AI MedReview

Brompton Health PCN
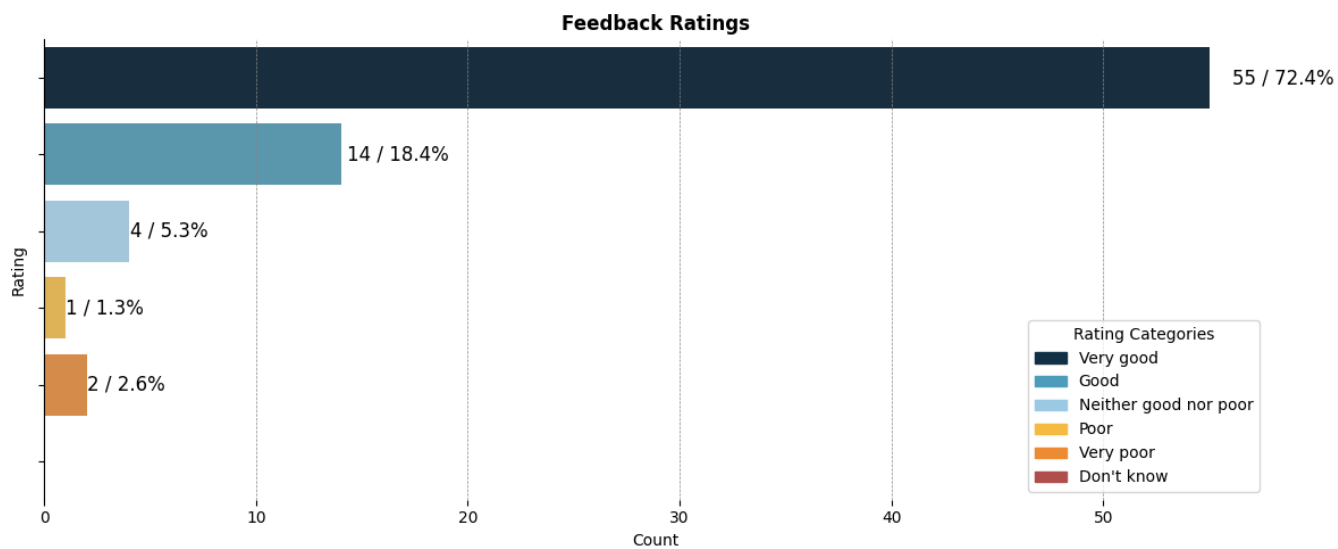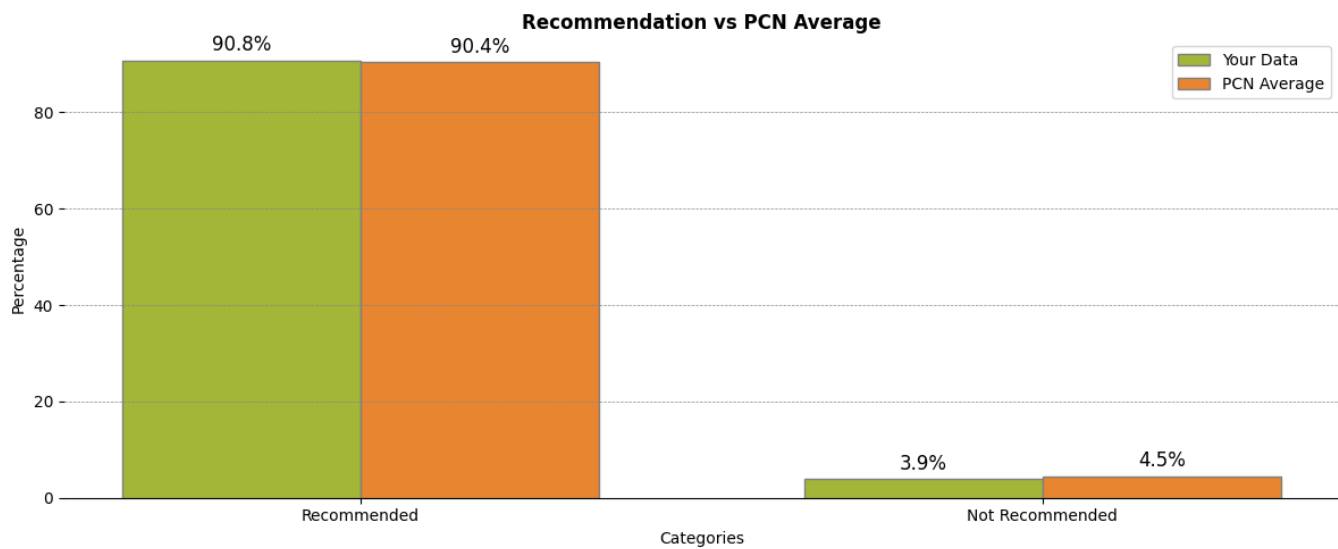
Earls Court Surgery

April 2024

SECTION 1: Recommendation % and Rating Counts

The total feedback received during April 2024 was 76.

Recommended - 90.8% (PCN Average - 90.4%)

Not Recommended - 3.9% (PCN Average - 4.5%)

Recommendation vs PCN Average

Feedback Ratings

Rating Categories:
- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Don't know

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:

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

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

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: Emontion Detection & Sentiment Analysis

Emotion Detection identify and interpret human emotions from text. By analyzing the language used in patient feedback.

SECTION 4: Topic Analysis