

FFT Monthly Summary: December 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
47	5	0	0	0	0	6	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:	176						
Responses:	52						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	41	5	0	0	0	0	46
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	6	0	0	0	0	0	6
Total	47	5	0	0	0	0	52
Total (%)	90%	10%	0%	0%	0%	0%	100%

Summary Scores

100% 0% 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:

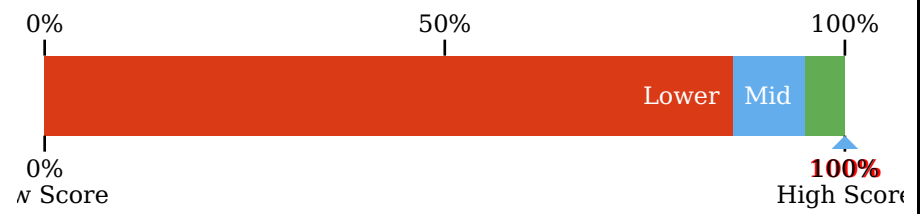
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

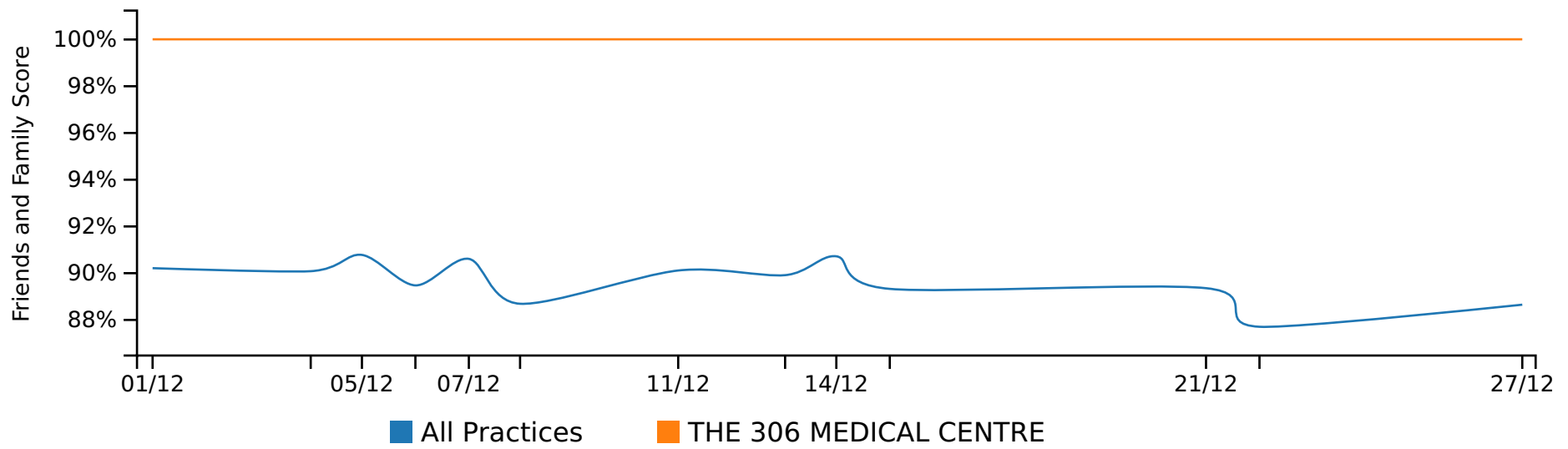
Your Score: 100%

Percentile Rank: 100TH



- 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 100th percentile means your practice scored above 100% of all practices.

Practice Score: 'Recommended' Comparison



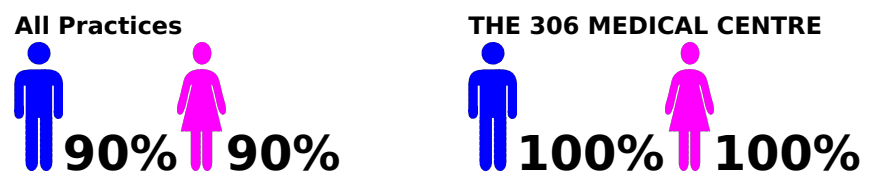
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

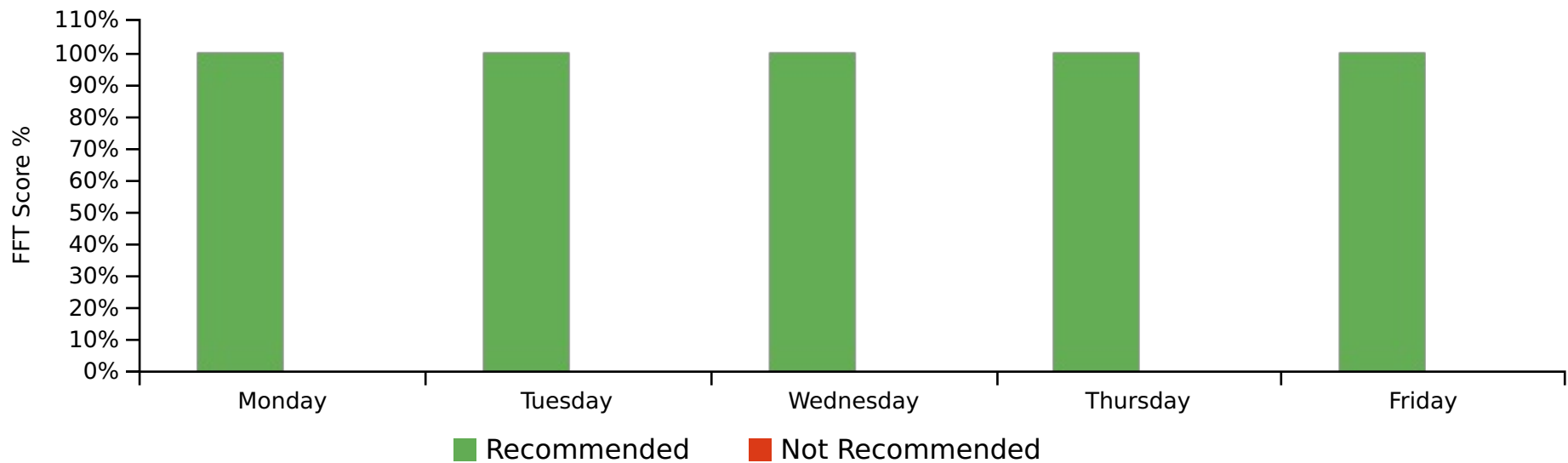
	< 25	25 - 65	65+
All Practices	84%	89%	92%
THE 306 MEDICAL CENTRE	100%	100%	100%

Gender



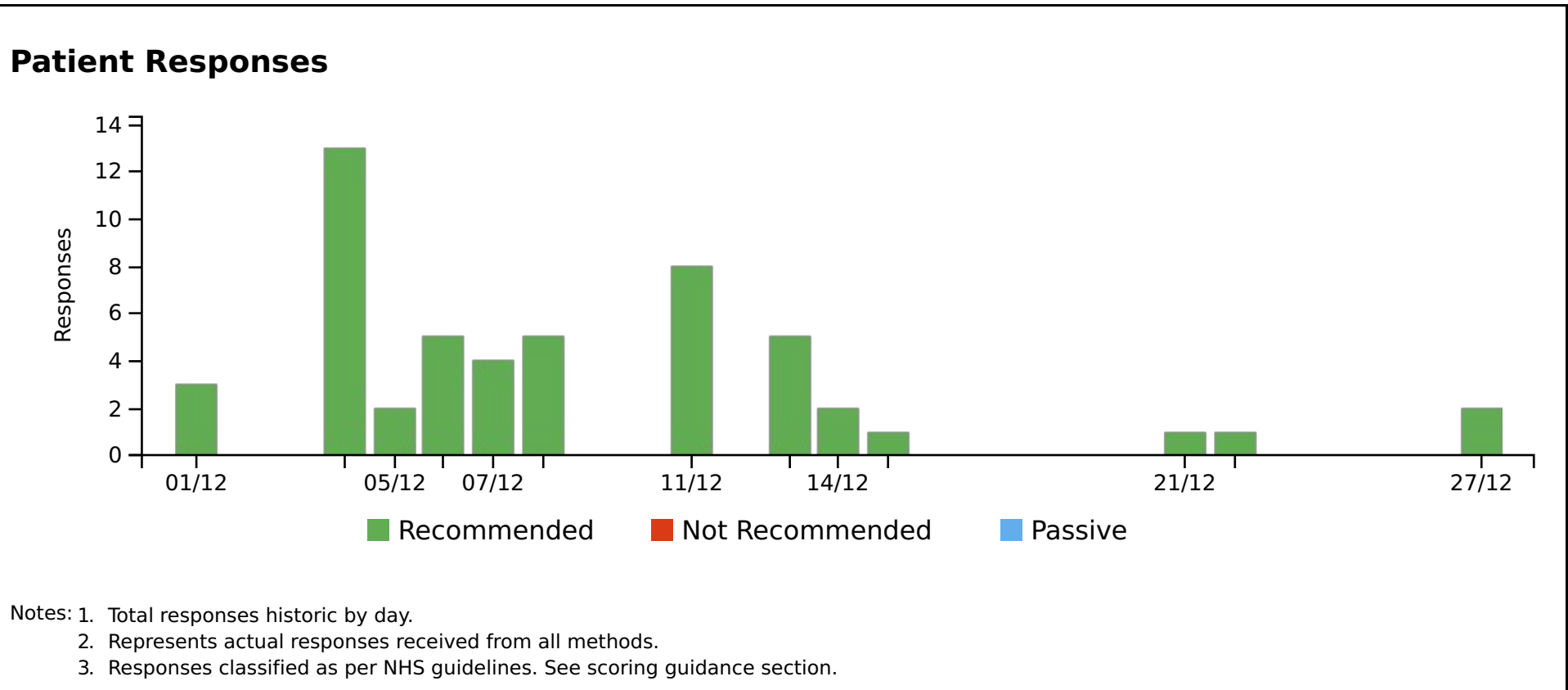
- Notes:
1. Scores for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.

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



SECTION 5 Patient Free Text Comments: Summary

Thematic	Tag Cloud
Reception Experience 8	
Arrangement of Appointment 4	
Reference to Clinician 22	
Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most discussed themes by analysing sentence fragments and is not an exhaustive analysis of all talking points. 3. Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and adjectives where the word frequency is reflected in text size.	

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

- ✓ Prompt timely efficient service. Don't have to wait too long for appointments
- ✓ *The nurse I was seen by explained fully and address all my queries promptly and professionally*
- ✓ I always get a appointment either F/F or mobile, and the nurse is brilliant, long may it continue
- ✓ *I am very happy with your service*
- ✓ Friendly staff and great flexibility on appointments - process of getting an appointment explained really well by Nurse Amber. Have never had such a friendly service from a GP! Delighted to have joined this practice
- ✓ *Lovely manner and reassuring explanation*
- ✓ Great communication, very thorough with the assessment. Gave me lots of useful information.
- ✓ *The nurse is excellent. She's very knowledgeable, I felt very comfortable and listened to.*
- ✓ Friendly amazing staff warm inviting atmosphere and the practice is very reliable and always have appointments
- ✓ *Nurse Amber was very informative, patient and non judgemental. She made me feel comfortable and listened to, amazing*
- ✓ attentive doctor
- ✓ *On time, staff and nurse very pleasant*
- ✓ Very reliable service and overall excellent medical care
- ✓ *I have not had a negative experience since joining this practice. The gps, nurses & receptionists are all very professional & friendly.*
- ✓ The nurse was very helpful and didn't have to wait got seen on time
- ✓ *Under standing dr*
- ✓ Appt was at 9:30 but didn't receive the call until 10am however GP was very helpful
- ✓ *Good nurse and got appt quickly. Thanks*
- ✓ Doctor listened to my concerns and placed the next step of action accordingly.
- ✓ *Nurse Christie is always excellent*
- ✓ I was left still wondering, if should have had treatment.
- ✓ *1-very good*
- ✓ Because Doctor chawdery is an excellent profession doctor, I have never met a GP as good
- ✓ *The nurse that attended to me was attentive, friendly and professional.*
- ✓ Prompt service and the nurse was helpful & polite
- ✓ *Very friendly and helpful staff. No wait.*
- ✓ I am always pleased with the services I get whenever I visit the surgery
- ✓ *Very happy with the follow up I received from the surgery. Would recommend them to other local residents*
- ✓ For the first time, I was attended to very well with a lot of professionalism!??
- ✓ *Because she was patient and understanding and a quiet tone to her voice .*
- ✓ First of all, the receptionists are friendly and upbeat and cheerful and helpful. Then the doctors are welcoming and patient (and tolerant of my deafness!) -
- ✓ Generally its a pleasure to come to 306 Medical Centre
- ✓ *Nurse Amber was personable, friendly and calming. I am scared of needles and she was calming and gently. Thanks so much x*
- ✓ I just wanted to thank the staff at 306 Medical Centre. They are patient and extremely (underlined) kind. The time and care is much appreciated. THANK YOU!
- ✓ *I wanted to say thank you so much for being such an amazing practice. Every SINGLE person I have encountered has been fantastic! The reception staff are friendly and helpful and go the extra mile. The doctors are kind, sympathetic and happy to help. I wish every practice could be as good as you, especially in such difficult times. Thank you a thousand times over!! You're the best!!!*

Not Recommended

Passive