FFT Monthly Summary: July 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
39	6	2	1	2	1	4	0	0	47	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: 180

51 Responses:

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	36	5	2	1	2	1	47
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	3	1	0	0	0	0	4
Total	39	6	2	1	2	1	51
Total (%)	76%	12%	4%	2%	4%	2%	100%

Summary Scores

♦ 88% ₹ 6% ₹ 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:

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

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

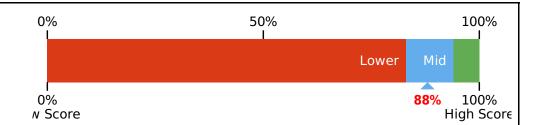
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3 **Practice Scoring**

Practice Score: 'Recommended' Rank

Your Score: 88%

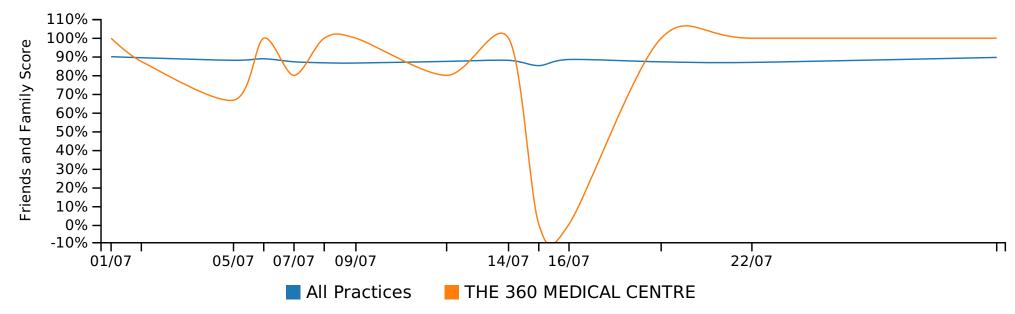
Percentile Rank: 45тн



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 45th percentile means your practice scored above 45% 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	85%	88%	91%
THE 360 MEDICAL CENTRE	100%	84%	100%

Gender

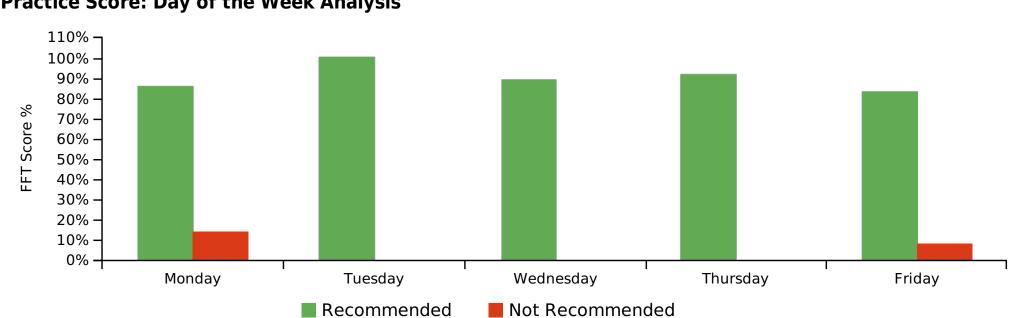




Notes: 1. Scores for current reporting month.

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

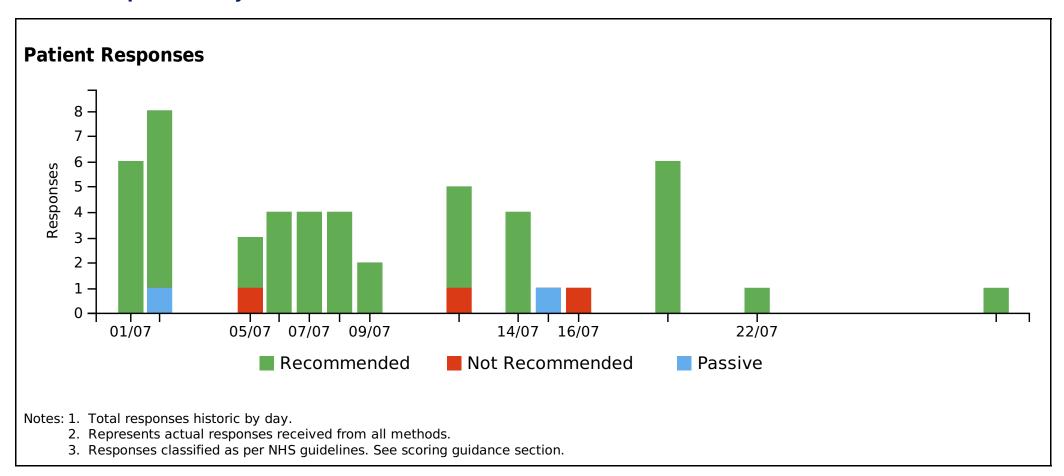
Practice Score: Day of the Week Analysis

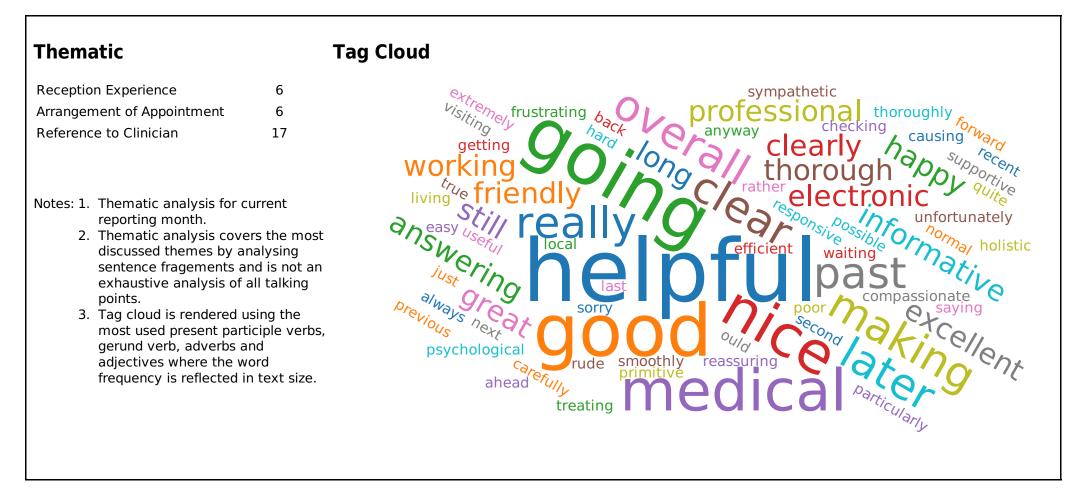


Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

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

SECTION 4 Patient Response Analysis





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

- ✓ Because the people that work in the GP practice are nice to talk with they listen to ur problems and help you the best way they can.
- ✓ Very friendly and helpful staff and nurse
- ✓ The doctor I have seen was kind, understanding and reassuring. The visit went smoothly.
- ✓ Phone app on time. Clear and useful discussion on next steps for treatment
- ✓ Very good service meeting my needs
- ✓Overall the service was good
- ✓ Dr Singh was thorough, clear and responsive.
- ✓ Because your service has always been great
- ✓ Because i like the way they attend to patients. Thanks.
- ✓I had to wait for call past appointment time.
- ✓ Excellent service from 306 Medical Centre. My doctor was kind and listened carefully to my symptoms. He diagnosed my ear infection over the phone and pre@d prescribed medicine to my local pharmacy. This was an efficient and easy way to access the doctors at my surgery. Thank you! @you!
- ✓On time, very thorough, friendly and professional interview with cl clear explanations and communication..
- ✓ Safiya Ali was a true pleasure to deal with. I can't remember the last time I met such a personable compassionate medical professional
- ✓ great doctors and receptionists and overall experience of making an appointment is good
- ✓ Very informative

✓ 5- very poor. I've been having an infection on my finger for weeks, I asked for a face-to-face appointment it said is not possible. It's my second time w@ime when I sent pictures of my finger, in the picture it can't be seen that it's not a normal infection, it's something worse. First time when I sent pictures@tures it was said it needs antibiotic, I took it for a week, nothing changed! That's why I insisted for a face to face appointment. Plus, i had the appointme@intment yesterday 08/07 at 9:20, my GP called me at 50 past, half an hour later. I sent the pictures as I was asked to do and Dr Singh told me she is going to@ng to call me any time during the day. I kept all day long the phone with me, (I was working, when I work I can't have my phone with me, anyway I did it becau@because I was waiting for that call) checking all the time if I received a least a message from "my GP" nothing all day long. This morning she called me and I@and I could answered, I was working. A minute later I got a message "unfortunately, I couldn't reach you by phone, if you still need to speak with me, call re@ll reception to arrange another call". I called reception, and I've got another appointment on 19th of July. All these things because my GP didn't call me whe@e when she said that is going to call. At least if she could have sent me a message yesterday saying "I couldn't call you today, I'll do it tomorrow" I could @ould have known and keep the phone with me. I know we all are living hard time with the virus. Sorry for who is going to read this message, it's just very f@ery frustrating, my finger doesn't good right at all, and the infection, at whatever it is, it's getting bigger every day. @day. We are sorry that you felt this way, please contact us and we can review your experience. Hope you will understand that we do try our best to meet patients expectations where practicable but may not be able to meet all the expectations. We are unable to keep calling you as we also have other patients to contact so would have to limit how many times we called a patient if they were unable to take the call.

✓ Very helpful and nice

- ✓ Nice and helpful doctor
- ✓ I am satisfied with my visit
- ✓ Because I am happy with my Doctor and the service I get
- √ Very nice GPs
- ✓GP was very kind, very helpful, he listen to me, he spoke to me and not at me, he acknowledged me and was very patient.
- ✓ Very helpful receptionist and doctor
- ✓ Issue clearly explained and medication prescribed
- ✓ Dr was really helpful and good to do it over the phone rather than visiting the practice
- ✓I am quite satisfied by the service provided by the surgery
- ✓ GP read my notes thoroughly and understood my situation.
- ✓ My recent telephone appointment was really informative and I feel that my GP really cares about my health. The GP explained my on going medical plan clea@ clearly and I felt reassured going forward and I'm happy with the service my GP provides @ides
- 📈 My GP was extremely supportive and explored holistic and psychological factors which could be causing my symptoms. I appreciate in my past and previous GPs, there has been a focus on treating the symptom and not the cause. So thank you GPs at 306 Medical Centre. What was your overall experience of making an appointment? Excellent

Not Recommended

We do provide face to face appointment after triage where this is considered a clinically appropriate

✓ Rude receptionist in the afternoon We are sorry you felt this way, but contact would be greateful if you would contact us with some specifics so we can ensure we reflect and glean some learning from your feedback

Passive

✓ Missed call from GP to receive test results. No further attempt to follow up. I rang the surgery and asked for a call back to provide results ahead of re@of referral appointment, and they said to email. No response to email, referral appointment attended without test results. 2nd appointment then scheduled for @ for a week later. Dr called me and didn't seem to know why despite the surgery making the booking. @ing.

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