## FFT Monthly Summary: May 2023

THE 306 MEDICAL CENTRE Code: G85091

# connecting patients transforming healthcare

### SECTION 1 CQRS Reporting

CQRS Reporting												
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012	
46	4	0	1	0	1	5	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:	147						
Responses:	52						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	41	4	0	1	0	1	47
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	5	0	0	0	0	0	5
Total	46	4	0	1	0	1	52
Total (%)	<b>88</b> %	<b>8</b> %	0%	2%	0%	2%	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.

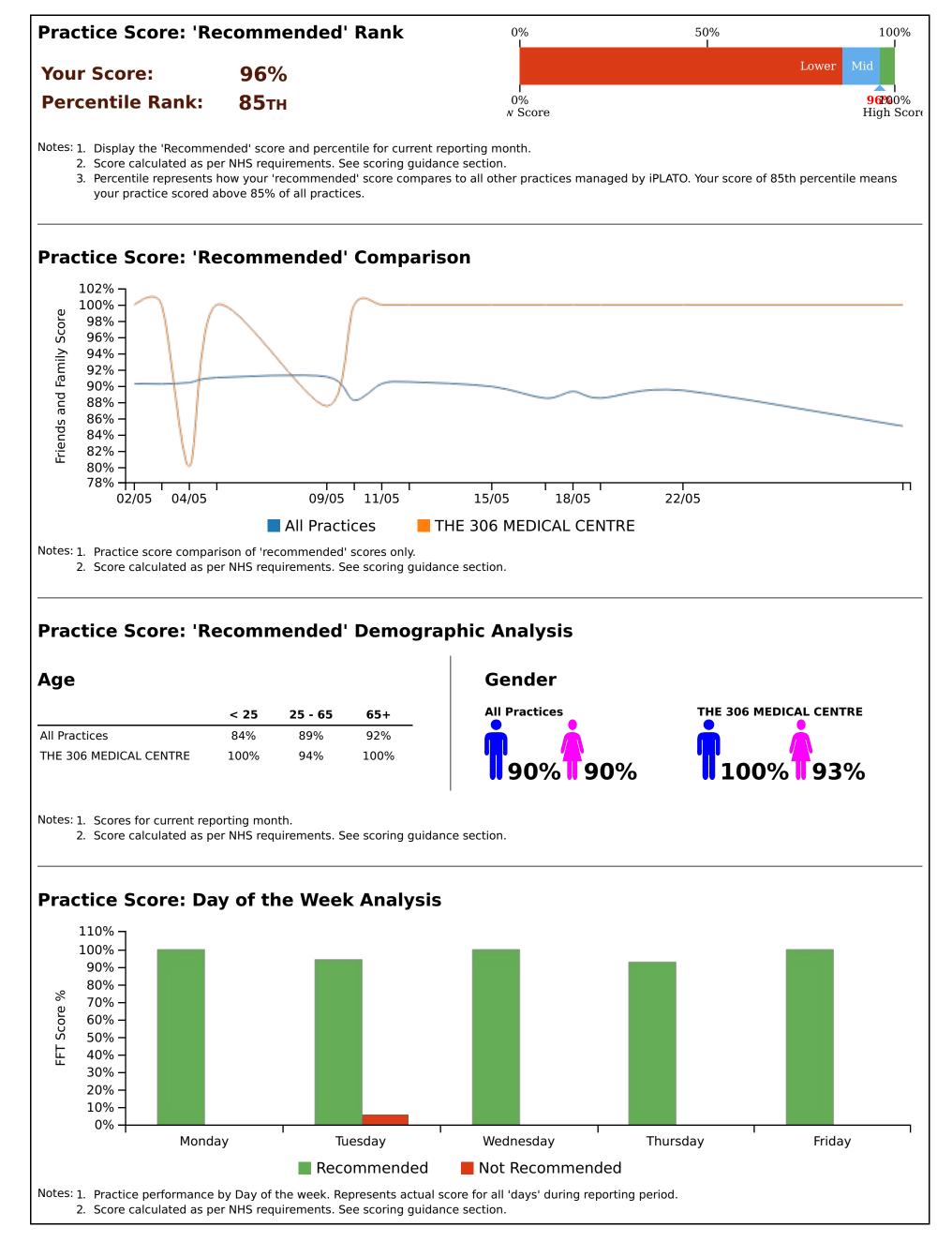
The percentage measures are calculated as follows:

Recommended (%) =	very good + good very good + good + neither + poor + very poor + don't know x 100				
Recommended (%) –					
Not Recommended (%) =	very poor + poor x 100				
Not Recommended (%) –	very good + good + neither + poor + very poor + don't know				

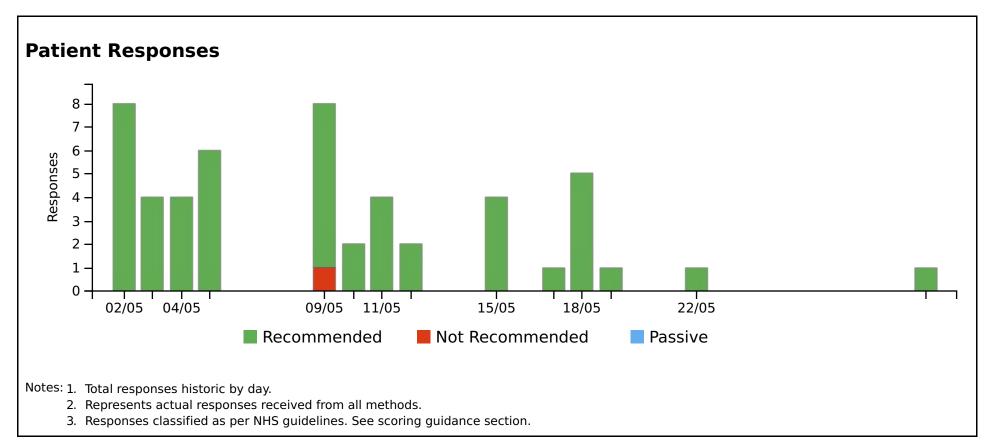
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

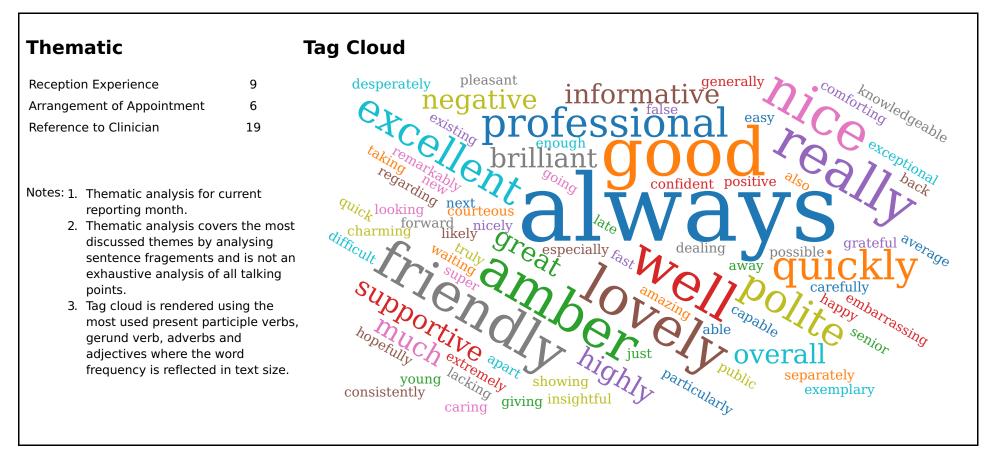
#### SECTION 3 Practice Scoring



## 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

- ✓ Nurse amber is great
- ✓ Called me on time, and reviewed my symptoms carefully by offering me a FTF appointment after the tele session.
- ✓I have always had good service from 306. Staff amazing and I always come away happy.
- ✓ Because I was received nicely I like the nurse attitude towards me Time was on point. I was well looked after
- ✓ Very patient, the doctor answered all my questions which put my mind at ease
- ✓ Really polite team, especially Lisa on reception, super helpful
- ✓I think the service is excellent
- ✓ Amber the nurse was excellent in dealing with all my health issues and covered all, truly exceptional service.
- ✓ Seen in time. Highly professional, capable and kind nurse, Amber.
- The are very kind and lovely to patients
- ✓On time courteous informative
- ✓ Understanding, patient, helpful
- Nurse Amber was just so so lovely, put me at ease, and although I took up a lot of her time she didn't make me feel rushed. A situation that could have been embarrassing she made so much easier and I am really grateful. This makes me much more likely to engage with health care going forward which is great. Thank you.
- ✓ very nice nurse and her attitude towards the patient
- Octor Lauren had a lovely approach showing empathy and compassion toward my concerns today and has given me enough information about the next steps in her investigation. She also got further support from her senior colleague which showed that she was confident when she returned that she gave me the right information in her reply. I found this comforting.
- ✓ Because all of the doctors in my surgery are very understanding supportive and always makes time for all of their patients...th
- ✓ Staff are always friendly and understanding
- ✓ Very good service
- I had to phone to rearrange a telephone consultation regarding test results as I would have been out of the country at the allotted appointment. This was accommodated remarkably quickly by the very pleasant receptionist. The phone consultation was punctual and the doctor was charming and informative.
  Apart from the booking appointment which take average of 3 weeks waiting time is too late for any consultation
- ✓ Doctor was brilliant, covered everything and was a pleasure to speak with
- ✓ It was because they were extremely efficient and most polite
- The service is very good and very helpful
- Yes. The nurse was well meaning but she failed to address my existing health problems eg bronchietasis/ back etc. Before looking for other ways to improve my health. I've always found Dr Lu the best NHS GP I've come across...no nonsense but not lacking empathy with insightful diagnosis. The receptionists do a

good job under difficult circumstances particularly Sam. On a negative note I was disappointed that Dr Jay did explain the risks of taking a PSA test before giving it to me. Your own website says that 3 out of 4 people with a positive result will not have prostate cancer and 1 out of 7 will have a false negative. Hopefully the UAE new test will put an end to this test being used at all. Overall, I feel that 306 care about my health and well-being without the bounds of what is possible for a public health service that is desperately overstretched

✓ Polite staff. Repeat meds approved quickly. Always able to find me an appointment.

Appointment today was on time. Nurse was really friendly and very professional. Separately/ on other occasions, my young children are generally seen really quickly

✓ Because the care and information given was highly appreciated

✓ Fast friendly and efficient

My nurse was excellent

✓ Because I understood everything I was told very well.

✓ Call was on time. Dr Chawdhery was very helpful

Very helpful Reception Staff, go over and above... THIS SURGERY DOES CARE...as it is consistently good and caring in all areas...

 $ec{\mathbf{v}}$  Professional and knowledgeable doctors and helpful front desk staff

✓ Overall brilliant... nice nurse and nice doctors and friendly front desk.

 $\checkmark$ They provide an efficient and prompt service... always to the point and quick reply. Exemplary

VEASY TO GET APPOINTMENTS - AND TO GET THROUGH ON THE PHONE They provide a lovely and efficient service... sms referral letters too - nice touch

#### Not Recommended

Passive