FFT Monthly Summary: April 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 48

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: 162

Responses: 53

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	40	6	0	0	2	0	48
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	5	0	0	0	0	0	5
Total	45	6	0	0	2	0	53
Total (%)	<i>85</i> %	11%	0%	0%	4%	0%	100%

Summary Scores

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

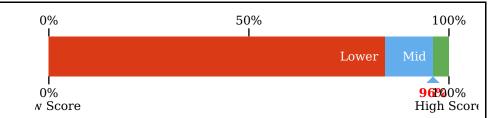
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

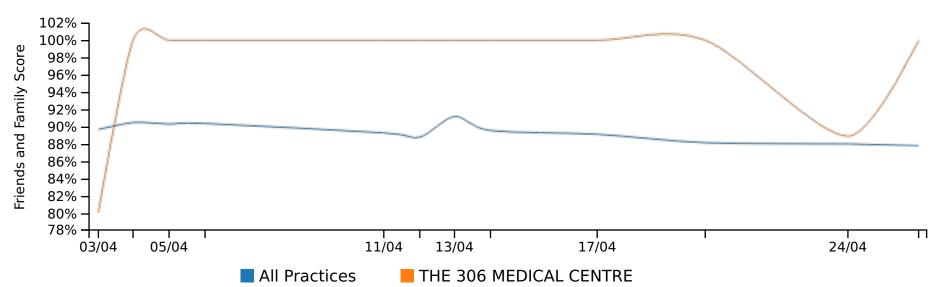
Your Score: 96%
Percentile Rank: 80TH



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 80th percentile means your practice scored above 80% 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	84%	89%	91%
THE 306 MEDICAL CENTRE	100%	94%	100%

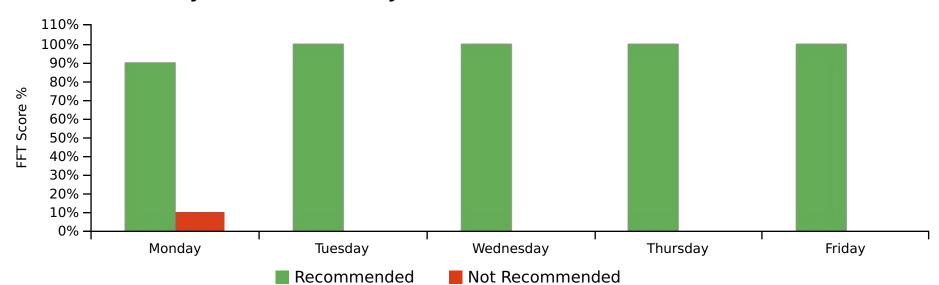
All Practices



Notes: 1. Scores for current reporting month.

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

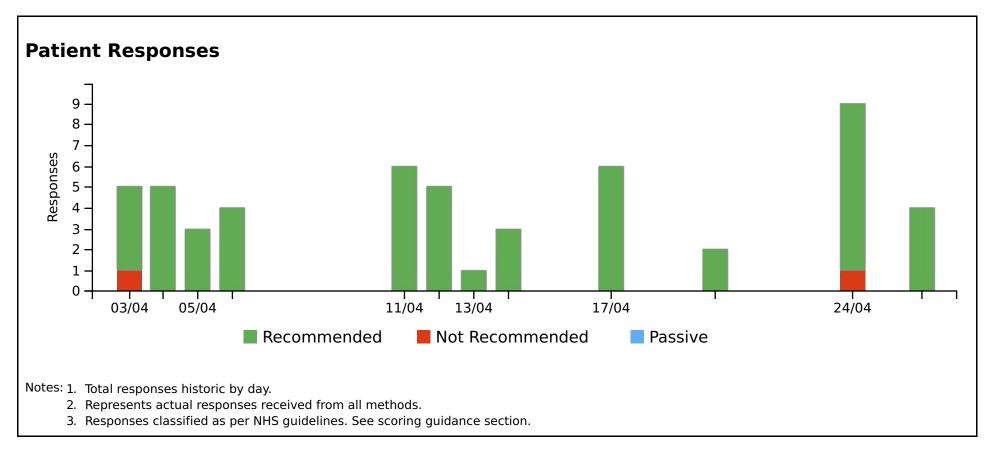
Practice Score: Day of the Week Analysis



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: Summary

Thematic Tag Cloud Reception Experience 10 welcome Arrangement of Appointment 7 Reference to Clinician 21 responsive efficiently minor charming informative Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most discussed themes by analysing sentence fragements and is not an supportive 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.

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 gave top marks because I was seeing my nurse for COPD e aspiration but nurse spent time with me then got me an appointment with a GP within 15mins. Very thorough examination. All my questions explained clearly.
- ✓ Caring, sensitive and supportive nurse
- ✓ Quick waiting times, friendly approachable staff
- ✓ Friendly, thorough details
- \checkmark Because we find the Practice is Wonderfull very helpful Staff and GPS
- ✓ Prompt, kind and efficient service from the nurse who removed my staples from my operation. She was excellent.
- ✓ Helpful, professional, warm staff
- ✓ Efficient reception, incredibly nice nurse
- ✓ It was good
- ✓ The Centre was quiet and I was seen on time by a very friendly and understanding Nurse called Amber.
- ✓ Efficient service and charming manner from Amber
- ✓ Lovely friendly nurse. Appointment on time
- ✓ Appointment on time, friendly conversation,
- ✓ Everything was smooth. There was only a minor delay.
- ✓ Always room for improvement
- ✓ Great service
- ✓ Friendly and efficient nurse appointment
- ✓ All went well staff were helpful and polite no complaints
- \checkmark I have no fault with their services the staff are very caring and efficient
- ✓ Amber was superb highly professional, an excellent communicator, and very welcoming and kind. A great asset to your surgery.
- ✓ Nurse was excellent during my visit and very professional
- ✓ The nurse Amber was very helpful and patient. The receptionist was accommodating and was also calm with a patient who was agitated.
- ✓ Was empathic and patience with me. It Uplifted me .
- ✓ Quick and easy appointment nurse friendly
- \checkmark I had great service from Dr Chawdhery this morning
- ✓ The nurse was superb
- ✓ Ran a little late but log in and health check all undertaken efficiently and clearly.
- ✓ Excellent, professional and caring members of the medical centre.
- ✓Appointment on time and nurse very polite, friendly and professional
- ✓ I was seeing at a reasonable time. Nurse was professional and informative. Reception staff was polite and helpful
- ✓ Considerate call with doctor regarding the topic. Made sure I had enough support and made time to talk to me conversationally.
- ✓ The Doctor was very helpful to diagnose my illness and consulted thoroughly
- ✓ The staffs at the surgery is very welcome and helpful
- ✓ Amber the nurse was friendly, efficient and generally excellent!
- ✓ Because of the efficiency of the team work I received . Weldone to those Doctors who took the time out to looked after me. Thank you.
- ✓ Nurse Amber has been incredible through my daughters jabs. She has sickle cell trait and I wasn't informed by the health visitor. The service was professional and personal. I felt so looked after. It's been the best care I have had across the NHS
- I had a lovely experience with my elderly mother. They made her feel comfortable and were caring and professional. The reception staff were more than helpful
- √ The service is responsive and they try hard to help.. I have been a patient for so long and they have never let me down. I feel they deserve more credit for their efforts and RESPECT for going over and above.
- ✓ the doctors are kind and caring. they get to the bottom of my problems and getting an appointment is easy

Not Recommended