

FFT Monthly Summary: November 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 | 6 | 0 | 1 | 1 | 0 | 3 | 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: 153
Responses: 50

| | Very good | Good | Neither good nor poor | Poor | Very poor | Don't know | Total |
|----------------------|------------|------------|-----------------------|-----------|-----------|------------|-------------|
| SMS - Autopoll | 39 | 6 | 0 | 1 | 1 | 0 | 47 |
| SMS - User Initiated | | | | | | | |
| Tablet/App | | | | | | | |
| Web/E-mail | | | | | | | |
| Manual Upload | 3 | 0 | 0 | 0 | 0 | 0 | 3 |
| Total | 42 | 6 | 0 | 1 | 1 | 0 | 50 |
| Total (%) | 84% | 12% | 0% | 2% | 2% | 0% | 100% |

Summary Scores

96% 4% 0%

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:

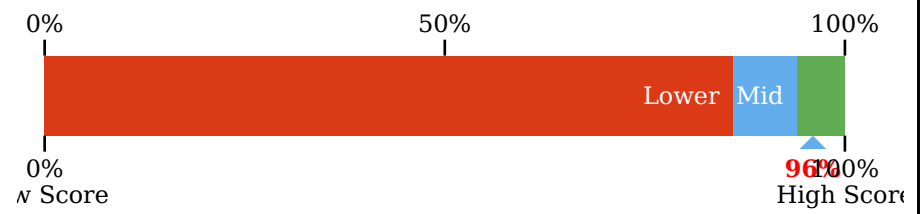
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

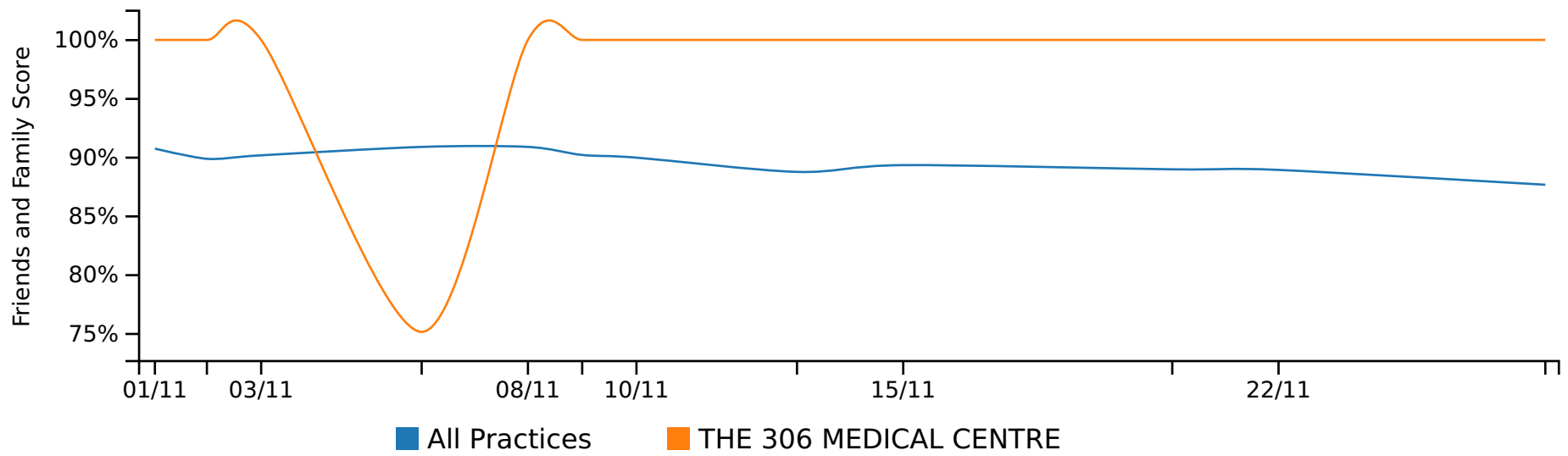
Your Score: 96%

Percentile Rank: 85TH



- 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 85th percentile means your practice scored above 85% of all practices.

Practice Score: 'Recommended' Comparison



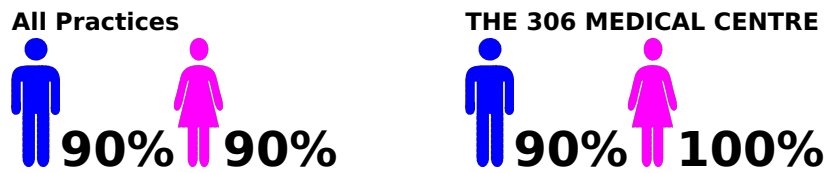
- Notes: 1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

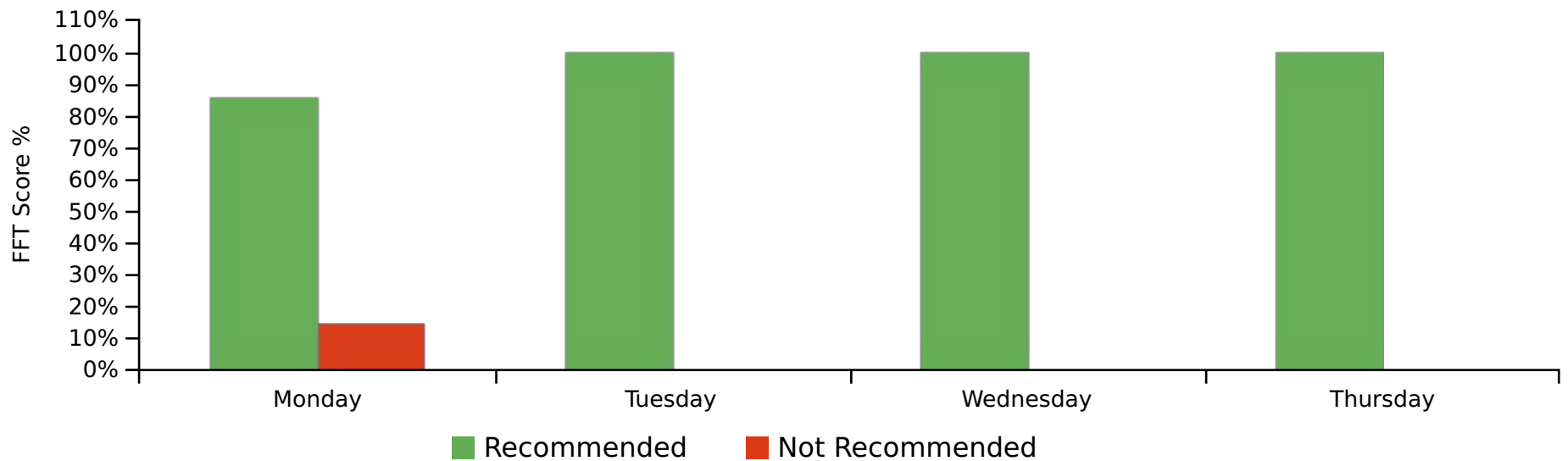
| | < 25 | 25 - 65 | 65+ |
|------------------------|------|---------|-----|
| All Practices | 85% | 89% | 93% |
| THE 306 MEDICAL CENTRE | 100% | 97% | 90% |

Gender



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

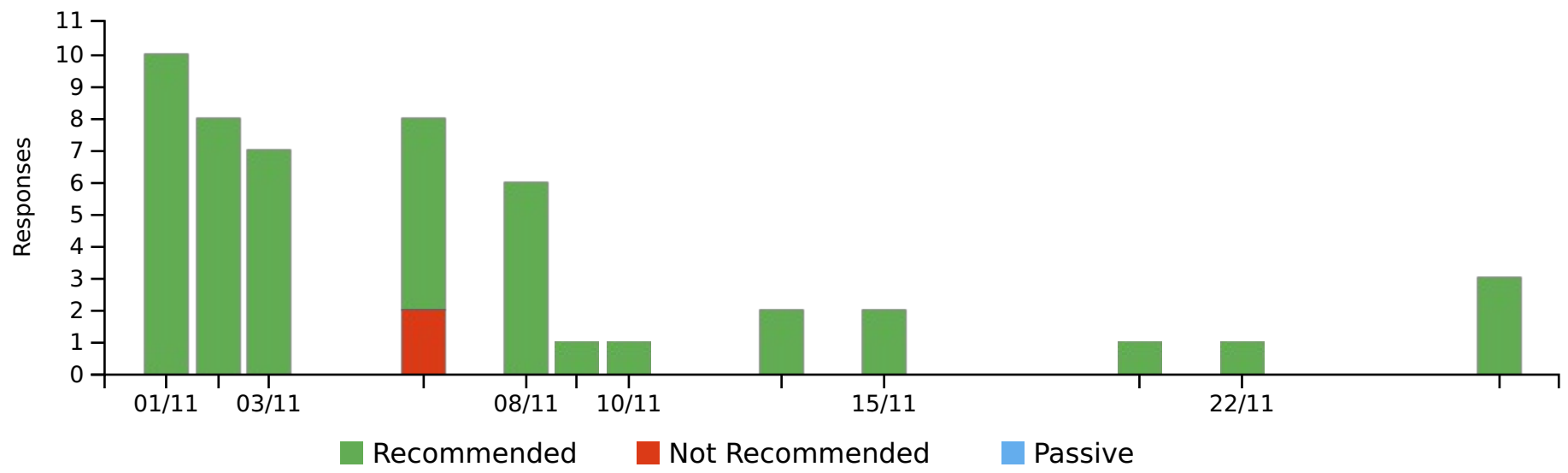
Practice Score: Day of the Week Analysis



- 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.

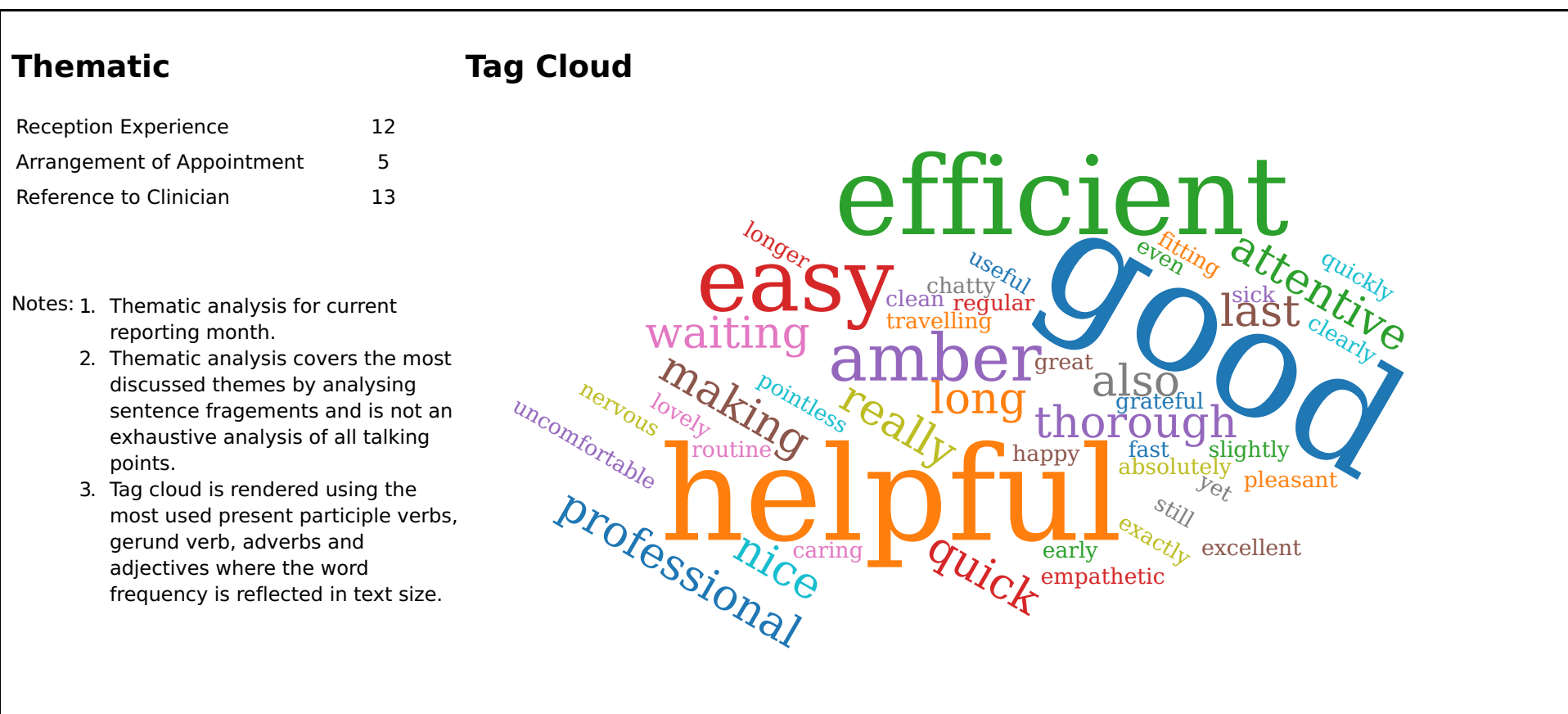
SECTION 4 Patient Response Analysis

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

- ✓ Flu jab- no waiting. In and out in a couple of minutes. Efficient but friendly.
- ✓ *I was very grateful to the receptionist for fitting me in even though the regular nurse had called in sick. I explained that I needed to have the flu jab today. The nurse who gave my flu jab was also friendly and really kind.*
- ✓ Great staff
- ✓ All good with Amber
- ✓ We were in on time. The nurse was lovely and friendly and chatty which calmed my nervous son.
- ✓ *The reception staff were very helpful and friendly. Nurse Amber was*
- ✓ The nurse is really nice and good with children.
- ✓ *Amber explained very clearly the validation period of the travel vaccines and the risk to travel to the country. She also shared useful resources to read before travelling.*
- ✓ Staff were very helpful and friendly.
- ✓ *Very kind and professional staff*
- ✓ I didn't have to wait for too long.
- ✓ *The nurse was very attentive and helpful*
- ✓ It was very quick and considerat service
- ✓ *I didn't have to wait at all for my appointment (it was early!), reception staff and the nurse were very friendly and efficient*
- ✓ Very friendly and professional people - receptionists, nurse, doctor. Receptionist helped show me how to administer infant calpol today - thank you!
- ✓ *I Gave a 1 because it was very good service today.*
- ✓ Thorough, engaged, efficient with a plan
- ✓ *Punctual, empathetic telephone consultation.*
- ✓ The nurse was efficient and friendly, making what could be an uncomfortable screening very quick and easy.
- ✓ *Very happy with the service.*
- ✓ The nurse was very attentive and caring
- ✓ *I felt I was listened to and given good advice*
- ✓ Friendly staff, easy booking by phone, easy check in, appointment was exactly on time
- ✓ *Helpful staff, efficient service*
- ✓ 1-very good. Seen quickly and check up was fast
- ✓ *Friendly and pleasant receptionist. Waiting time for nursery slightly longer.*
- ✓ Clean and helpful staff
- ✓ *Because they were thorough*
- ✓ The nurse and Ann were excellent with everything
- ✓ *Helpful n making appointment for 2 kids at same time and v friendly nurse*
- ✓ nice surgery with good gps and easy to get appts

Not Recommended

- ✓ *I was asked by the surgery to book in with both the doctor and nurse, for a routine appointment, I saw the doctor last week and all good, yet today the nurse couldn't understand why I was booked in, nothing happened, I sat there while she read, offer me a flu jab that I had last week and in the end I left, a waste of both the surgeries and my own time, absolutely pointless*
- ✓ *Came to my appointment checked in and waited for about 20 minutes, when I asked how long will I have to wait still? I was then told that the Nurse wasn't in. So why didn't the receptionist call me or inform me when I checked in. They are not doing their job properly The same thing happened to my wife too before with the doctor. So I've booked my flu jab at a chemist. * See note 2 below*

Passive

*Note 1: We are so sorry for experience, we would be happy to look into this if you would provide your details by emailing us on selicb.306medicalcentre@nhs.net

*Note 2: We are so sorry that we gave you reason to complain. Quite rightly you should have been advised if the nurse was delayed and regret that your experience did not meet your expectations on this occasion and on another occasion with your wife. We are very sorry for the inconvenience caused.