FFT Monthly Summary: April 2024

The Elms Medical Practice Code: G82077

SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
57	15	8	12	4	2	0	0	0	98	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:	305						
Responses:	98						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	57	15	8	12	4	2	98
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	57	15	8	12	4	2	98
Total (%)	58 %	15%	8 %	12%	4%	2%	100%

Summary Scores

♂73% ♀16% ☜11%

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:

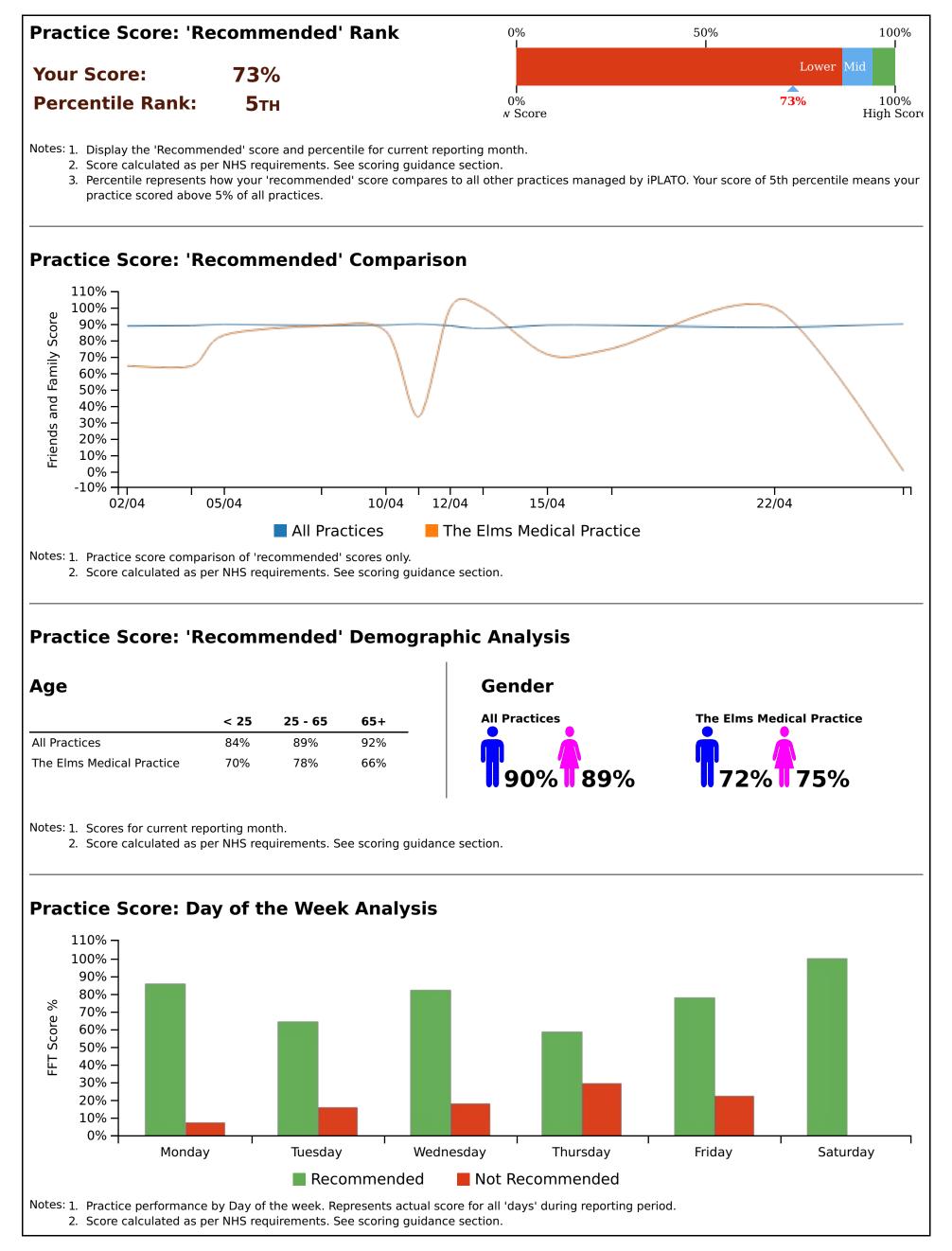
Recommended (%) =	very good + good x 100				
Recommended (%) –	very good + good + neither + poor + very poor + don't know				
Not Recommended (%) =	very poor + poor x 100				
Not Recommended (%) –	very good + good + neither + poor + very poor + don't know				

For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

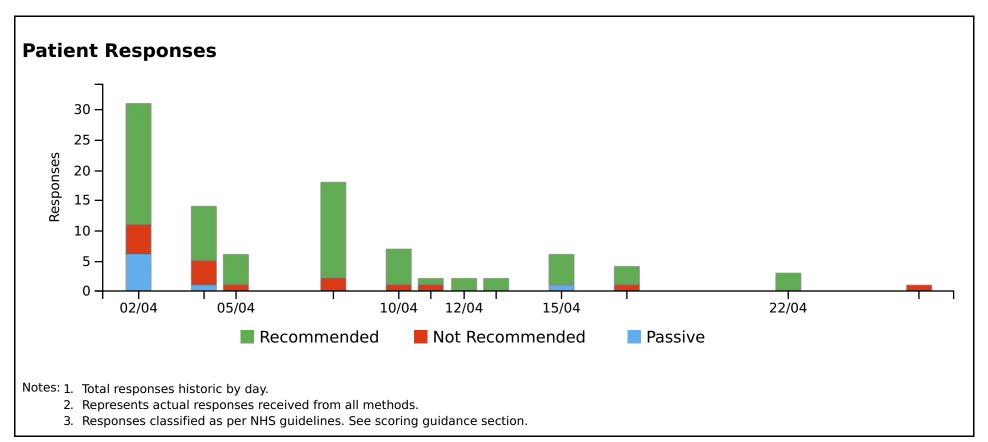


http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

SECTION 3 Practice Scoring



SECTION 4 Patient Response Analysis



SECTION 5 Patient Free Text Comments: Summary

Thematic Tag Cloud closing **Reception Experience** 11 useful disinterested Arrangement of Appointment 19 ^{Vformative} **Reference to Clinician** 32 complete oming recent Notes: 1. Thematic analysis for current seein reporting month. 2. Thematic analysis covers the most kindly able discussed themes by analysing sentence fragements and is not an nex also now exhaustive analysis of all talking positive points. ^{sore} ava reallv thorough fast welcoming 3. Tag cloud is rendered using the most used present participle verbs, impossible brilliant gerund verb, adverbs and clearly adjectives where the word approachable considering frequency is reflected in text size. pie ant d looking eventually caring try uncomfortable sending lly trying speaking us mostly obnoxious clinical saving suffering absolutely

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

Always had a good experience

✓ Easy to book in, nurse was lovely and put me at my ease

 \checkmark Because the doctor was good and explained everything good to me

- ✓ Saw doctor on time happy with consultation
- From calling doctors this morning and speaking to a friendly professional receptionist, was given a morning appointment to see a doctor. The doctor was fantastic with the time and care he gave me and explained why I needed to go to hospital etc . 100% patient care given .
- ✓ Like always very good service, everytime when I need apoidment they have to offer one, lovely ladies in reception always offering help and support

✓ Very informative and friendly

V When I phoned you I was told no appointments were available had to go through 111 then use accurx to complete the booking why not text like this

✓ Good service from reception. Drs nurses pharmacy

✓ The nurse was very polite and very professional. She explained everything that was happening and why. All in all it was a good day.

✓ Very punctual.

✓ It was my first visit and I was given an appointment straightaway I was pleased and very impressed

✓ Very efficient service

✓ Because I was dealt with fast and efficient.

Because I was so impressed with your new system of sending a link to track your place in the queue when you request a call back.Because of the politeness of your reception staff.Because Lucy was very professional and kind to my daughter.Because I was seen and satisfied with the result, within 10 minutes.Well done

✓ clearly a very busy surgery but still managed to deal with us quickly, kindly and efficiently.

✓ Was seen when needed. And doctor was great and went through everything that I needed.

- ✓ Was seen same day as call. Very worried about issue with my leg. Not there yet but treatment started.
- It would of been better if got medication when told prescription would be at chemise and if it didn't take 45 mins to get from number 10 to number 1 in the que to get the appointment dr was very nice and caring thou

✓ On time, Miss Vivian Ntiajuka very helpful

Everyone was very pleasant and helpful

✓ now and again delay in touch with surgery

✓ Ali took the time to explain everything

✓ My last appointment was very accomodating

✓ Speed of service

V Because I've always been treated with respect and on time . Everyone is kind and friendly and approachable . Always got an appointment when needed

- mostly on the same day. The doctors surgery is always clean and tidy.
- Friendly receptionist, appointment on time and amazing nurse who was so lovely with my daughter for her pre-school vaccinations.
- ✓ The doctor explained to me and I was impressed with how quickly I received the results
- Although waiting over 2 hours to speak to someone, the lady was very polite and got a doctor to ring me back before closing. The doctor asked me question and listened to what I had to say.
- ✓ Very efficient
- ✓ Staff always very helpful. Today appointment was full of useful information and help I needed
- ✓ Because I had a same day appointment and everyone was very welcoming.
- Great. Compassion and patience from the receptionists that are carrying out a very difficult job and trying to get patients the help they need. Drs spend time to listen and provide an A* service in these difficult times when people can be very obnoxious and rude
- ✓ You asked for the experience
- I didn't expect to get a call back from the nurse yet but called me 10.25am and sorted out for me to get a sample done and sent off by 12noon. I have never had any problems with the surgery since I started here. I've had good service all through thank you

✓ Thorough & understanding

- Very efficient service, including easy photo upload to clinician.Clinician was helpful, kind and understanding. Thank you so much
- Because today has been fantastic for me I got to see Ali this morning and needed to see a doctor this afternoon he gave me the paperwork to get an appointment at Medway hospital then the icing on the cake a very kind lady rang me and offered to make the appointment for me all I have to do is go to the GP Surgery tomorrow morning to pick up my paperwork and go to the hospital on Friday wow what service. Thank you to you all.
- \checkmark Always great service and Dr woodfjeld is a fantastic gp
- ✓ Excellent GP, very knowledgeable & professional

 \checkmark The nurse my wife and I saw was so helpful and explained everything to us

✓ Because Dr Woodfield is very good

✓ Today's appointment with Anna Murphy was very helpful for my needs. Lovely lady, very understanding.

✓ The time and date was observed. And was rushed

- ✓ Because every time I have needed there services they are polite and prompt in seeing to me
- ✓ On time. Nurse explained jab fully and made me feel at ease
- ✓ Very friendly receptionist and nurse. Seen on time.
- ✓ Nurse today was lovely.
- ✓I waited half an hour beyond my appointment time. But this short coming was more than recovered by a very very pleasant Practice Nurse.
- ✓ Very professional lady
- ✓ Really helpful positive experience.

✓ I was satisfied with how I was dealt with.

✓ Great service

- ✓ Nice. Easy, straightforward. Polite and courous staff
- ✓ Nice to have a face to face consultation

✓ Face to face was better than being diagnosed over the phone

Not Recommended

- Can never get a doctor's appointment, reception really unhelpful and rude.Having to wait three weeks or more for blood results et cetera.Still waiting after three weeks to speak to a doctor
- Never any appointments or doctors free. Called near enough every morning to get an appointment and could never get one. Only phone call appointments available if you're lucky. No rush for anything and don't take the severity of patience health seriously
- \checkmark Because that has been my recent experience .
- ✓ I couldn't understand the person very well and I also found them to be very abrupt.
- My appointment was 4pm I saw the nurse at 5pm there was no blood pressure monitor in her room so she had to go looking for one, I had become so stressed at waiting so long I was feeling so unwell I was about to go home
- I attended for a Hormone injection by Angela (A brilliant nurse and a asset) I started the quest for an appoint in mid February, eventually getting one for yesterday... needless to say it was very late and was a uncomfortable wait without the hormone injection... I did make clear what it was for yet still had to wait for the appointment.

✓ Never get to c a doctor

- ✓ Because I have had to self refer my self to the recommended help ...
- I wasn't listened to in detail. I didn't get to explain anything .
- Impossible to get a appointment.Promise a triage phonecall that doesn't materialise.
- Should have been able to see a doctor in person on the day I phoned, not simply a telephone call
- ✓ Because our appointment was booked for 4.30 and we didn't get called in till 5.20. Two small poorly babies crying the whole time.
- Phone waiting times are ridiculous, 1hr 38 mins only to get cut off at caller no 4. Called back this morning waited 45 minutes. Call back booked today with the doctor wasn't worth it, doctor was completely disinterested, response to concerns for my mothers pain was...oh well..and passed the buck to the clinic dispenser for another call back. No wonder my mother insists on Dr Birdi or Dr Whitlock only! The only saving item was the clinical dispenser lady today. A lovely lady, a credit to the practice, understanding and could not have helped more and went out of her way to help.

✓ Don't help at all, doctors are always busy. Just pointless. May

Passive

- Today I had a phone call with your pharmacist which was very good. When you see a doctor it is good.On the poor side is getting appointments with a doctor.
- ✓ Was very good until my prescription went missing & I had to come back & get another one!

Running 55 min behind

Iv had a sore throat for over two weeks. Doc said my throat is inflammed. Gave antibiotics to my son but wouldn't prescribe to me despite me suffering for so long. He said it was reflux aggravating it during having a viral infection which makes sense but I felt antibiotics would have helped considering this has been for over two weeks.

✓To long to speak to reception