

Royal Hospital Chelsea

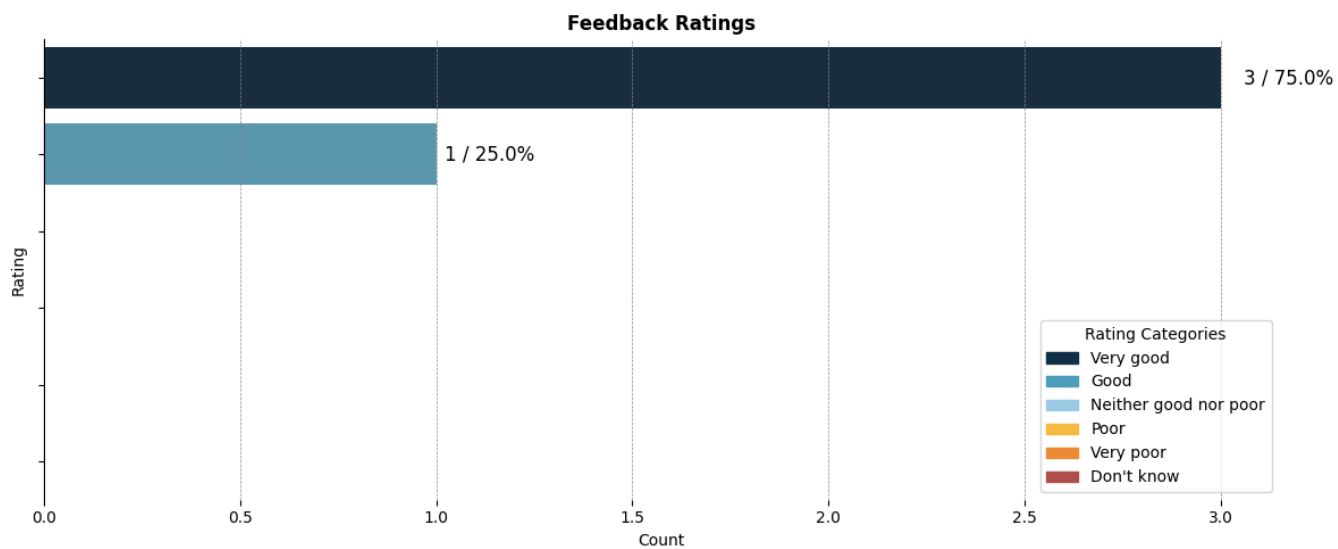
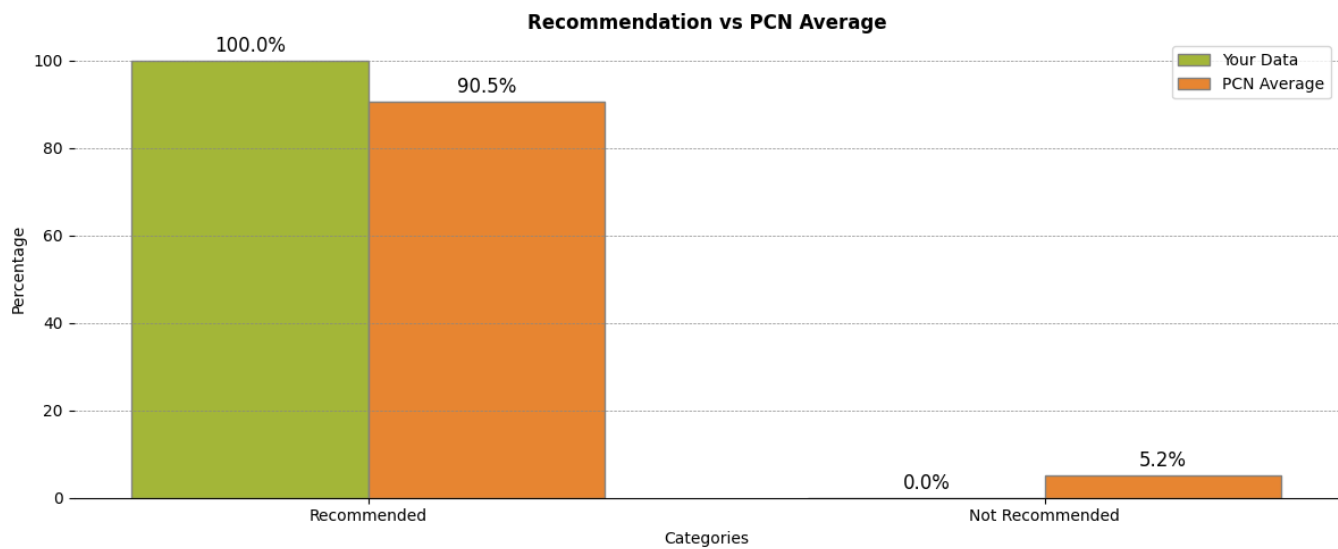
May 2024

SECTION 1: Recommendation % and Rating Counts

The total feedback received during May 2024 was 4.

Recommended - 100.0% (PCN Average - 90.5%)

Not Recommended - 0.0% (PCN Average - 5.2%)



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:

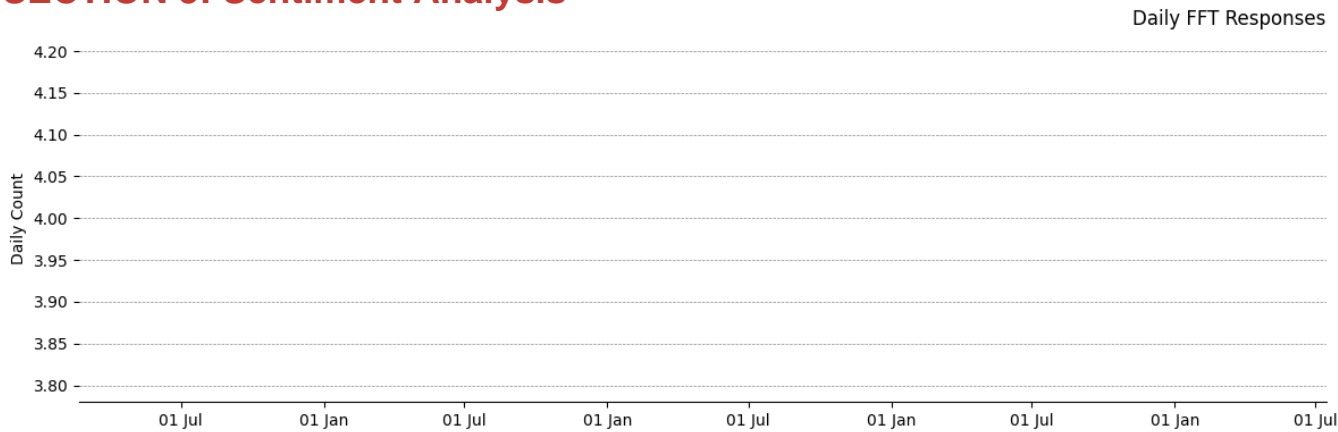
$$\text{Recommended (\%)} = \frac{\text{extremely likely} + \text{likely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$
$$\text{Not Recommended (\%)} = \frac{\text{extremely unlikely} + \text{unlikely}}{\text{extremely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

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 2: Response Rate

SECTION 3: Sentiment Analysis



SECTION 4: Feedback - Responses

0: The clinic offers a good range of services and the general practice nurses are attentive However more specialized services require a referral and waiting times can be lengthy

1: The GP practice offers a range of services which is great However the reception area is often crowded and privacy at the front desk could be improved

SECTION 5: Improvemenet Suggestions - Responses