

FFT Monthly Summary: October 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 | 6 | 1 | 0 | 0 | 0 | 5 | 0 | 0 | 50 | 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: | 116 | | | | | | |
| Responses: | 55 | | | | | | |
| | Very good | Good | Neither good nor poor | Poor | Very poor | Don't know | Total |
| SMS - Autopoll | 43 | 6 | 1 | 0 | 0 | 0 | 50 |
| SMS - User Initiated | | | | | | | |
| Tablet/App | | | | | | | |
| Web/E-mail | | | | | | | |
| Manual Upload | 5 | 0 | 0 | 0 | 0 | 0 | 5 |
| Total | 48 | 6 | 1 | 0 | 0 | 0 | 55 |
| Total (%) | 87% | 11% | 2% | 0% | 0% | 0% | 100% |

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:

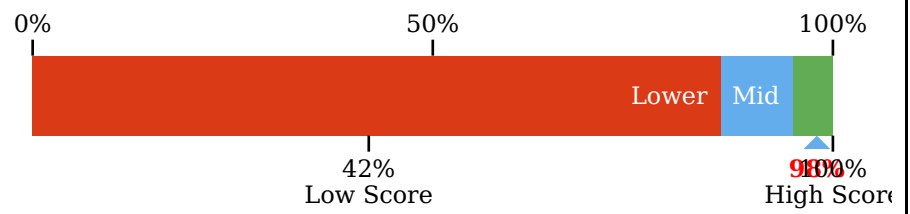
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

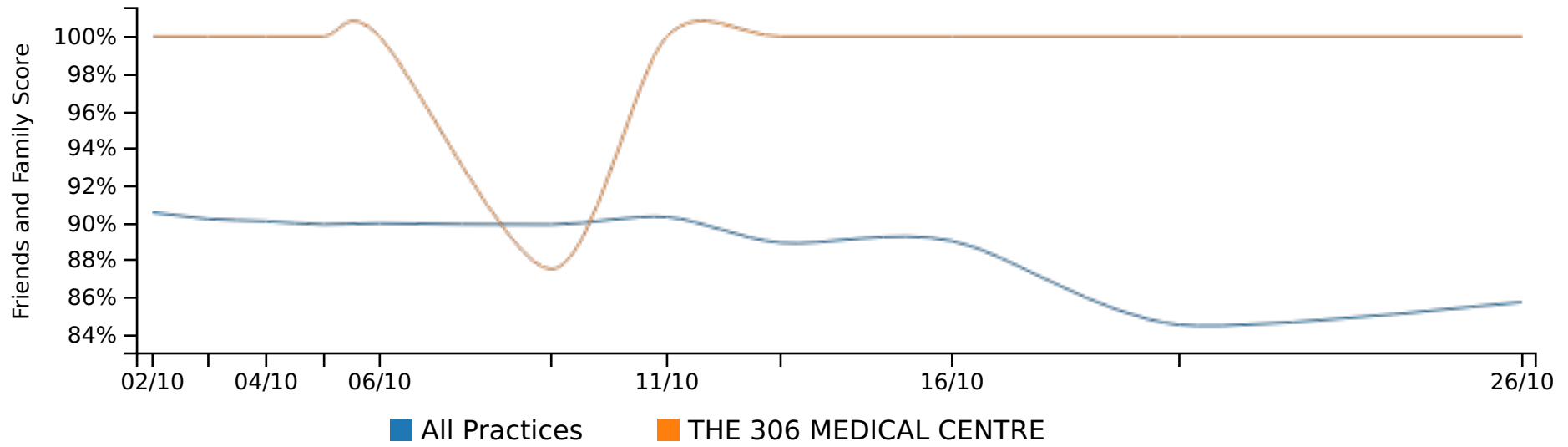
Your Score: **98%**

Percentile Rank: **95TH**



- 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 95th percentile means your practice scored above 95% of all practices.

Practice Score: 'Recommended' Comparison



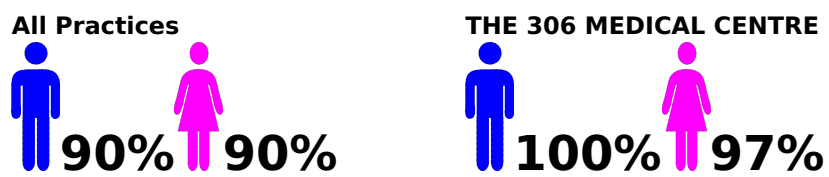
- Notes: 1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

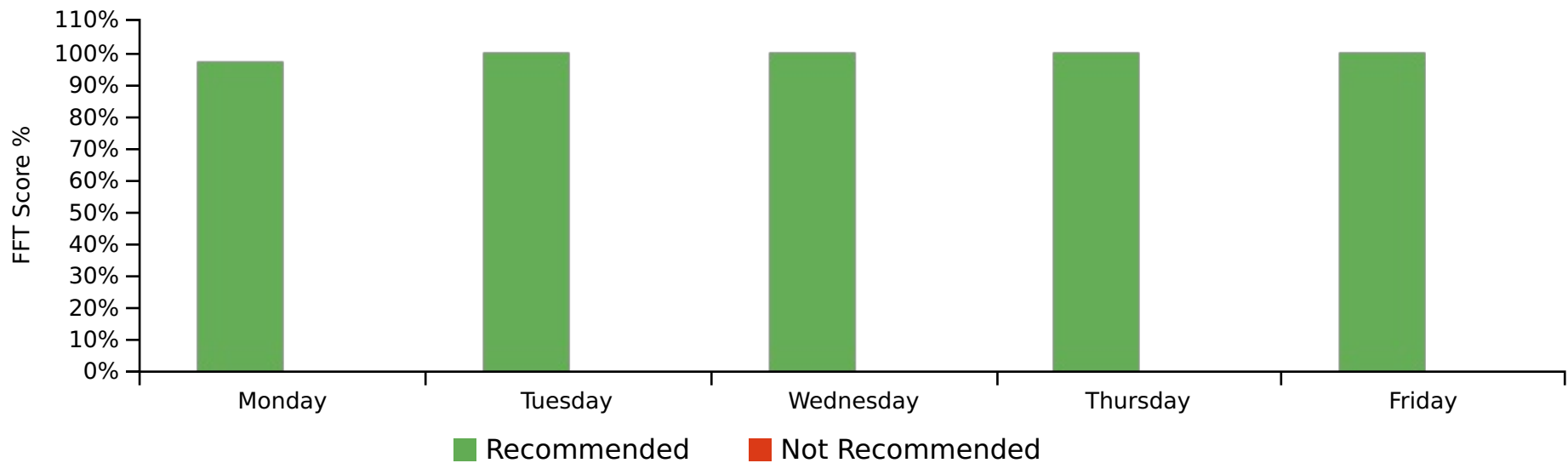
| | < 25 | 25 - 65 | 65+ |
|------------------------|------|---------|-----|
| All Practices | 85% | 89% | 92% |
| THE 306 MEDICAL CENTRE | 100% | 100% | 95% |

Gender



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

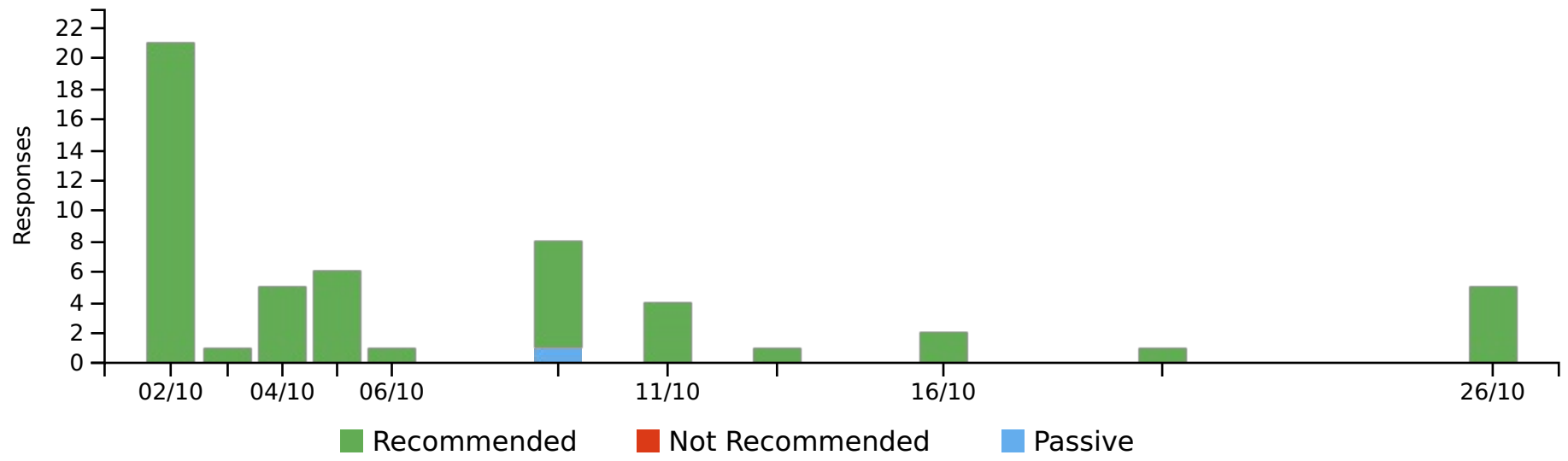
Practice Score: Day of the Week Analysis



- 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

- ✓ Easy booking my appointment and feel the doctor listen to my worries and offered alternative to fit my individual concerns
- ✓ *Lovely receptionist, she found a booking for me that worked with my schedule on the day and that helped me get the diagnosis I needed to talk with my doctor who is extremely kind*
- ✓ The way the information was given to me and the way we spoke together
- ✓ *Timely, polite and efficient*
- ✓ Because it always pleasant in the surgery
- ✓ *Appt. was on time. Staff very helpful and patient.*
- ✓ It is obvious
- ✓ *I haven't got any complaint staff are always nice and welcoming*
- ✓ Friendly, on time, listened to, easy to get an appointment and clear information given in the appointment and what to expect next
- ✓ *The nurse was very nice and helpful*
- ✓ On time, attentive, kind, straightforward
- ✓ *Care of service received*
- ✓ My nurse Amber was very helpful and made me feel very comfortable, she didn't rush me & also gave me additional advice re breast cancer awareness I was really impressed
- ✓ *Nurse was very knowledgeable*
- ✓ Only had a vaccination. Everything was good with only a minor wait. Perhaps would have given 1 if it was more than a vaccination
- ✓ *They're a good practitioner and they are addressed properly*
- ✓ Doctor was 45 minutes late
- ✓ *Dr Chawdhery, Mo and all the rest of the surgery have always been amazing for support and care. Except for the two last members attitude that when I phoned the surgery.*
- ✓ Short brief yto the point.
- ✓ *Very good 2 good*
- ✓ Nurse and Reception staff very helpful.
- ✓ *Appointment on time. Nurse v professional*
- ✓ The are the best GP practice in London, gp staff and admin staff and extremely helpful and supportive, caring and compassionate, utterly professional
- ✓ *Because the appointment was the following day, on time, the nurse listened to my concerns and provided actions to follow*
- ✓ Lovely, knowledgeable nurse who went out of her way to provide us with advice and look after us.
- ✓ *Nurse was lovely, no waiting time*
- ✓ Because every time I have been to 306 Medical Centre I have been treated well by all the staff and all my medical issues have been dealt with efficiently and kindly.
- ✓ *Nice friendly staff and seen on time*
- ✓ I find my GP to be very good, helpful, and thorough each time I visit for an appointment or over the phone.
- ✓ *Flu jab, quick, no problems*
- ✓ The waiting time was very good and the nurse was amazing
- ✓ *Quality care*
- ✓ The day to day contacts with surgery and the way treatment and welcome is given..
- ✓ *Excellent service and everyone at 306 gives the best and that's fab*
- ✓ I was very happy with the service i received from the nurse. She was courteous, informative, patient and very helpful.
- ✓ *Comprehensive consultation Explored all treatment options Caring*
- ✓ Lovely nurse. Very friendly and helpful when I went for my pill check.
- ✓ *Because I was very pleased with your excellent service and politeness.*
- ✓ Caring and friendly... supportive and kind
- ✓ *Efficient and professional... great admin*
- ✓ the best surgery i have been to so far!
- ✓ *I find that everyone on the staff here - receptionists, doctors are extremely pleasant and friendly - and of course professional and helpful*
- ✓ Nice place and easy access to appointments and advice.... love love love this surgery

Not Recommended



Passive

✓As above - everyone is helpful, kind efficient and professional.