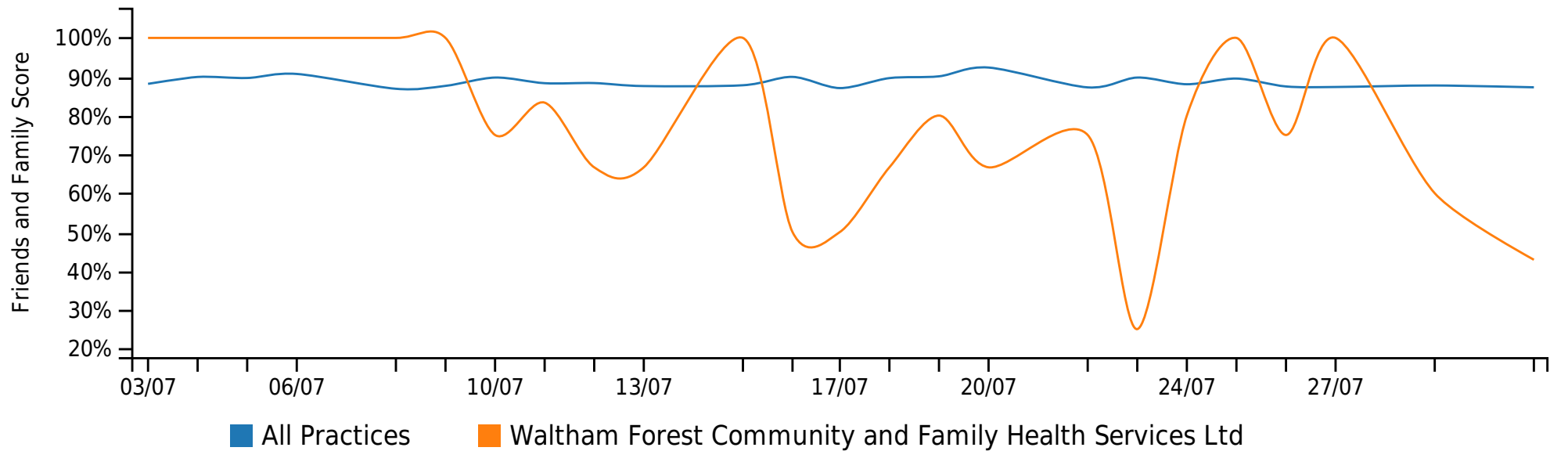
Practice Score: 'Recommended' Rank

Your Score: **74%**
Percentile Rank: **5TH**



- 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 5th percentile means your practice scored above 5% of all practices.

Practice Score: 'Recommended' Comparison



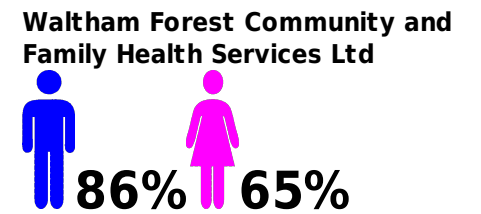
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

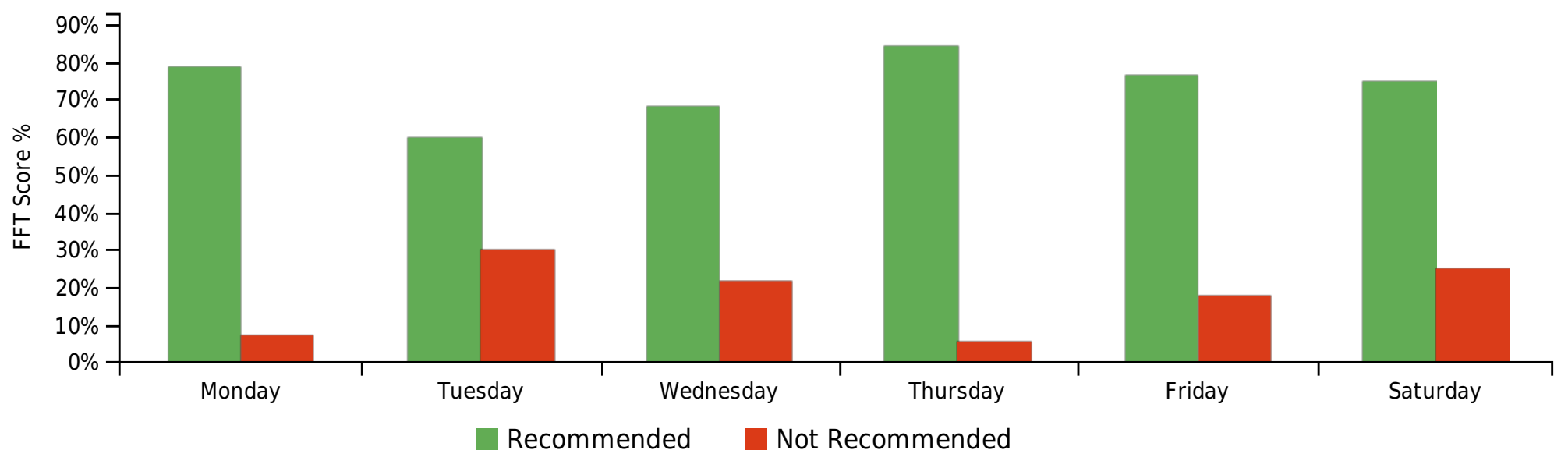
	< 25	25 - 65	65+
All Practices	80%	88%	92%
Waltham Forest Community and Family Health Services Ltd	62%	78%	67%

Gender



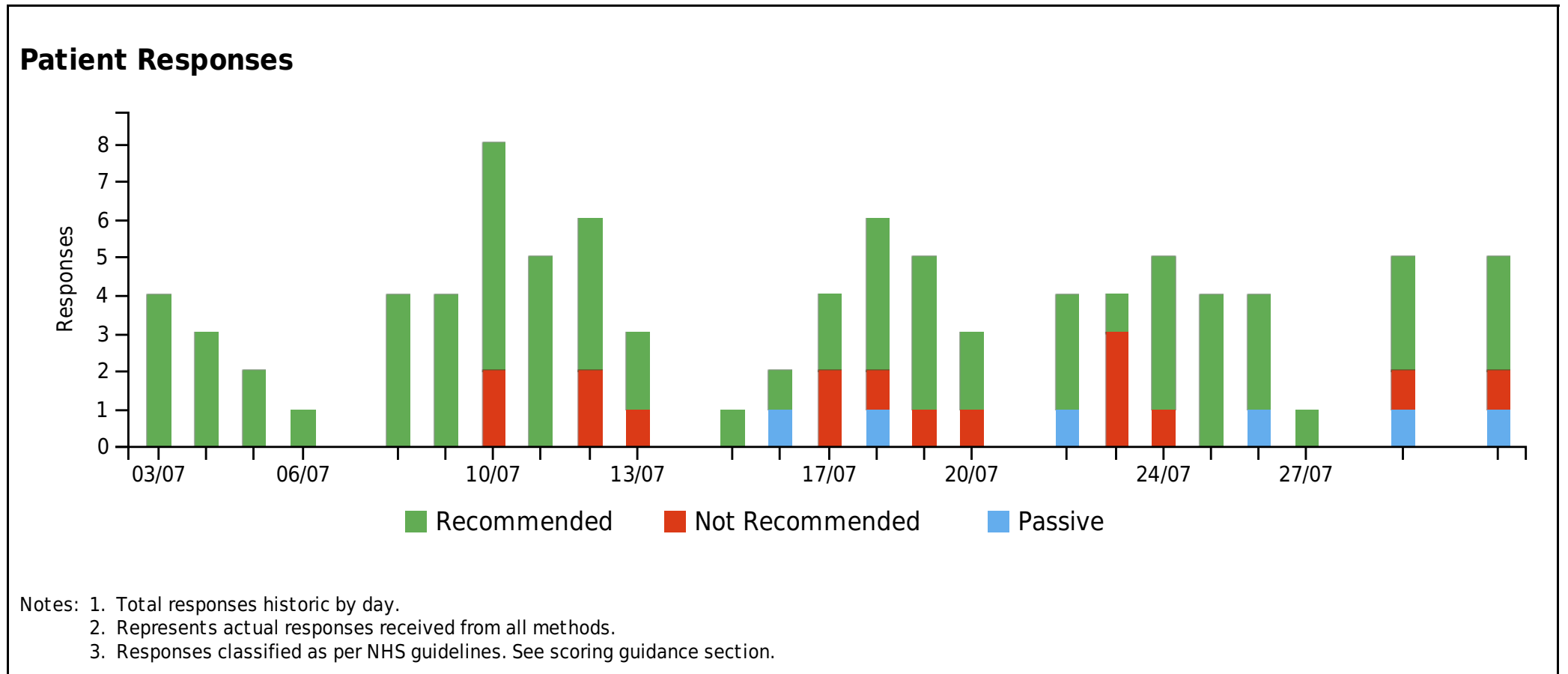
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis



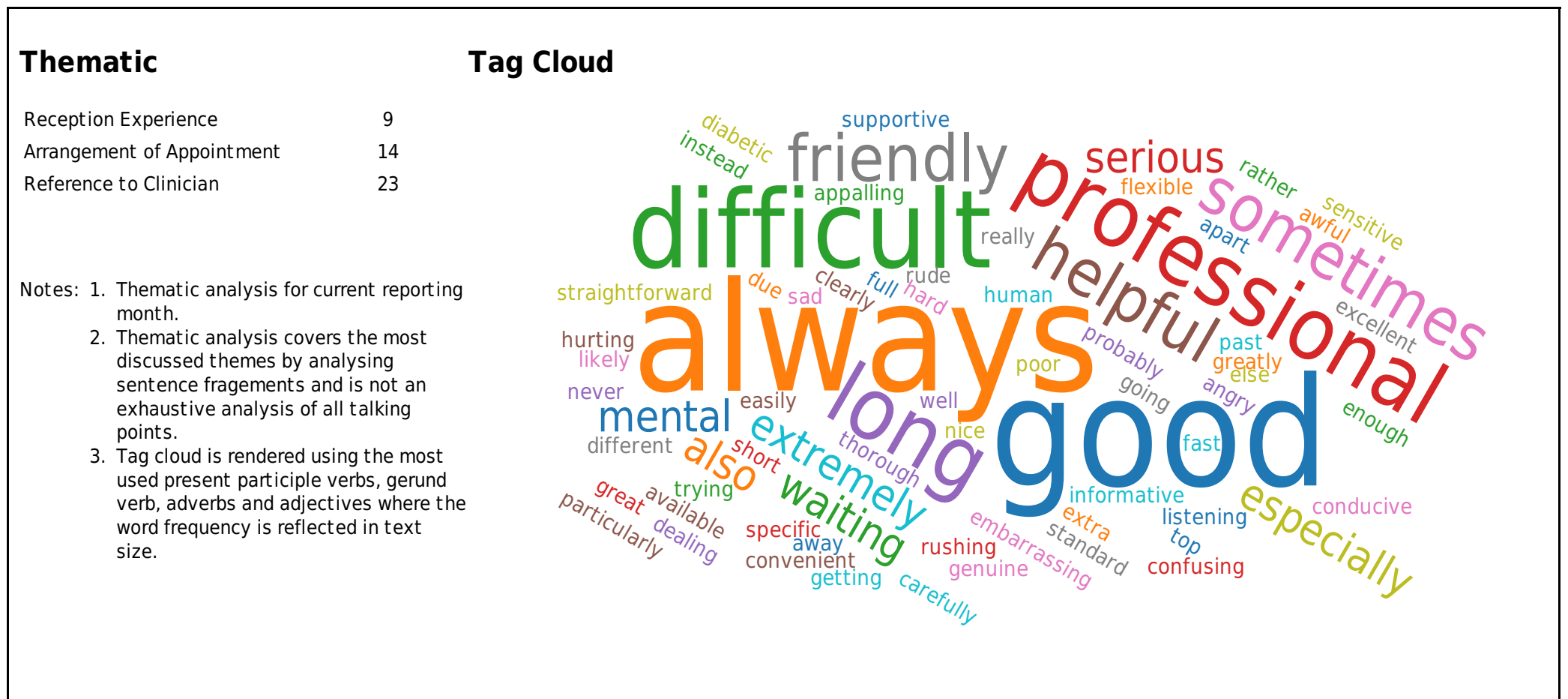
- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4 Patient Response Analysis



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

- ✓ Helpful staff
- ✓ *Because u can't get an appointment if and wjen u want 1 you more or less have to sometimes have to wait probably a week before you are seen*
- ✓ *Seen by nurse Linda on time She was very professional and explained every thing very clearly*
- ✓ *The dr I saw today is one of the best the surgery have and do hope she stay there for a long time as other good drs left the surgery and us very sad to s@ to see them going . @ng .*
- ✓ *The diabetic nurse I saw this morning was friendly informative and professional .*
- ✓ *Good doctors*
- ✓ *Pleased with the GP's service apart from the long wait*
- ✓ *The GP henough*
- ✓ *It's very difficult to get an appointment especially if you would like to stay with a specific doctor for contingency. Service provided by all doctor's l@r's I've seen extremely good. They listen and if needed refer .I guess the surgery is under pressure but cannot fault treatment by doctors Thank you @ you*
- ✓ *Seen on time and the meeting was thorough. Only complaint is the appointment system told to make an appointment to be told none available phone up Monday*
- ✓ *Saturday staff are excellent*
- ✓ *Straightforward, human listening skills*
- ✓ *Help given by receptionists, Advice given by pharmacist&doctor, greatly appreciated.*
- ✓ *I have always been satisfied with the treatment i get from the doctors and nurses*
- ✓ *The gp very supportive and gave me extra time when I needed it instead of rushing me. Reception staff always helpful also*
- ✓ *Level of service consistency and knowledge*
- ✓ *GP TODAY WAS VERY VERY GOOD*
- ✓ *Extremely likely*
- ✓ *I feel everyone has different needs: so one has to be sensitive to who they see.*
- ✓ *Fast and friendly service*
- ✓ *i had good service all the time*
- ✓ *Dr sarka*
- ✓ *I've always found the receptionists very helpful. Dr Henderson was great, its a shame she went.*
- ✓ *Always understanding at appointments and reassured referral needed would be dealt with (today). Genuine and professional doctor today and service always @ways of a good standard. @ard.*
- ✗ *Less waiting to see a doctor. The 13 or 16 of Aug is to long. My son got seen as an emergency and had to wait for a doctor to phone because there were @were no more emergency appointments left when i called this morning. His problem was serious.@ious.*
- ✗ *Nice friendly doctor who listened to my problem carefully and suggested a good course of action. I didn't give top marks due to the difficulty in obtaini@taining an appointment and for the rather confusing and long registration process. When someone is dealing with mental health problems it's not particularly c@rly conducive @cive*

Not Recommended

- ✓ *Reception are awful especially trying to get an appointment to see a doctor*
- ✓ *No appointmnts*
- ✓ *It's very hard to get an appointment It will take three weeks or more and when You get to your appointment to see the doctor they will rush you and you g@you get less then 10 minutes sometimes @imes*
- ✓ *Appalling doctor service my son has mental health we were interrupted 3 time.s within the short period we had. The doctor was distracted my son gets an@ts angry easily it was embarrassing not professional and Out of order @rder*
- ✓ *Difficult to get an appointment, reception staff can be rude, lost test results, poor advice in the past, also I asked for an investigation to be made i@ade into a complaint and nothing was done about it @t it*
- ✓ *Difficult to get appointment. Waiting 3 weeks if you want to book one. Doctors don't listen. They send you away without help. They don't take your proble@blems serious.....@.....*
- ✓ *Shit health care service*
- ✓ *Can never book an advance appointment for my mother. You always have to call on the day which isn't always convenient.*
- ✓ *Wait time*
- ✓ *Can't get through to reception on phone to make appnt. Have to visit the surgery in person to make the appnt. I work full time, so is difficult for me to@me to get an*

appointment to see Dr or nurse @urse

Passive

- ✓ NOT FEELING WELL MY TUMMY IS HURTING.
- ✓ *Sometimes staff are not flexible enough for older people.*
- ✓ Like the doctors and nurses but have such a problem getting an appointment.