

FFT Monthly Summary: February 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
40	4	1	1	2	1	2	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:	187						
Responses:	49						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	38	4	1	1	2	1	47
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	2	0	0	0	0	0	2
Total	40	4	1	1	2	1	49
Total (%)	82%	8%	2%	2%	4%	2%	100%

Summary Scores

90% 6% 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:

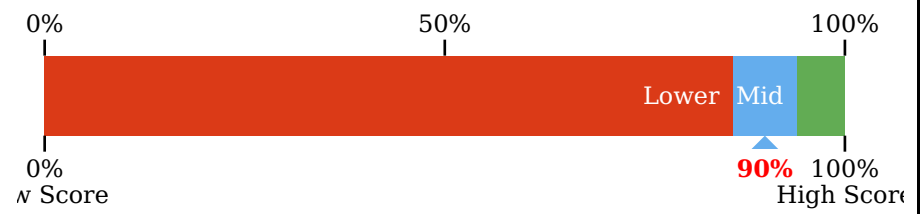
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

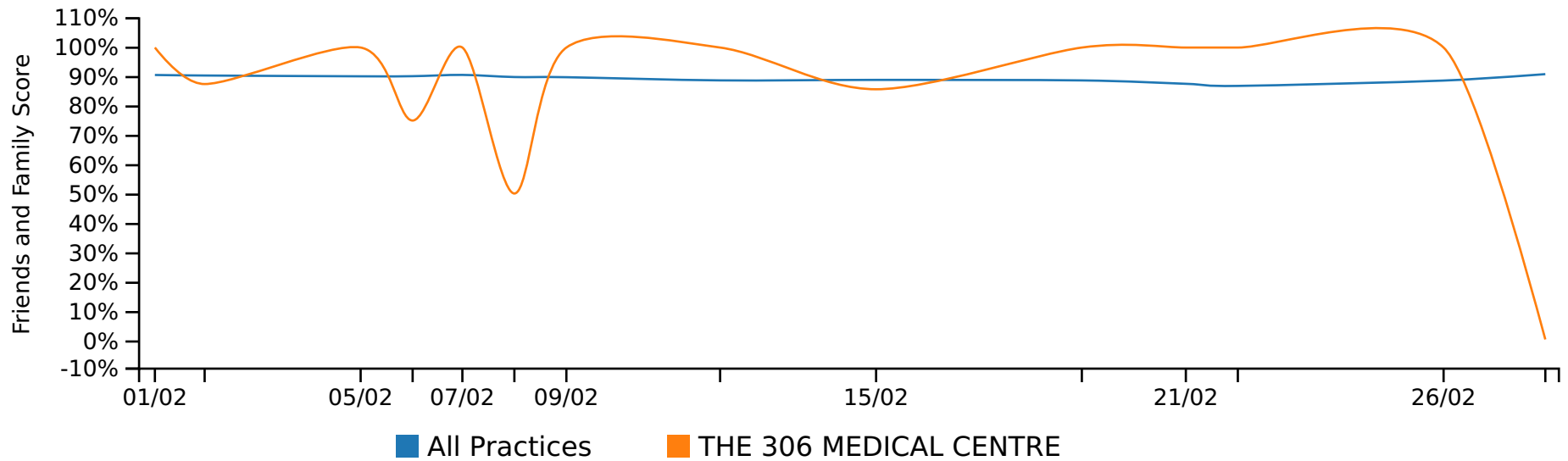
Your Score: 90%

Percentile Rank: 50TH



- 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 50th percentile means your practice scored above 50% of all practices.

Practice Score: 'Recommended' Comparison



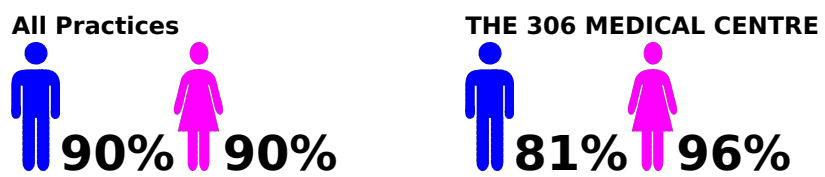
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

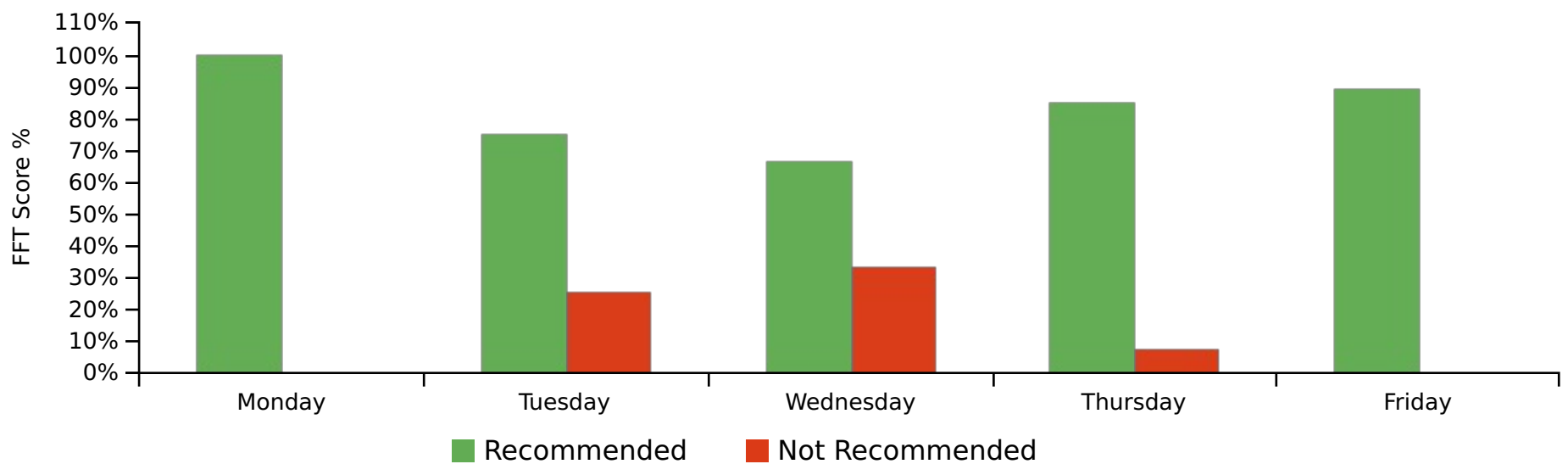
	< 25	25 - 65	65+
All Practices	85%	89%	93%
THE 306 MEDICAL CENTRE	83%	91%	100%

Gender



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

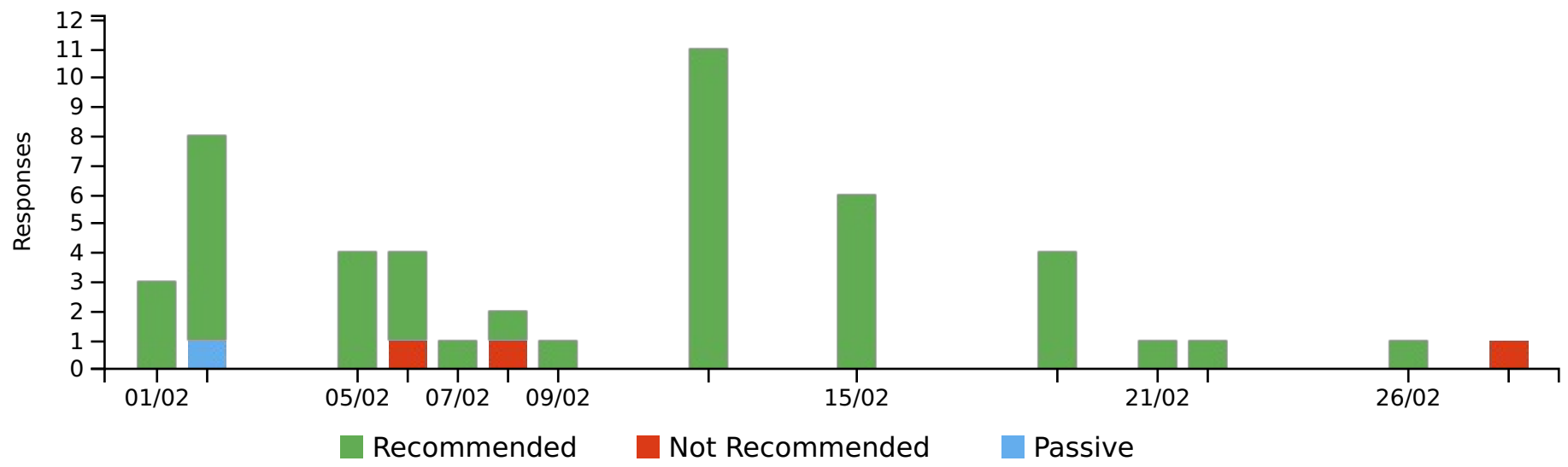
Practice Score: Day of the Week Analysis



- 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.

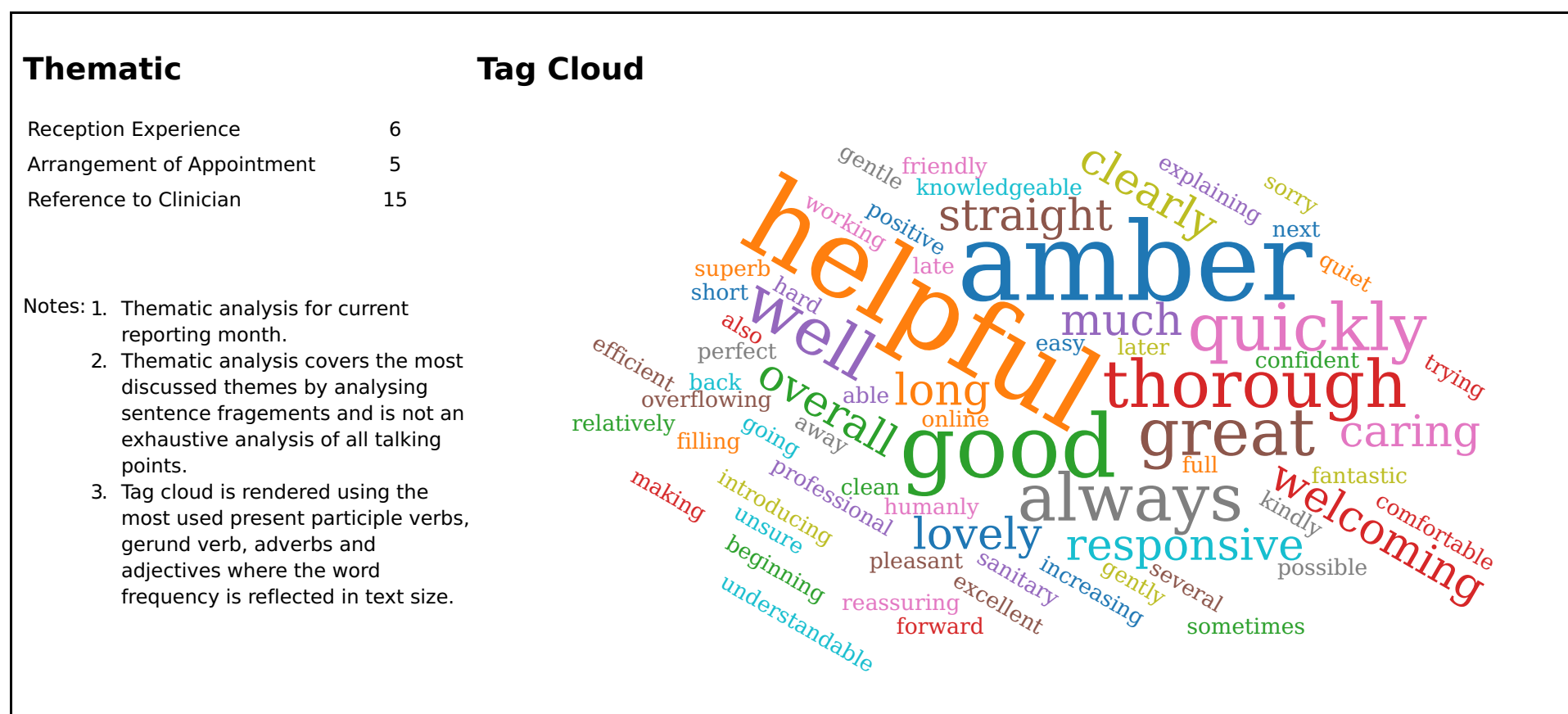
SECTION 4 Patient Response Analysis

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

- ✓ Because the service was perfect
- ✓ Nurse Amber Browne is fantastic- thorough, kind and knowledgeable.
- ✓ I had a very positive experience today, both within my face to face appointment, where I was treated with kindness and given time to talk and in my telephone appointment, where I had things clearly explained to me.
- ✓ Very responsive, thorough. Took time to ensure everything was right
- ✓ She informed me well and kindly tell the process
- ✓ Great staff all round
- ✓ Prompt response by GP. Very good service
- ✓ Nurse Amber was lovely with my baby and gave her immunisations quickly and gently. We didn't have to wait long before going in.
- ✓ There was a short wait time. The practice was quiet and clean. Nurse Amber is a great nurse who makes me feel comfortable. Overall very good service provided.
- ✓ The staff are very helpful and pleasant
- ✓ Because 306 always do as much as is humanly possible to help ***
- ✓ The team are superb, the care provided is above and beyond what is required or expected, best surgery in London
- ✓ Lovely people, always organized with tools that make is easier for their patients. They are also Good listeners
- ✓ Kind and helpful doctors and nurses. Not always time to speak and be heard though, sometimes the doctors speak much more because they're trying to say what they need to say in 10min but hard to get anything in.
- ✓ Nurse Amber was excellent
- ✓ the staff were welcoming and helpful. Nurse Amber was reassuring gentle and communicated clearly to me
- ✓ Dr listened well, was helpful and responsive.
- ✓ I took 3 factors into account: knowledge, skills and professionalism/caring attitude.
- ✓ The explanation given by the Doctor was understandable and she was patient with me.
- ✓ Easy to book an appt via NHS app and manage same. I chose a telephone appt. and was called within 5 minutes of the scheduled time by the Doctor who quickly dealt with my query to my full satisfaction.
- ✓ Relatively straight forward to get an appointment, phone lines are answered, nurse is good.
- ✓ I was able to book an appointment quickly. The nurse who saw was kind and caring. I felt heard and well looked after.
- ✓ Staff
- ✓ The GP I spoke with answered all my questions
- ✓ Thorough, efficient, friendly with details of a follow up plan of needed
- ✓ great service. professional staff and welcoming receptionists
- ✓ GPs are not introducing their role. I am unsure if 306 employers physician associates, but with the increasing concern of PAs filling in for DRs, it would be helpful if staff introduced their role at the beginning of the consultation. What was your overall experience of making an appointment? Good. Receptionist felt like I did not need a face to face appointment after explaining several times my issue, I was offered a face to face appointment

Not Recommended

- ✓ Long wait for appointment. Doctor called 30 mins late. I returned the call straight away but couldn't speak to doctor. Called again a few hours later as hadn't heard back and told I need to rebook appointment for next week. * We are sorry for any inconvenience caused, sometimes delays occur which are not in our control when clinical emergencies arise or patient's with complex health needs take longer. We will however reflect on your feedback.

Passive

- ✓ Detailed information I had taken the time and trouble to fill out on the online information form was not on your system, so I was asked these questions again which did not make me feel confident in the service. Also, the toilet sanitary bin was overflowing and the hand dryer was not working. ** see below

** We are sorry to hear about your experience. Online forms can take at least 5 days to upload. The sanitary bin is sometimes used by patients to dispose off tissues as opposed to using the other bin, though signage is provided. The hand dryer may have been switched off inadvertently but is in working order and surgery is cleaned daily. If you would have made staff at the desk aware they would have ensured this was remedied promptly as opposed to being left to the cleaning team for later.