

FFT Monthly Summary: March 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	5	0	0	2	0	0	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:	173						
Responses:	49						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	42	5	0	0	2	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	42	5	0	0	2	0	49
Total (%)	86%	10%	0%	0%	4%	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:

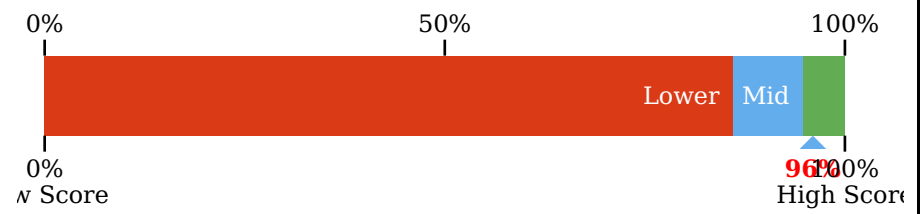
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

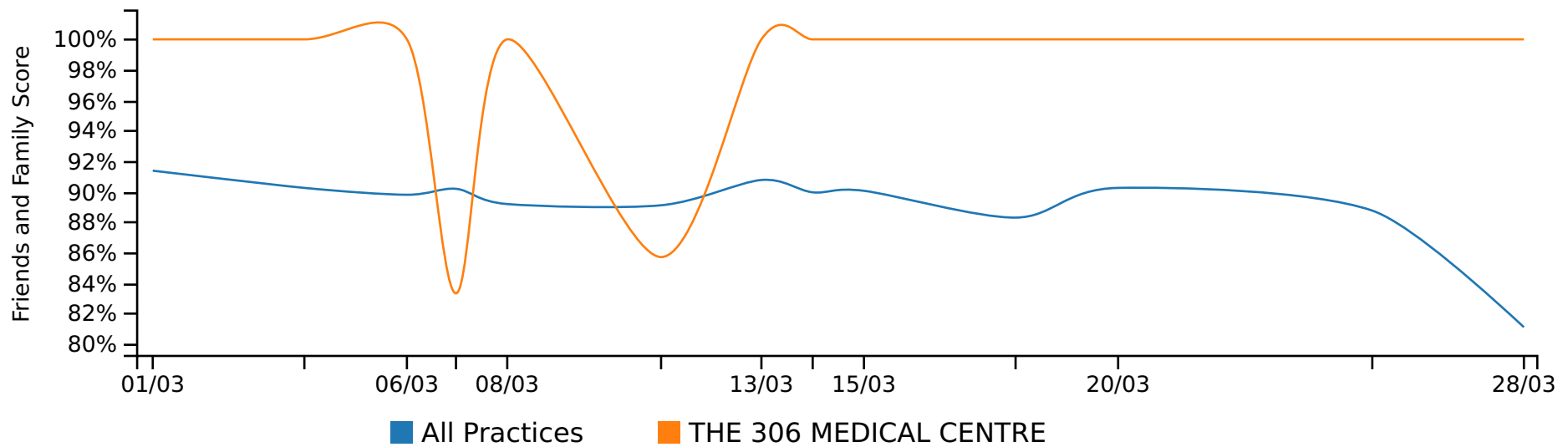
Your Score: **96%**

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



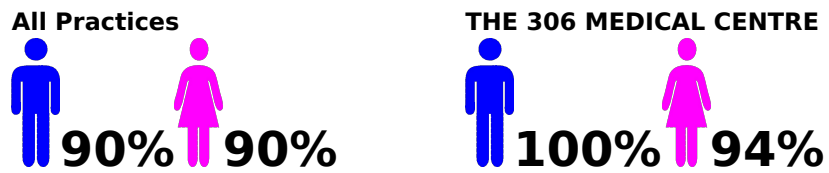
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

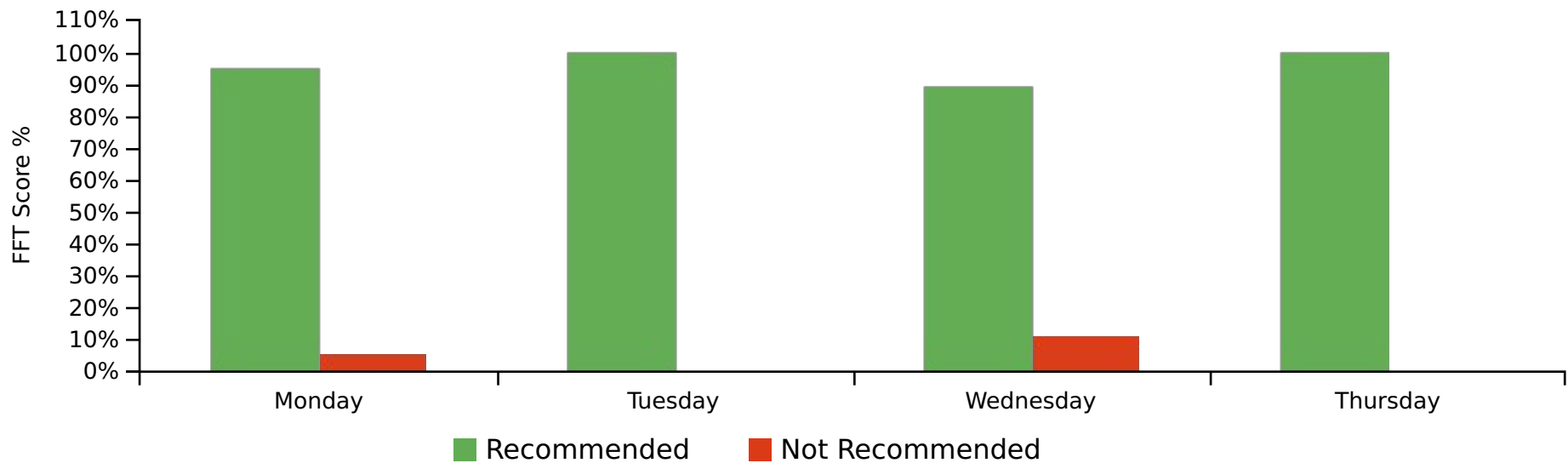
	< 25	25 - 65	65+
All Practices	84%	89%	93%
THE 306 MEDICAL CENTRE	100%	94%	100%

Gender



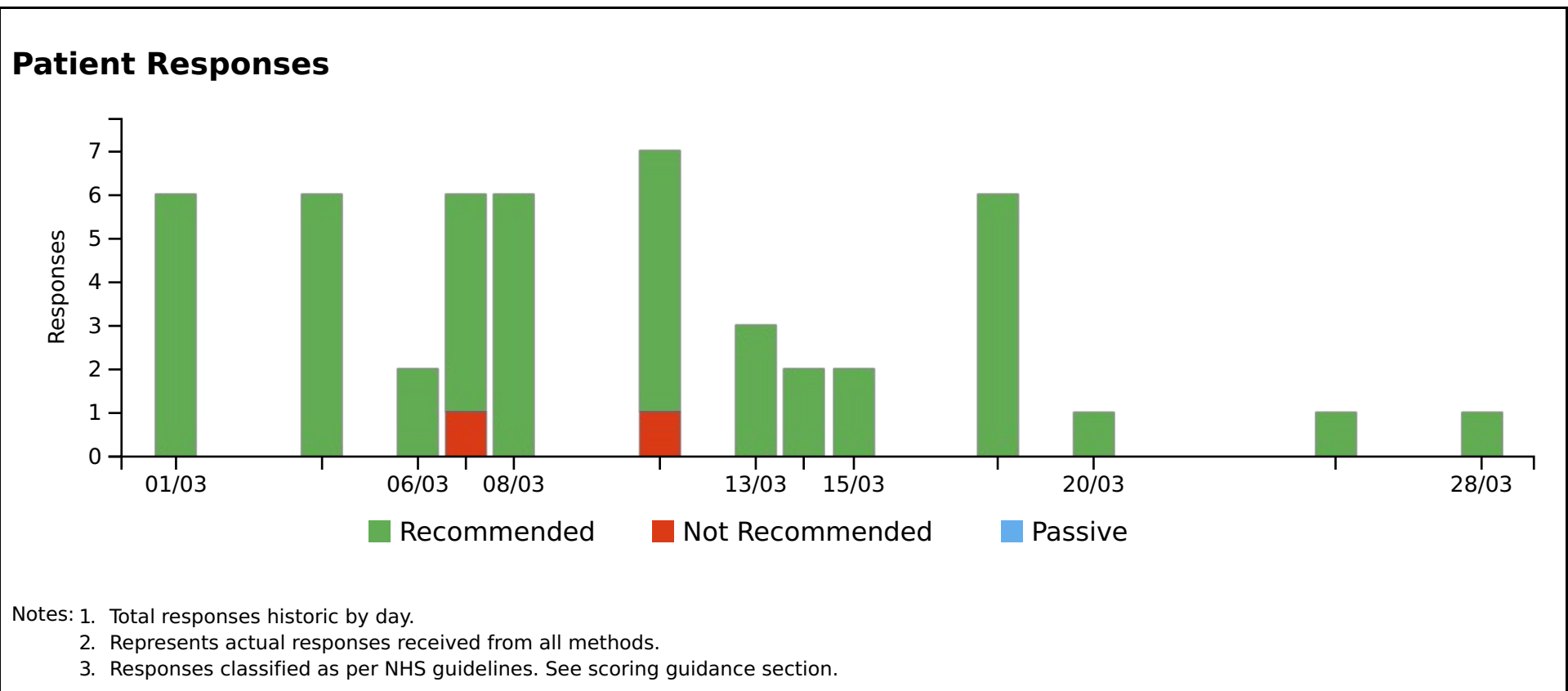
- Notes:
1. Scores for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis



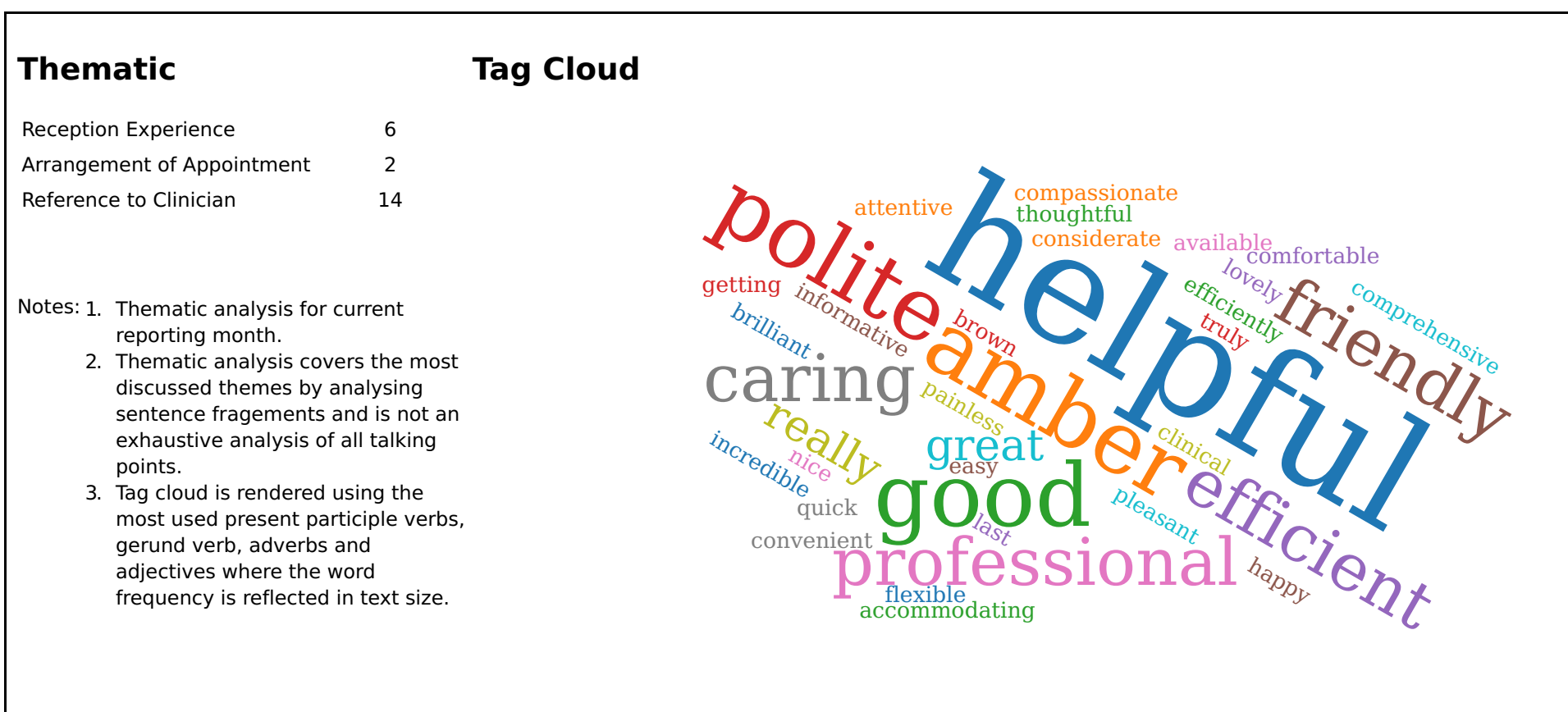
- Notes:
1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
 2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4 Patient Response Analysis



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

- ✓ Nurse Amber Browne is incredible and such a credit to herself and your team. She is kind, considerate and thoughtful. She goes above and beyond and truly cares for her patients. She makes me want to be a better practitioner!
- ✓ Nurse Amber was really lovely and informative.
- ✓ Kind and very helpful staff
- ✓ Because the staffs are so nice to patient
- ✓ Quick and painless procedure
- ✓ Because I had a good service , saw the doctor when I wanted
- ✓ The GP was pleasant and efficient, but she asked about my 'mood' and the condition that I have does not affect my mood.
- ✓ Very friendly and helpful nurse. Efficient booking and admin service
- ✓ Because you are
- ✓ I find all the staff brilliant professional and helpful I have used this Doctors Surgery for 40 years.
- ✓ I am very satisfied with everything
- ✓ The nurse I saw today was very professional polite and helpful and provided the support I needed thanks
- ✓ The nurse & then the doctor I saw today were attentive & helpful.They both addressed my concerns efficiently in a polite & caring manner.
- ✓ Nurse Amber Brown was really great - made me feel comfortable and at ease for my smear test.
- ✓ Very easy booking, appointments available at convenient times, appointments ran to time, very professional staff all the way through from reception/admin to the clinical staff.
- ✓ The practitioner was very comprehensive with their review
- ✓ The doctors helped with my problem
- ✓ The receptionist was helpful and flexible in rebooking my appointment. The nurse Amber was great and went out of her way to help me when I came for my baby's vaccinations
- ✓ The service is good. The reception is very good and polite
- ✓ No comments
- ✓ Nurse was polite and compassionate and caring
- ✓ Helpful and accommodating staff
- ✓ Good service, friendly and caring GPs and no issues getting appoments or prescriptions. My last doctors surgery before this was
- ✓ My telephone appt today was done on the expected time. Dr told me the result of my blood test and I was very happy of the outcome. He advised me to continue with what I'm doing and continue all medications.
- ✓ Very efficient and friendly service.

Not Recommended

Passive