FFT Monthly Summary: March 2023

THE 306 MEDICAL CENTRE
Code: G85091

SECTION 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
35	6	2	1	1	0	0	0	0	45	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: **146**

Responses: **45**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	35	6	2	1	1	0	**45**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**35**	**6**	**2**	**1**	**1**	**0**	**45**
Total (%)	*78%*	*13%*	*4%*	*2%*	*2%*	*0%*	*100%*

Summary Scores

👍 91% 👎 4% ✌ 5%

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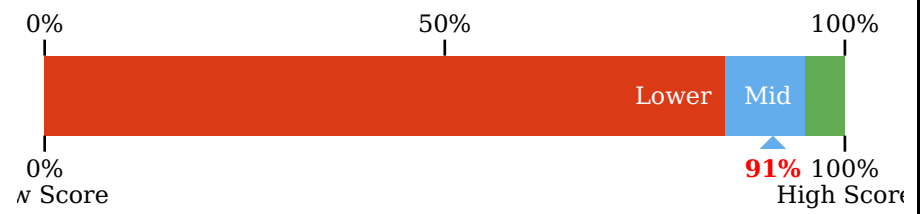
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Practice Score: 'Recommended' Rank

Your Score: **91%**

Percentile Rank: **55TH**

0%   50%   100%

Lower | Mid

0%   **91%** 100%
ℵ Score   High Score

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 55th percentile means your practice scored above 55% of all practices.

Practice Score: 'Recommended' Comparison

Friends and Family Score (y-axis: 45% to 105%)

x-axis: 01/03 03/03 07/03 10/03 14/03 16/03 20/03 23/03 29/03

■ All Practices ■ THE 306 MEDICAL CENTRE
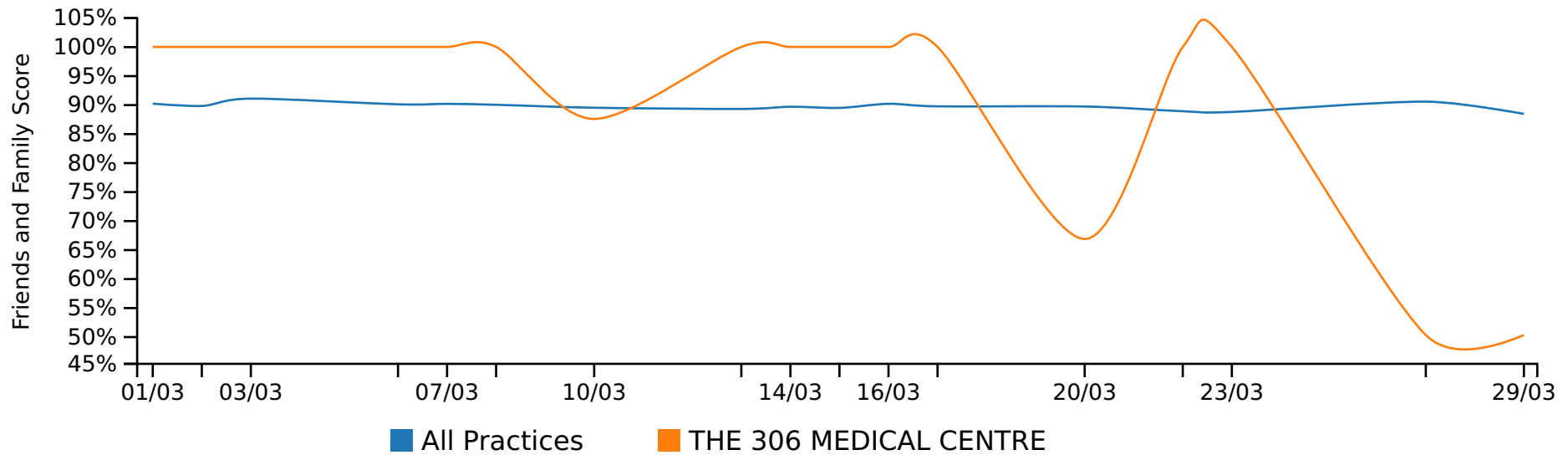
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

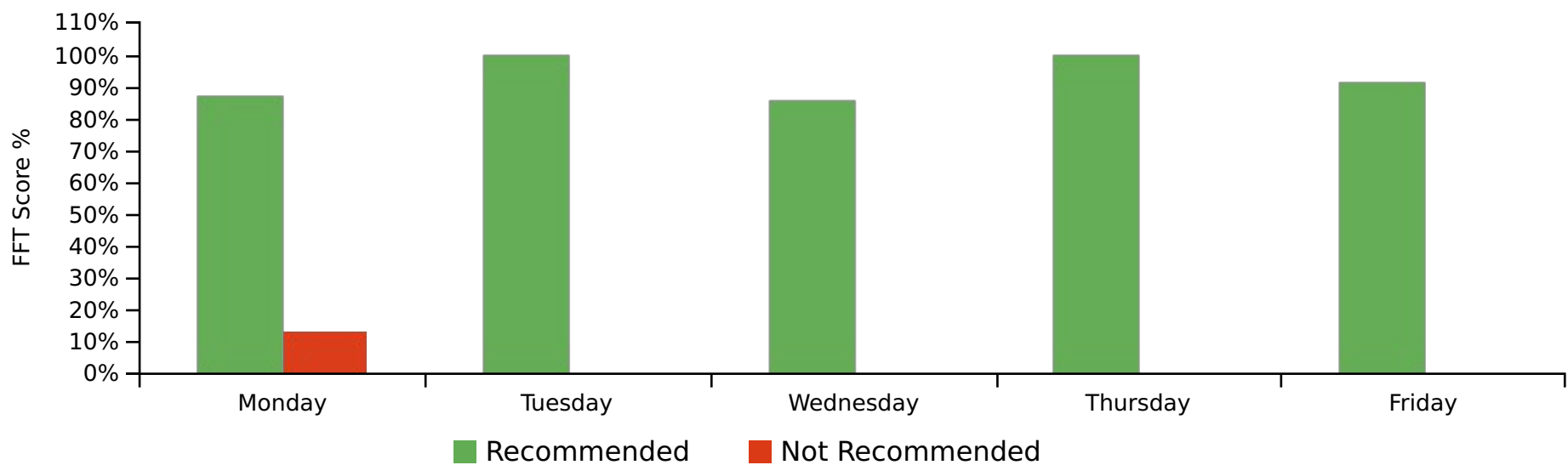## Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	85%	89%	92%
THE 306 MEDICAL CENTRE	75%	91%	100%

Gender

All Practices

90% 89%

THE 306 MEDICAL CENTRE

95% 88%
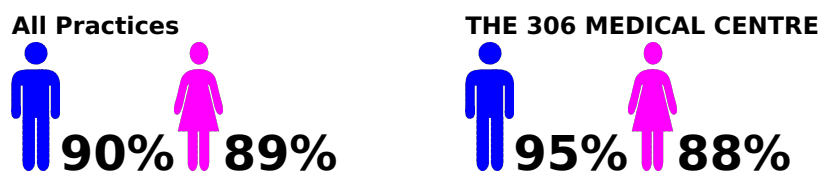
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis

FFT Score % (y-axis: 0% to 110%)

x-axis: Monday Tuesday Wednesday Thursday Friday

■ Recommended ■ Not Recommended

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.
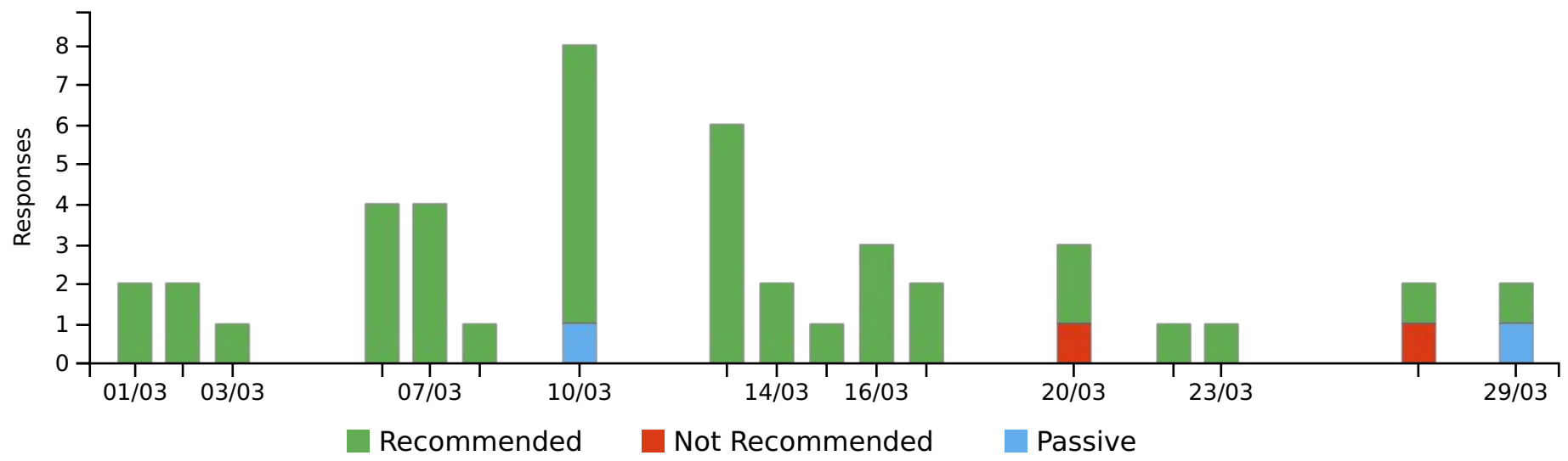
Patient Responses

Notes: 1. Total responses historic by day.
2. Represents actual responses received from all methods.
3. Responses classified as per NHS guidelines. See scoring guidance section.

Patient Free Text Comments: Summary

Thematic		Tag Cloud

Thematic

Reception Experience	7
Arrangement of Appointment	5
Reference to Clinician	16

Notes: 1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragments and is not an exhaustive analysis of all talking points.
3. Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and adjectives where the word frequency is reflected in text size.

Tag Cloud

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

✓Went beyond and above my expectations

✓*We have only had 'very good' experience at your setting. The staff is members and practitioners are polite, responsive and always so helpful As always,@ways, the service today was 'very good' today but we had to wait for 20+ minutes to be called. It was a tad stressful as my husband was on work calls througho@oughout whilst assisting me with the twins. Hence a 'good' - Have a great weekend! @end!*

✓The nurse was informative, caring and very pleasant.

✓*Got an appointment within a week. Call from dr regarding test were as per appointment time. No delays*

✓Helpful and friendly staff

✓*Friendly doctors and they are helpful . Shame there isn't more available slots . Thankyou :)*

✓Easy check in for appointment and the nurse I saw was great!

✓*Was seen very quickly by doctor (for my daughter) and nurse (for me). Very pleasant experience for both!*

✓Everyone is so helpful and kind

✓*The nurse and doctor that I have come in touch with have been very thorough, have given great advice and support and been proactive in finding solutions.@ions. Having had numerous negative experiences with health services elsewhere it has definitely restored a lot of faith @aith*

✓Very efficient and helpful

✓*Friendly, helpful staff. Clear communication.*

✓Nurse Amber was really helpful

✓*Quick efficient rang at the right time Have extra info about nhs app*

✓The best care from the best GP

✓*Amber is so great with my son*

✓Courteous and professional staff

✓*Very nice nurse*

✓Saw nurse and doctor, everything went well. They were all polite including reception staff

✓*Simple and effective appointment*

✓The nurse was really friendly and professional.

✓*On time always helpful*

✓Aside from the very friendly and courteous Receptionists, Nurse Amber is a star, who combines her professionalism with the bedside manners of listening t@ing to her patients. She must possess the skills of a therapist, methinks. Polite and very supportive, she is.@e is.

✓*The nurse i had was excellent*

✓she was very professional. She asked me what was necessary to give me some recommendations and she listened to my concerns.

✓*Always helpful*

✓Today is the first time I get meet a Nurse, and it's a great experience as I was asked all the right questions and very informative with all my queries... I'd give 10 out of 10 .... Thanks

✓*The Dr answered all my questions and explained everything in a clear manner.*

✓Excellent service

Not Recommended

✓Because I went in for an NHS Health Check but I had not been for a blood test first, as I had not received the forms prior to the appointment, now I'll have to go back for the results

Passive

✓I don't think the reception staff. Was particularly good with providing information. Not the first time. Any time you ask about something. They just say @ say