

# FFT Monthly Summary: August 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
45	4	1	0	0	0	2	0	0	48	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

**Surveyed Patients: 146**  
**Responses: 50**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	43	4	1	0	0	0	48
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	2	0	0	0	0	0	2
<b>Total</b>	<b>45</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>50</b>
<b>Total (%)</b>	<b>90%</b>	<b>8%</b>	<b>2%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

98% 0% 2%

## 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:

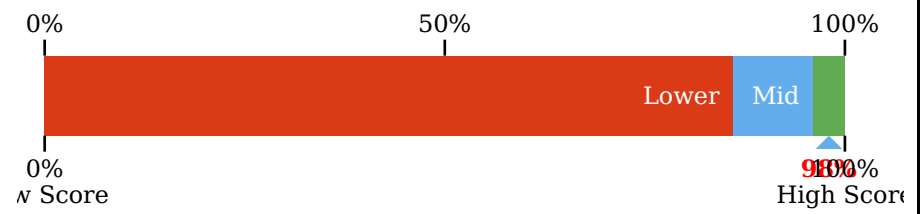
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

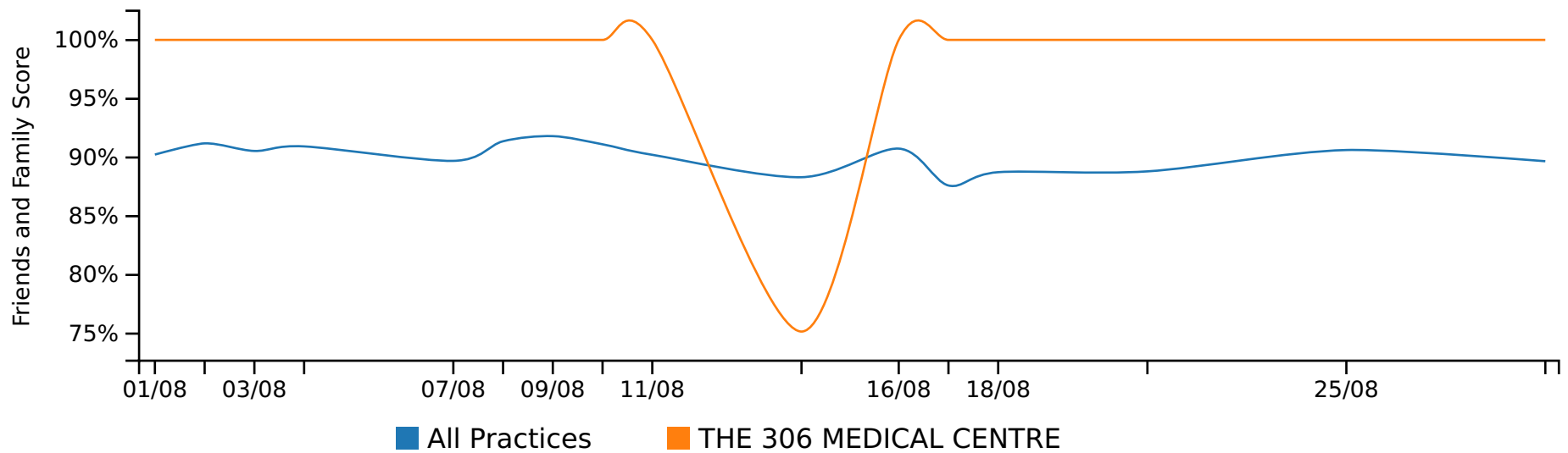
**Your Score: 98%**

**Percentile Rank: 90<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 90th percentile means your practice scored above 90% of all practices.

### Practice Score: 'Recommended' Comparison



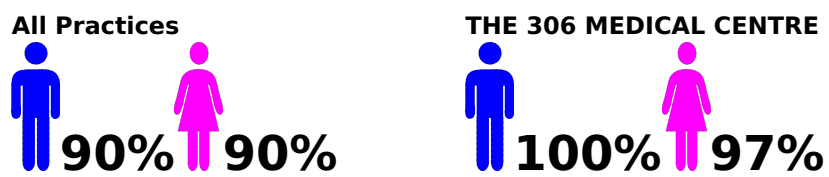
- Notes: 1. Practice score comparison of 'recommended' scores only.  
 2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

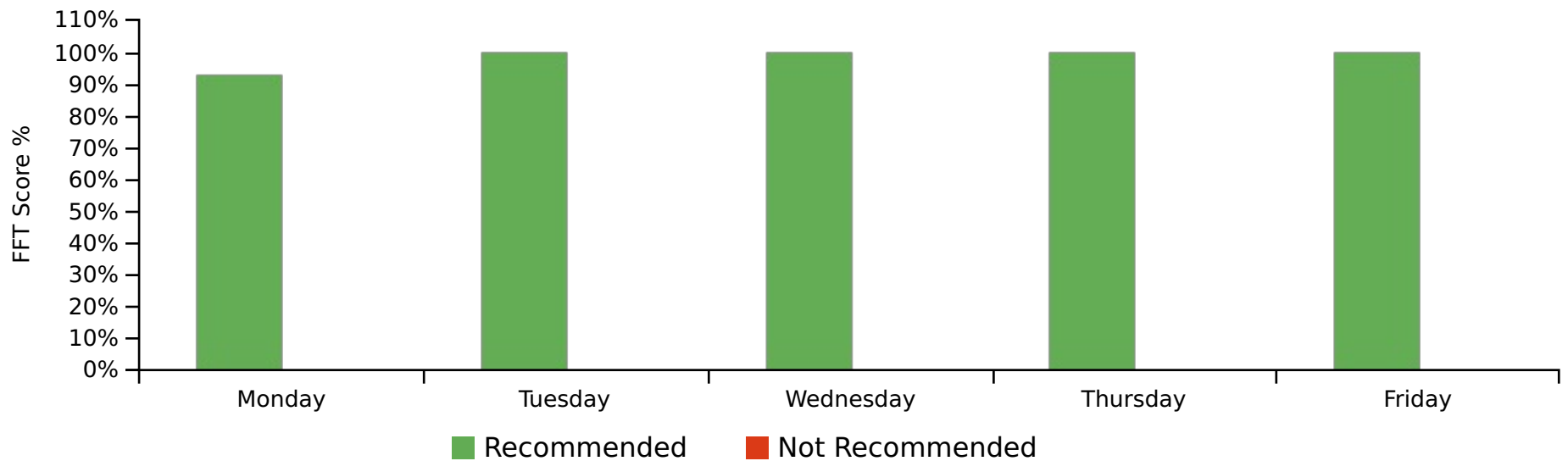
	< 25	25 - 65	65+
All Practices	85%	89%	92%
THE 306 MEDICAL CENTRE	100%	97%	100%

#### Gender



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

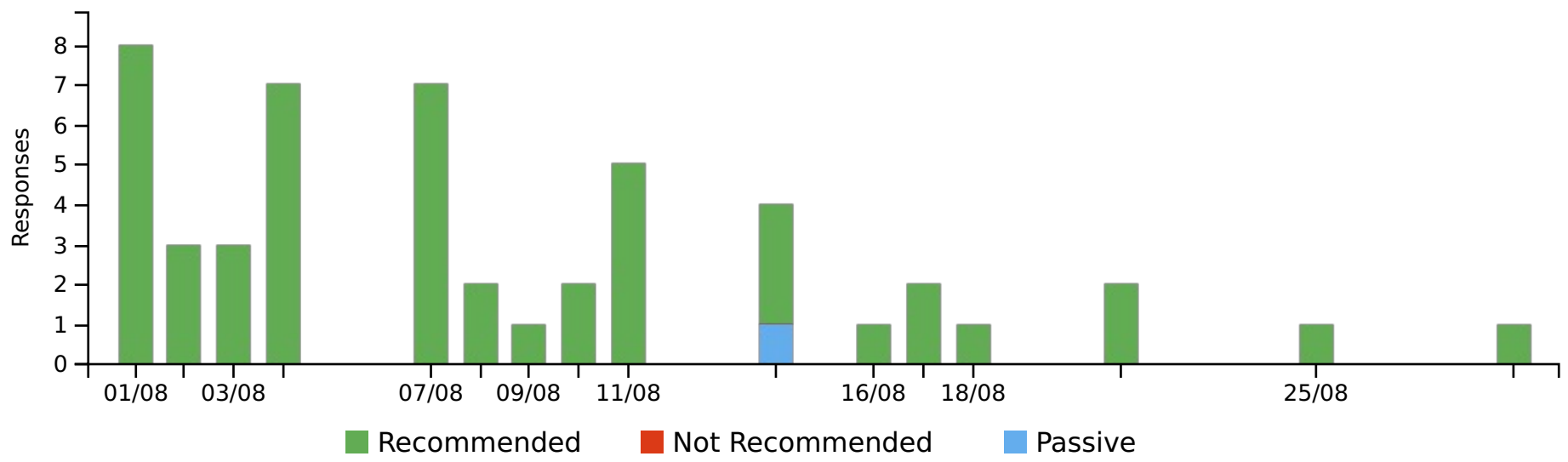
### Practice Score: Day of the Week Analysis



- 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.

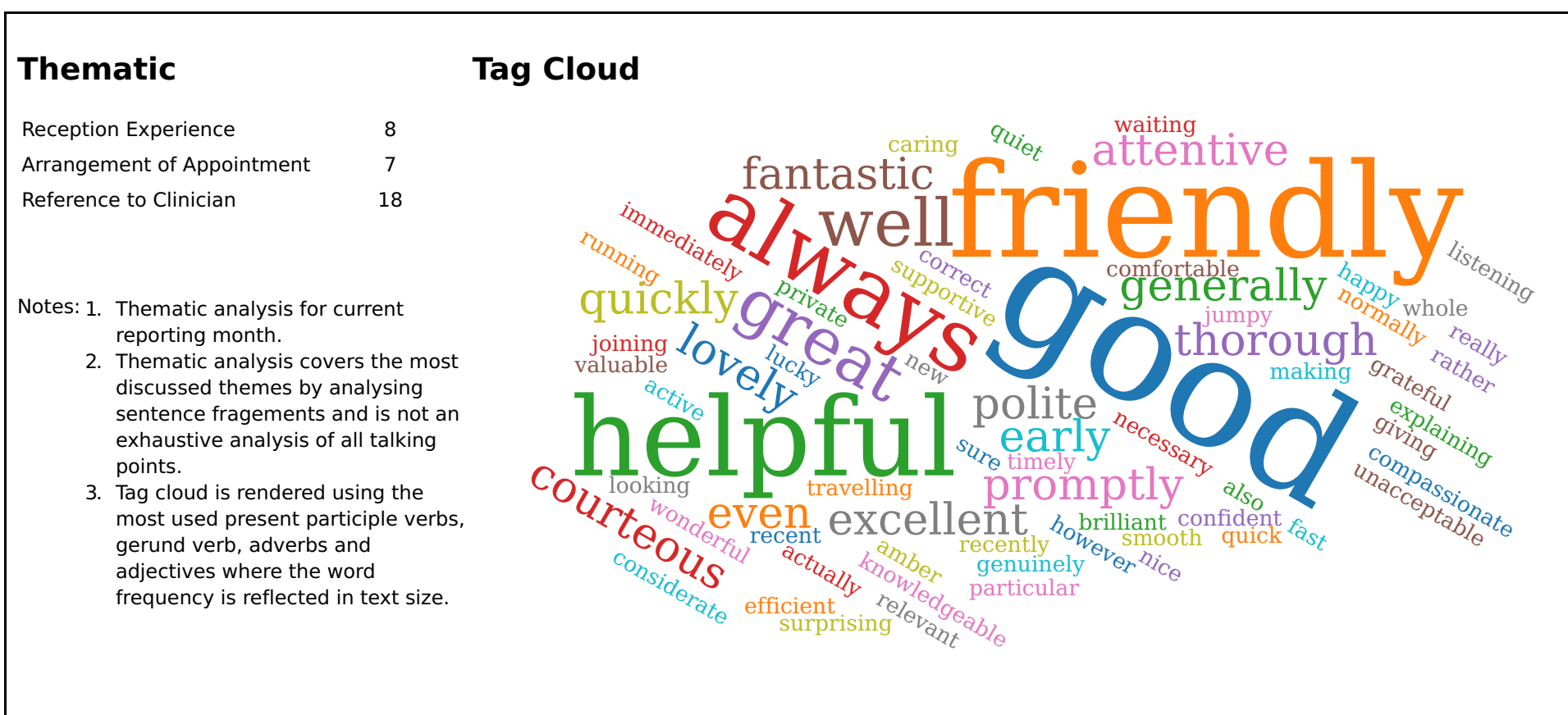
## SECTION 4 Patient Response Analysis

### Patient 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.

## 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

- ✓ They are very kind and attend me right at the time of my appointment
- ✓ *Very supportive and helpful*
- ✓ I felt listened to, respected and not rushed by the nurse I saw. My appointment was on time and I am happy with the service
- ✓ *GP called me, and I had the appointment booked without any delay. I arrived and was seen promptly. Great service.*
- ✓ The appointment was initiated by 306 to discuss my recent health and medication.
- ✓ *1-Very good*
- ✓ I am very please with the service
- ✓ *Yes !!!!staff r very polite,helpful and normally ur in/out*
- ✓ I got an appointment for my smear test very quickly, and the nurse was brilliant. She was so professional, kind and friendly and put me so at ease. I was very impressed!
- ✓ *Well I had a very early appointment and I got there early and was very well received and when I saw the nurse she was and always is very professional and made me feel good and at ease*
- ✓ Because I like my Doctor Chaudrey
- ✓ *Staff seems lovely, I made a mistake in my paperwork and they took time immediately to correct it even though it wasn't their mistake, and they made me feel very comfortable when I'm generally jumpy at the doctors.*
- ✓ As a new patient I found the nurse to be courteous and professional.
- ✓ *Amber was kind, professional, and is a very good active listener*
- ✓ The nurse was very good, however I had to wait to be seen as the appointments were running behind.
- ✓ *The doctor took time out to see me and spent time explaining my medication and my options. She actually listen to me and made me feel part of my treatment plan.*
- ✓ Seen to quickly, nurse was really friendly
- ✓ *Receptionist is excellent*
- ✓ The nurse giving our baby his immunisations was fantastic. She always is.
- ✓ *Staff always gives me a very good service and tries to resolves any issues that may arise in a timely way.*
- ✓ Good listening and asked lots of questions to understand the problems I came with
- ✓ *Very smooth process ! Lovely staff !*
- ✓ The Dr and then the nurse were professional, thorough, attentive and personable. I genuinely feel lucky to have 306 as my surgery.
- ✓ *Efficient service. Quiet waiting room. Very nice nurse and she gave valuable, knowledgeable advice.*
- ✓ Dr listened to concerns and will make relevant enquiries. Caring, considerate, compassionate. Has made a follow up consultation. This is the kind of service that all GP surgeries should aspire to.
- ✓ *Helpful and friendly and quick!*
- ✓ As all staff are always very helpful a d Polite.
- ✓ *Excellent service*
- ✓ Fast service, courteous and professional
- ✓ *Good service, very professional & friendly nurse*
- ✓ Friendly & helpful staff
- ✓ *Nurse was very patient with me*
- ✓ I recently registered at the Practice and had great support from the reception staff in doing so. They were friendly, patient and very thorough - making sure I got booked in for a health MOT. I thought this was a great service given the NHS resources are stretched and I am generally fit and well. It gave me confidence in the professionalism and culture in the Practice. In addition, I required travel vaccines, so booked in with the nurse promptly. The nurse was fantastic! She made a lot of time to talk me through the risks with where I was travelling to, what vaccines and medicines she recommended and also what medicines would not be necessary. She was attentive, personable and left me feeling confident in my experience. I wish I could name her here so she could get the praise - so I will write to the surgery to let them know too! I'm grateful and relieved to have such a wonderful surgery in my neighbourhood. Thank you to the whole team at 306.

### Not Recommended

#### Passive

- ✓ 1) I don't appreciate scheduling a call with the GP to discuss smt private, after having declined another call for this reason, and to then be informed that a student GP will be joining rather than be asked for my consent. This is unacceptable.2) for the particular issue I called about I felt the suggested support was

not what I was looking for at all, but then again not surprising with the state of the NHS. It does reduce my confidence and trust in the GP even more.