

# FFT Monthly Summary: March 2021

THE 360 MEDICAL CENTRE  
Code: G85091

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
36	5	3	2	3	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>	<b>174</b>						
<b>Responses:</b>	<b>49</b>						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	36	5	3	2	3	0	<b>49</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>36</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>49</b>
<b>Total (%)</b>	<b>73%</b>	<b>10%</b>	<b>6%</b>	<b>4%</b>	<b>6%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

 **84%**  **10%**  **6%**

## 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:

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

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

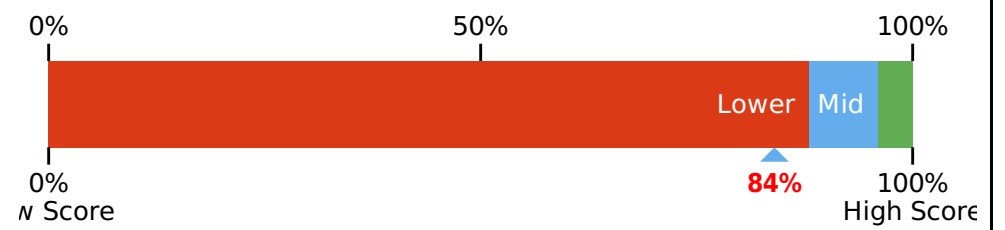
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

**Your Score:** **84%**  
**Percentile Rank:** **15<sup>TH</sup>**

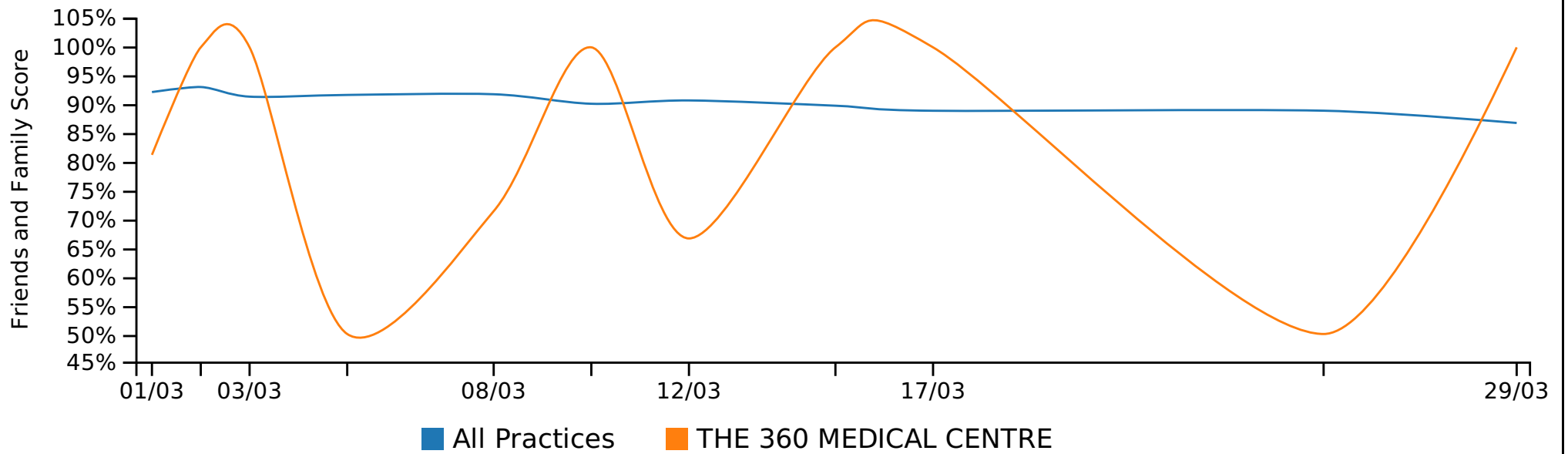


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

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 15th percentile means your practice scored above 15% of all practices.

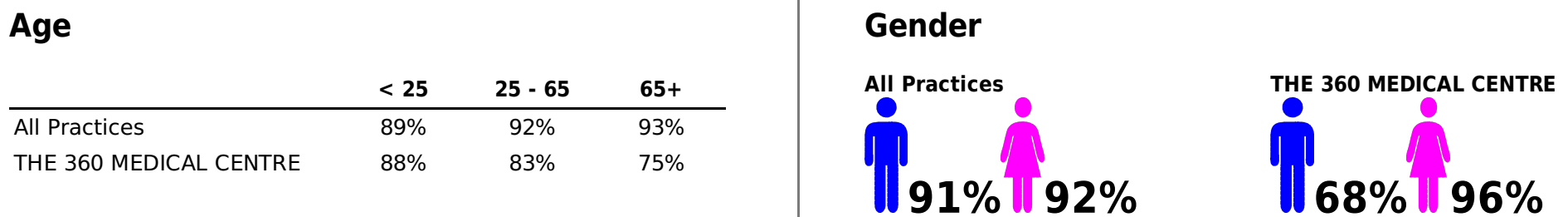
### Practice Score: 'Recommended' Comparison



Notes: 1. Practice score comparison of 'recommended' scores only.

2. Score calculated as per NHS requirements. See scoring guidance section.

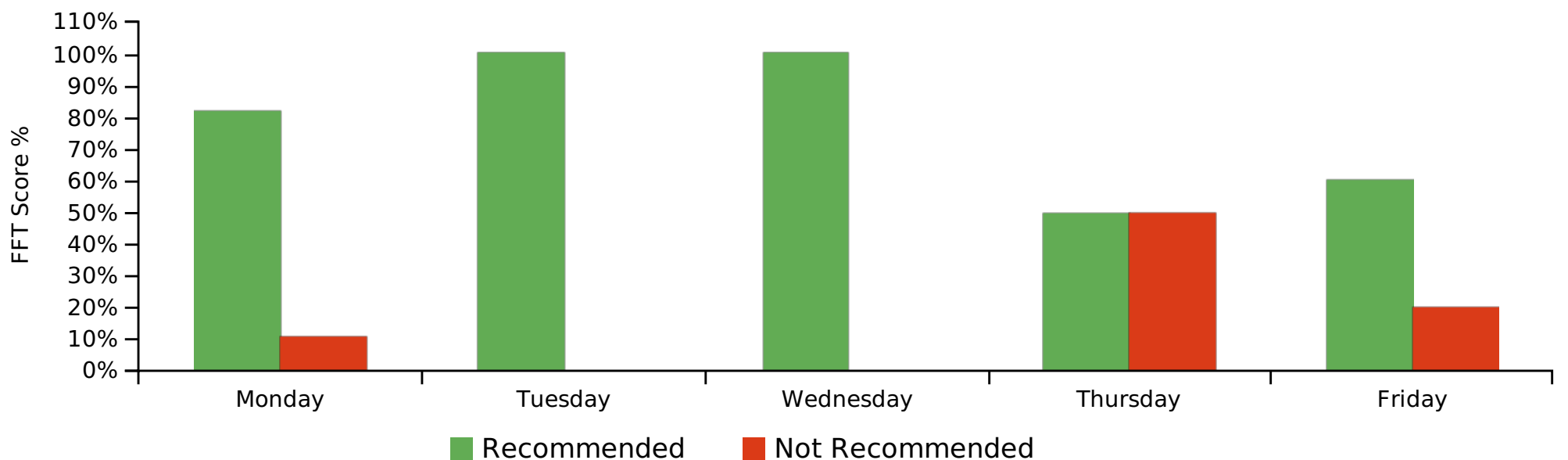
### Practice Score: 'Recommended' Demographic Analysis



Notes: 1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

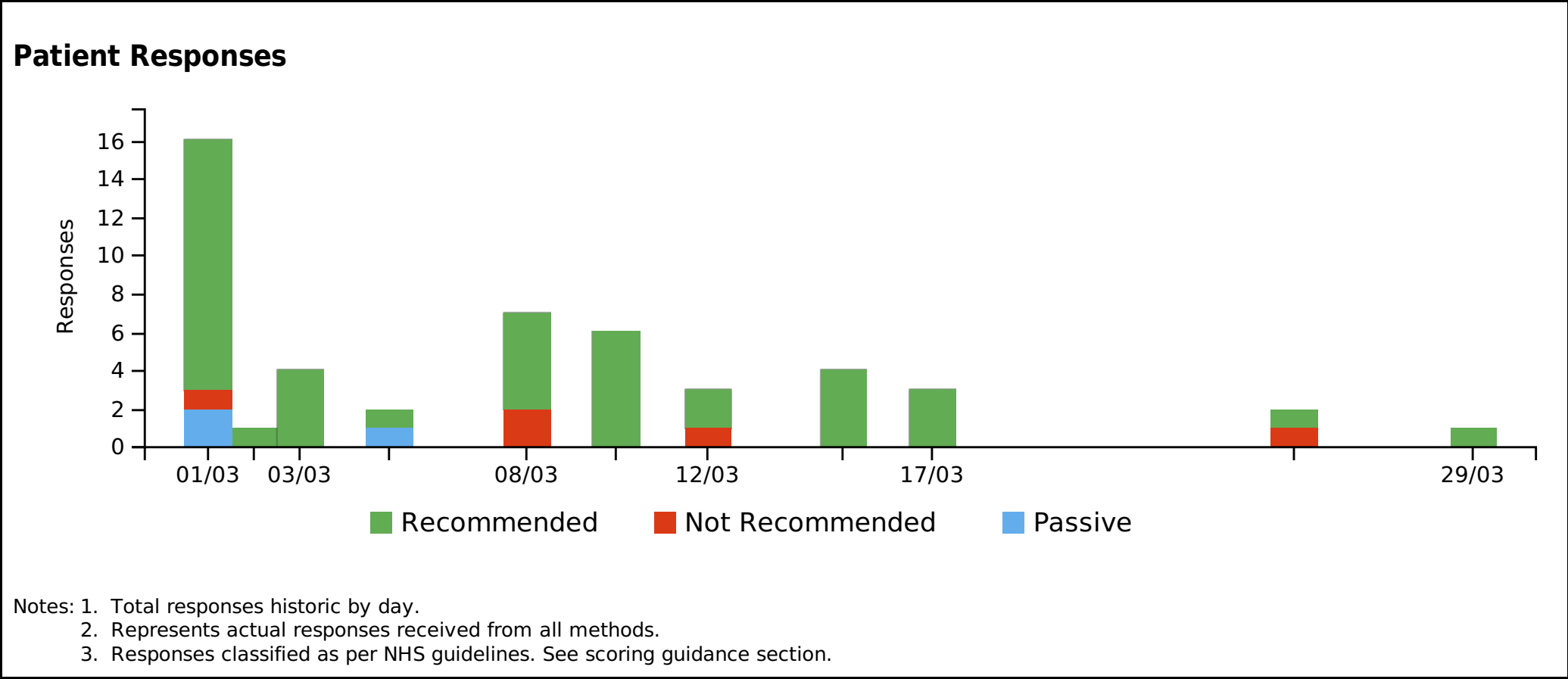
### Practice Score: Day of the Week Analysis



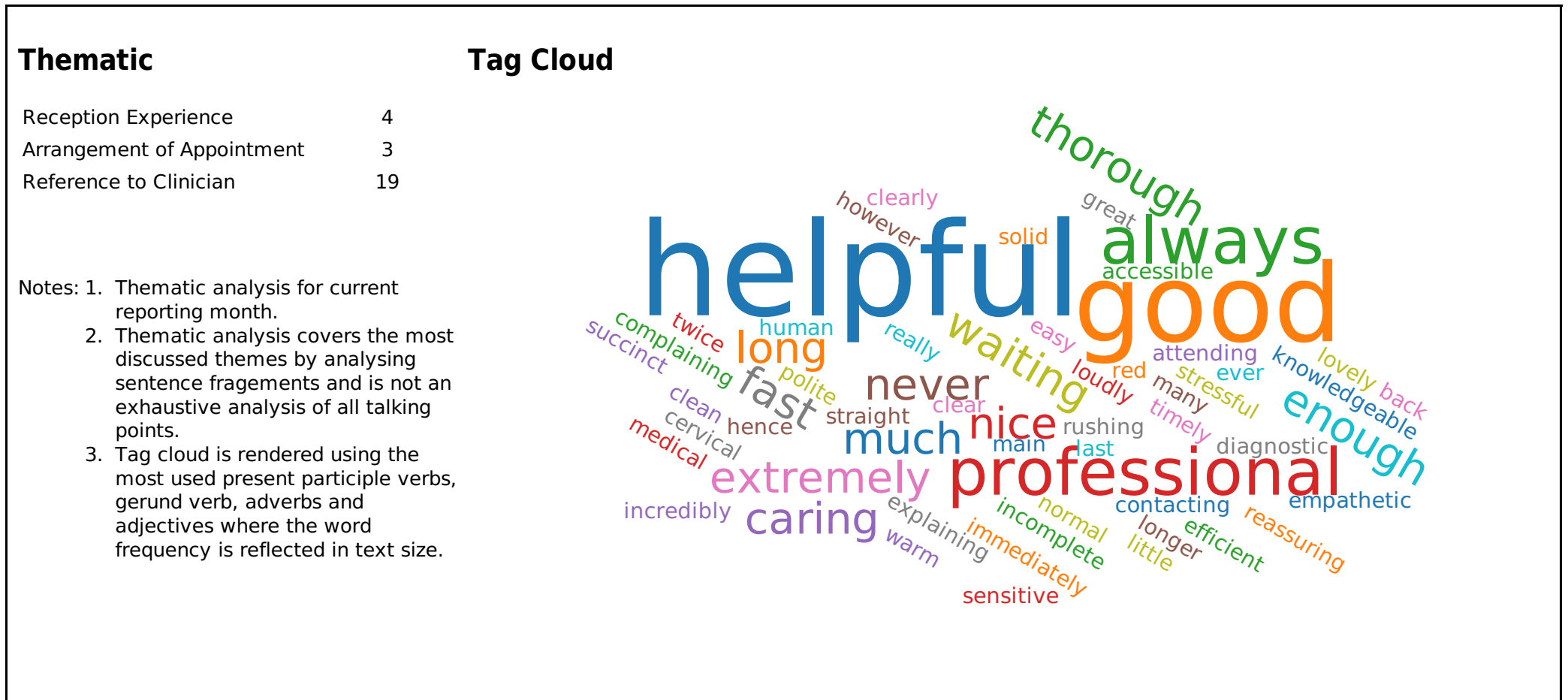
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

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**

- ✓ I always find the Doctor and and staff very understanding and caring. I have very few complaints after 17 years attending the surgery.Hence a very good score.
- ✓Timely, helpful, professional.
- ✓The doctor was patient in explaining my blood test results and arrange my referral.
- ✓She was very focused my problem and she was very polite
- ✓Staff were complaining loudly about patients at reception. Nurses room does not look clean. However nurse and doctors have been friendly and helpful.
- ✓All questions answered and clearly
- ✓Today I had my cervical screen test and the nurse was friendly so it made the process less stressful.
- ✓Really friendly, helpful GP extremely knowledgeable and reassuring
- ✓The doctors are good when you speak to them, but I was given incomplete paperwork for a blood test which meant I had to fast and attend the phlebotomy ce@my centre twice, which is why I deducted a point @oint
- ✓On time call. Very succinct advise.
- ✓Always easy to book an appointment and everyone it's very helpful, from reception, nurses and doctors
- ✓Doctor was patient (did not seem to be rushing) and he listened and explained what he will be doing
- ✓Doctor responded fast to request
- ✓My experience in the last year has in the main been with the nurse. I find her very friendly, thorough and caring. I think she has very good patient rapport.
- ✓Friendly doctor who immediately infestation my problem, and researched and provided accessible information.
- ✓Because I was pleased with the medical advice I was given.
- ✓Always there for me and my family.
- ✓Because everyone was incredibly nice and friendly
- ✓The doctor asked me many questions to make a clear picture of the simtons and try to get a diagnostic .
- ✓Doctor was nice and helpful
- ✓Nurse Rose made my little one's to feel OK with her jabs. Thank you!
- ✓You are the most professional surgery I've ever known. The receptionists are empathetic, and try their best to help as much as they can/are proactive. D@e. Dr Choudhry is a pleasure to deal with: proactive, solid advice and extremely efficient. @nt.
- ✓Because she is v kind and her behaviour towards the patient is v good
- ✓The doctor was very thorough, kind sensitive and helpful
- ✓It was on time the doctor was professional and warm and got straight back to me.
- ✓I appreciate the great service my family has recieved throughout the years
- ✓Lovely doctor
- ✗Because they have patient and support.

**Not Recommended**

- ✓ Good
- ✓ I was told to try one cream and if didn't work ok two weeks I will be referred to specialist ( I have been waiting for over 3 years ) then after two week@ weeks I was told by the same doctor that two weeks is not enough so must wait much longer. I felt I was lied to and more than 3 years waiting should be long @long enough to get help.@help.\* \*Practice Response: Please contact the practice manager so we can look into the specifics of your comment, as we are unable to identify you from your comment.
- ✓ Booking system is all messed up! Normal appointments show up as Emergency appointments. Can't send text confirmation of appointments. \*\* see below
- ✓ Because you asked me \*\*Practice Response: Booking System comment above - Please provide us with more information so we can look into this as we are not aware of any such issue and sms confirmations are sent as appropriate. Please contact the practice manager to discuss your experience as we are unable to identify you from your comment
- ✓ I wasn't called at all today was my appointment. The phone rang once and then never again

**Passive**

- ✓ I never know if, when I phone the surgery I would get an answer. E mailing does not work either. The contacts with a human only happens if it is the surg@ surgery contacting us. When I try to contact the surgery the probabilities of success are 10% out of a hundred. @red. \*\*\* see below

\*\*\*Practice Response - We are experiencing unprecedented demand due to the pandemic so our phone lines are extremely busy. With regards to emails, we receive many emails and those that require a response, are usually replied to, within 2-3 working days. Please contact the practice manager to discuss your experience as we are unable to identify you from your comment.