

FFT Monthly Summary: January 2024



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	7	2	1	0	0	3	0	0	49	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:	152						
Responses:	52						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	39	7	2	1	0	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	3	0	0	0	0	0	3
Total	42	7	2	1	0	0	52
Total (%)	81%	13%	4%	2%	0%	0%	100%

Summary Scores

94% 2% 4%

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:

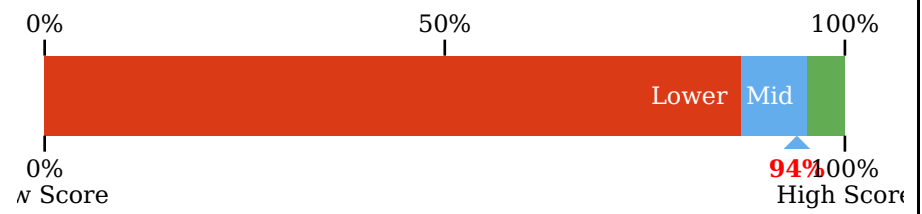
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

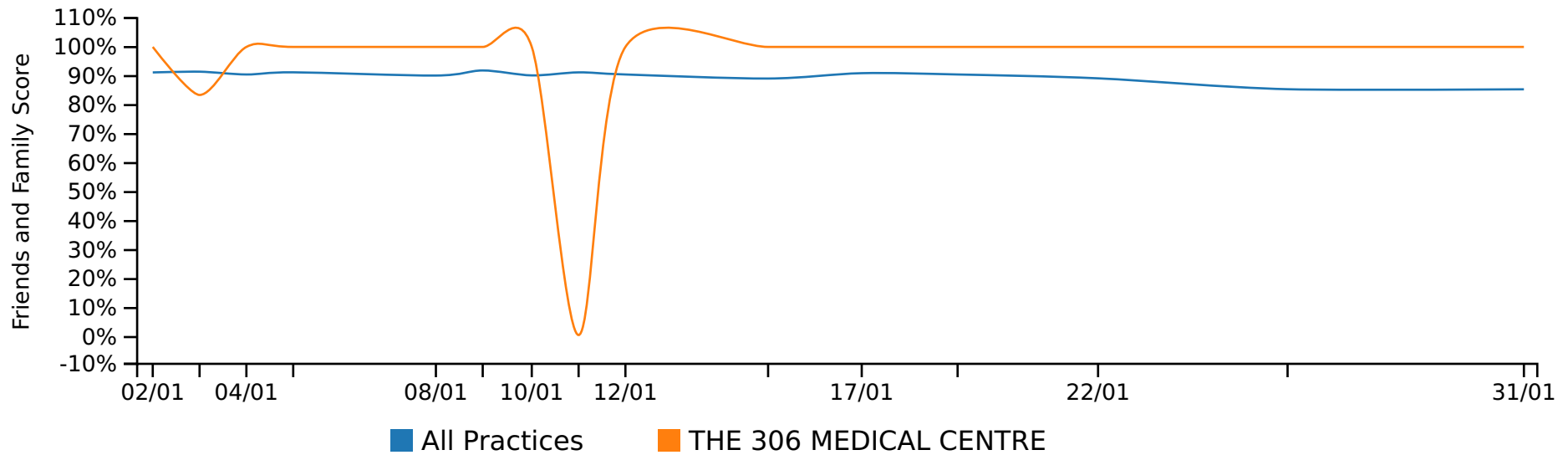
Your Score: 94%

Percentile Rank: 70TH



- 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 70th percentile means your practice scored above 70% of all practices.

Practice Score: 'Recommended' Comparison



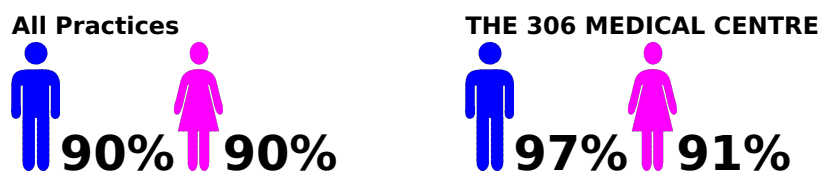
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

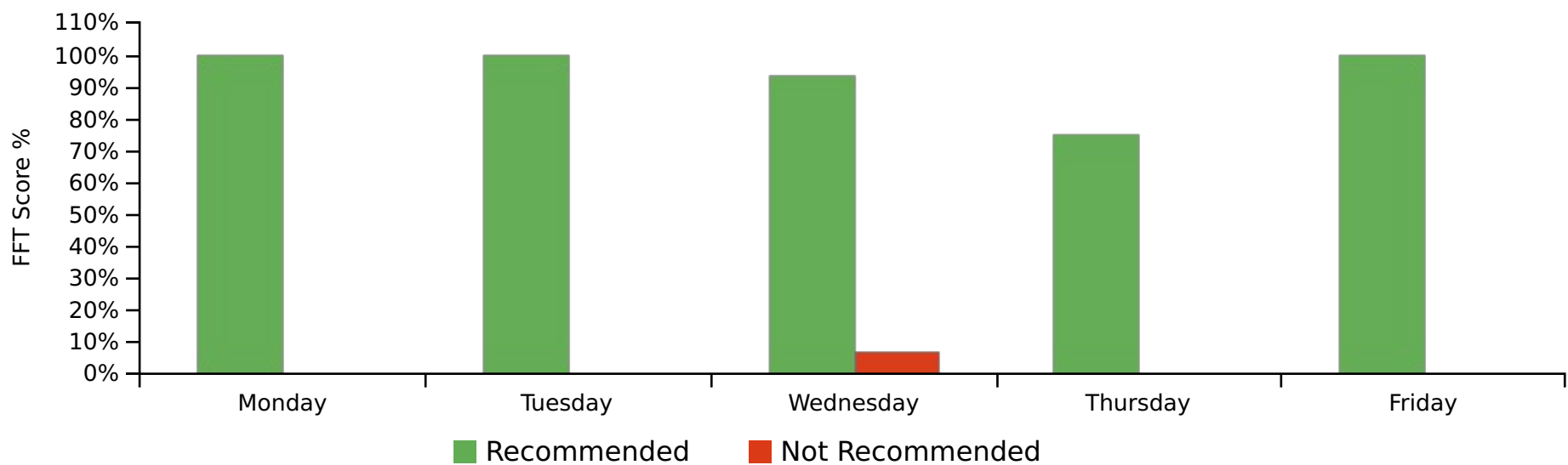
	< 25	25 - 65	65+
All Practices	85%	90%	93%
THE 306 MEDICAL CENTRE	100%	94%	100%

Gender



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

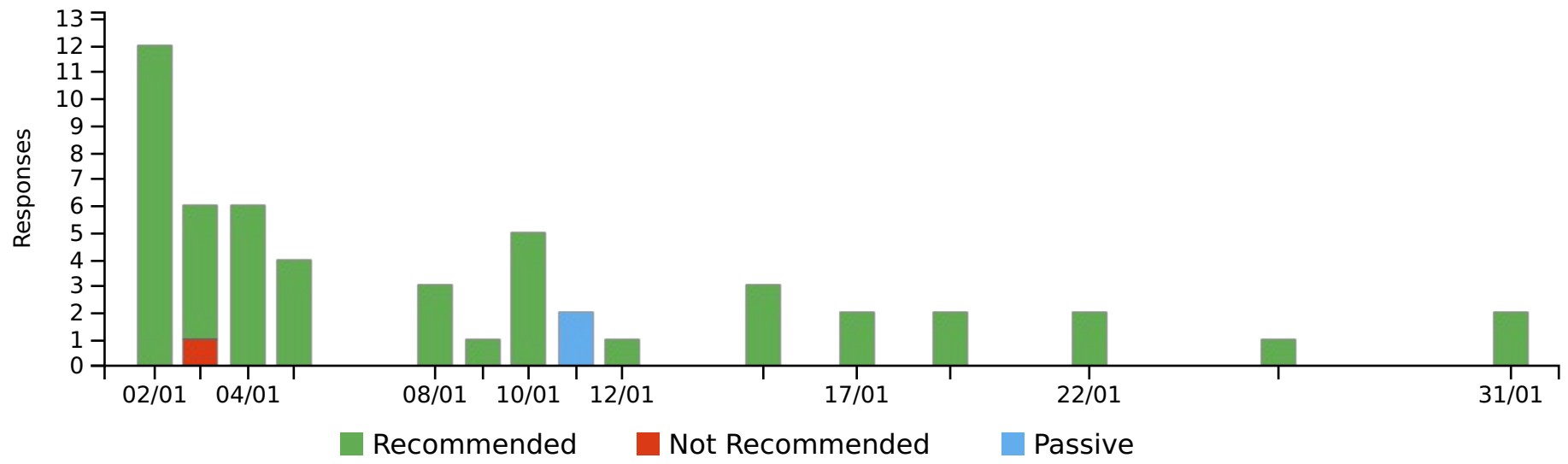
Practice Score: Day of the Week Analysis



- 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

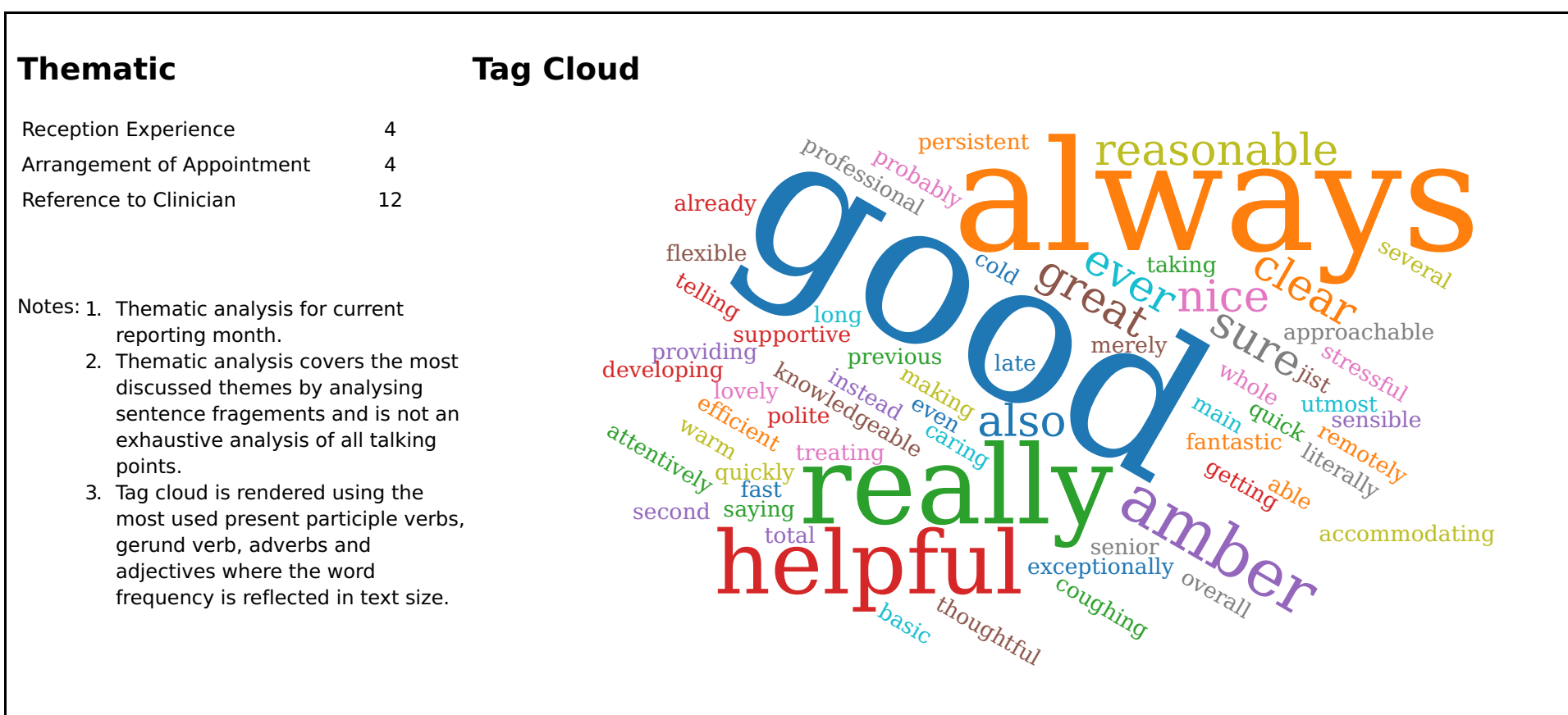
Patient Responses



- 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

- ✓Amber is great!
- ✓Very good
- ✓Very helpful seen very quick polite
- ✓Excellent
- ✓I gave the answer because that's how it was total care, understanding and very knowledgeable that is all and that is why I said very good and she was very good throughout the whole time and that is my statement and I thank her. Thankyou
- ✓Very approachable and kind team.
- ✓Cause he explained things to me and listened
- ✓1)Tele consultations on time.2)prescriptions dealt with quickly.3)not too long to wait for an appointment.
- ✓I was seen on time & thenurse was very good.
- ✓The nurse was kind and helpful and really nice to talk to
- ✓Your excellent Nurse and Doctor treated me exceptionally
- ✓Dr Chawdhury and Dr Daly have been the best of doctors all the time.
- ✓Because all the doctors at the surgery have always made sure theook time to care about their patients. They are all fantastic.erstanding. And they listened to what you're saying.Thank God
- ✓Very good
- ✓I was treated with respect and reasonable adjustments were made for me
- ✓Very supportive, providing excellent advise!
- ✓The service has always been excellent from the receptionists, GPS, nurse, booking appointments has always been good - I have no complaints
- ✓Nurse Amber was really thoughtful and helpful
- ✓Amber is so lovely with Joseph, my son. She's professional but also really warm and caring. She also explains the vaccinations to me and is really patient with my lack of knowledge about them.
- ✓The staff are always very helpful and our gp very good
- ✓1, very good
- ✓I found these doctors ,the best surgery I have ever been to.They are very accommodating,always try their utmost to help you
- ✓The service I receive from the practice has always been excellent,
- ✓Good patience assistance even remotely
- ✓They listen attentively. Make sure they understand my issues and discuss options with me.
- ✓On time and very nice
- ✓I was informed in clear terms, of my developing condition. And I was given a very clear and sensible plan for my future treatment
- ✓great service.. 11/10 for admin support
- ✓Dr. Chawdhury has always taken the time to understand my concerns and to work towards getting to the bottom of the issue instead of merely treating the symptoms. I'm 48, and and this is my best experience ever as an adult patient. What was your overall experience of making an appointment? Excellent What is the main reason for your answer to that question? The process was fast and efficient and, unlike my previous two GPs I did not have to wait weeks for an appointment.
- ✓Sam helped me and was very flexible in a very stressful time thank you

Not Recommended

- ✓Front desk staff is under qualified and has no empathy *We are sorry you feel this way but your comment 'they are under qualified' seems a tad unfair. Also, if you read the other comments in this month's survey and previous surveys our staff usually perform quite well and are appreciated for their efforts. We would be happy to look into any concerns if you would contact us with specifics as we are unable to identify you from your response.

Passive

- ✓Was telephoned an hour late and so had to rebook the appointment and was only able to discuss one thing, despite the first question only taking a few minutes to sort and me telling the GP my second query was really jist a question and would probably take 30 seconds to answer I was told I had to book another appointment. I understand why for more complicated issues this would be the approach but you would think there would be some leniency when it feels reasonable and when I was literally only on the phone for 3 minutes. * See note 1 below
- ✓After the senior practitioner nurse asked me several basic I had to ask if she had looked at my notes she then admitted she had not. This line of questing did nothing to help this flu cold persistent coughing I have had for a couple of months. Which I had already told the receptionist that had put a note of this on my file We are sorry for your experience and if you would provide us with specifics would be happy to look into your concerns

* Note 1: We are sorry for your experience, delays sometimes happen due to unforeseen circumstances where there are clinical emergencies which would take priority or patients who may take longer due to complex health issues. Our policy is one problem per appointment as each appointment is 10mins. Whilst we empathise with you, hope you will understand that we have to take a fair for all our patients. If we exercised leniency, that would then become an expectation and with full capacity we may also find ourselves running late, consequently open to further criticism of running late.

