FFT Monthly Summary: September 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
42	4	2	0	1	0	3	0	0	46	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:	197						
Responses:	49						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	39	4	2	0	1	0	46
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	3	0	0	0	0	0	3
Total	42	4	2	0	1	0	49
Total (%)	86 %	8 %	4%	0%	2%	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.

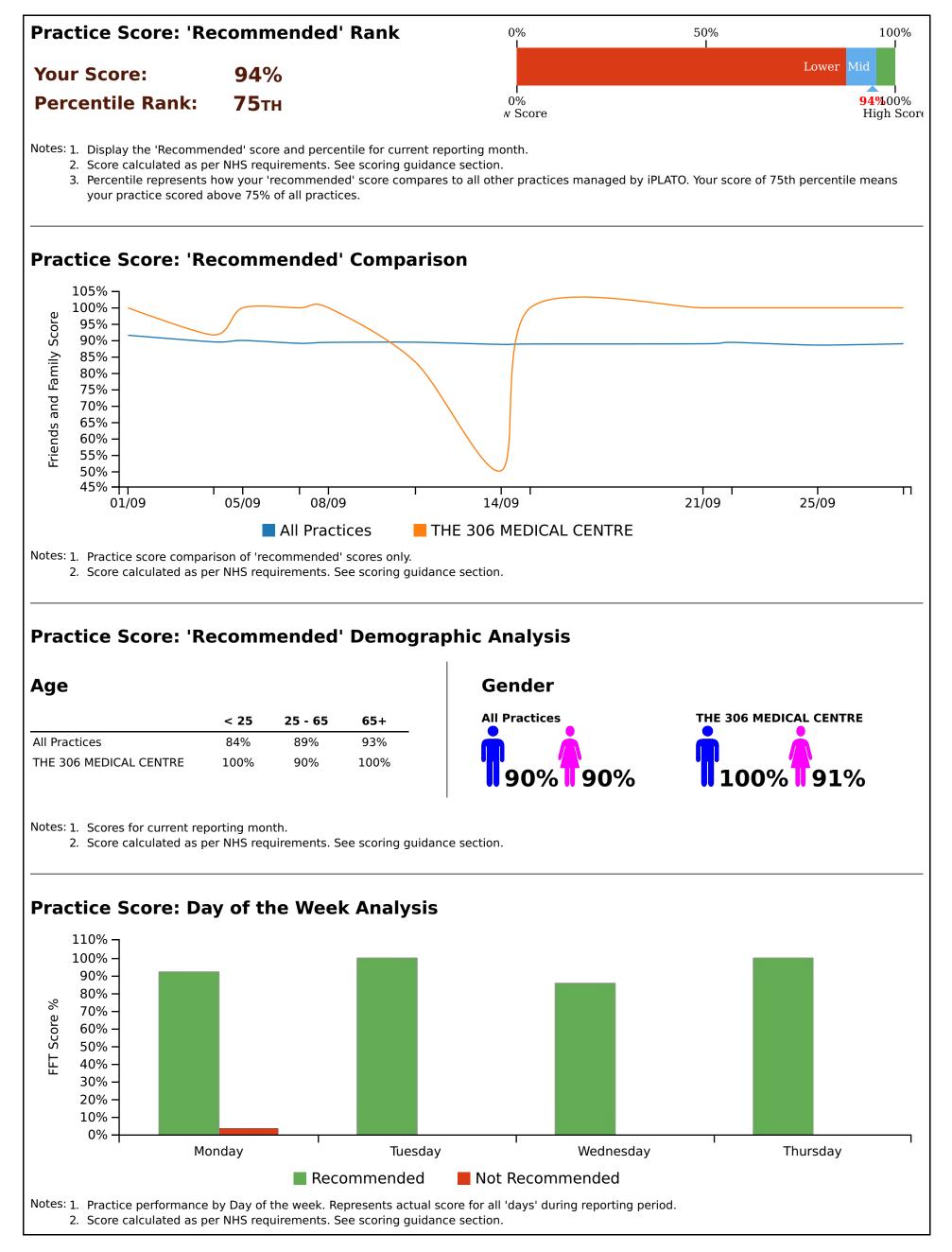
The percentage measures are calculated as follows:

Recommended (%) =	very good + good very good + good + neither + poor + very poor + don't know x 10				
Recommended (%) –					
Not Recommended (%) =	very poor + poor x 100				
Not Recommended (%) –	very good + good + neither + poor + very poor + don't know				

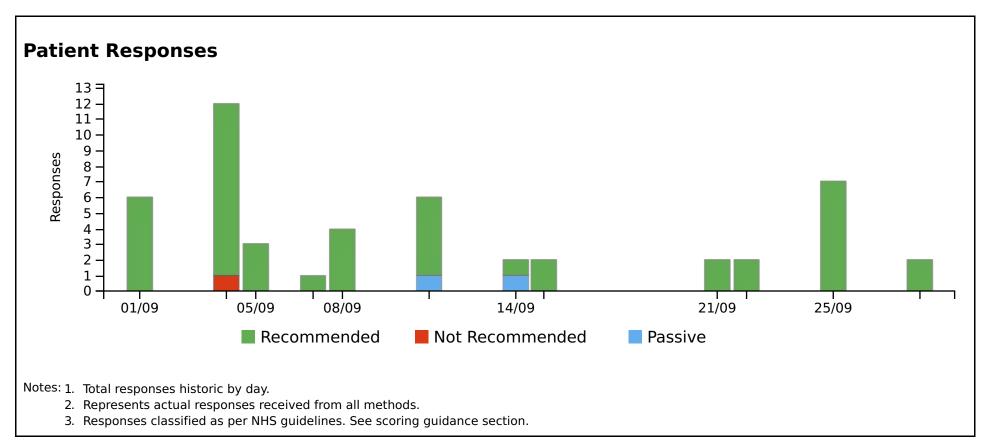
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

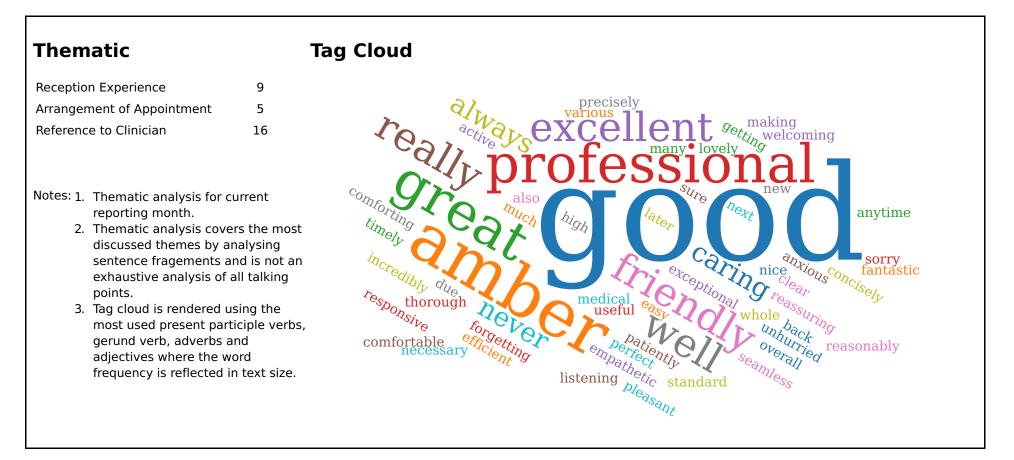
SECTION 3 Practice Scoring



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

✓ Arranged to do a home visit. Very much appreciated.

✓ Always very helpful.

- ✓ Because I've said so many times ,these Doctors are so good at their job,not forgetting the excellent reception people
- Amber was an exceptional nurse. I was very anxious during my appointment and she was very reassuring and comforting the whole time. She had very good medical expertise and a very good bed side manner.
- Unhurried opportunity to discuss various things with the nurse and ask questions, while getting my blood pressure checked. Really useful. And the nurse -Amber Browne - is great.
- Staff were friendly and welcoming. The nurse patiently listened and explained every step of what I was invited for and how it will be done. All options of further accessing services at the surgery and NHS hospital were also given to me. Was dealt with precisely and concisely. No Time wasted. Perfect practice.
 Very good
- ✓ Best GP I have been with, never have to wait on the phone, very helpful receptionists and excellent staff. Fantastic practice!

Called as scheduled and the doctor was very helpful

- ✓ Amber (nurse) was so lovely and thorough, making sure I was clear on everything I needed to do
- ✓I feel looked after and well informed
- They are all good in their professional
- VDr Taylor was so incredibly helpful and very professional. Ensured I had all the information I needed and followed up after the appointment with next steps
- ✓ Got good care from the practice nurse today
- ✓ Very friendly
- ✓ Good service overall
- ✓ Prompt efficient timely, responsive care
- ✓ Amber was great, very professional and made me feel very comfortable for my test.
- ✓ Very good
- Seamless process. I didn't meet any patient on ground. As a new patient, I didn't know the process but the receptionist told me to check in and w moment later, my name was on the screen and I was directed to the room to see Nurse Amber. She ushered me in and was very professional. She updateccount, booked all the necessary procedures and services. Then, gave me a Urine Sample Bottle to drop my urine and go from there. Got all the notifns for the boo
 Anytime am with GP/Nurse, they listen to your complaint very well and ask you a questions to your health issues.
- ✓ the practice and all its staff are really good, Dr Mahreen Chawdhery is excellent. I feel heard and well cared for by the practice.
- ✓ SORRY.
- Great communication , active listening to concerns
- Because all the staff are very helpful and friendly.

✓ My appointment was reasonably on time my injection was done to a high standard, and the nurse was very pleasant in her manner.

✓ Because I always don't have any problems with the staff

✓ Good explanation of options

 $\sqrt{}$ great surgery the best.. empathetic and caring

✓ Staff!!

✓nice receptionists and caring doctors... appointments easy to get...

Not Recommended

I was due to have a telephone appointment with the doctor today but they never rang me

Passive

Because I didn't really get an answer to my guestion, and they said they would call me back but haven't...