

FFT Monthly Summary: May 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
51	22	8	7	9	2	0	0	0	99	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:	315						
Responses:	99						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	51	22	8	7	9	2	99
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	51	22	8	7	9	2	99
Total (%)	52%	22%	8%	7%	9%	2%	100%

Summary Scores

74% 16% 10%

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:

$$\text{Recommended (\%)} = \frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

$$\text{Not Recommended (\%)} = \frac{\text{very poor} + \text{poor}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

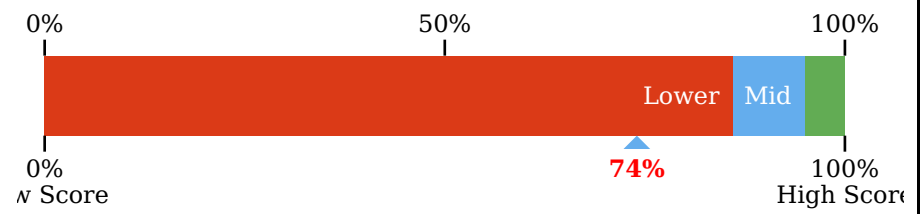
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

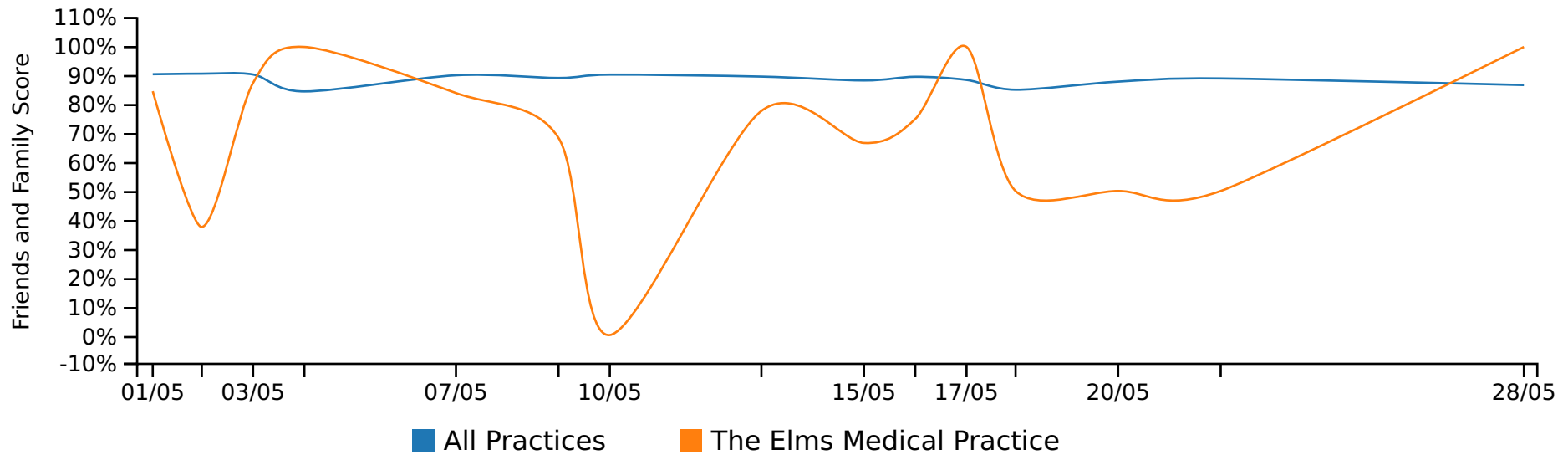
Practice Score: 'Recommended' Rank

Your Score: **74%**
Percentile Rank: **5TH**



- 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 5th percentile means your practice scored above 5% of all practices.

Practice Score: 'Recommended' Comparison



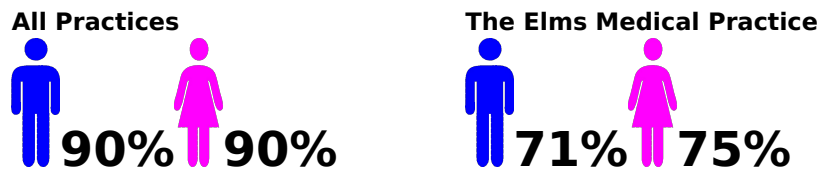
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

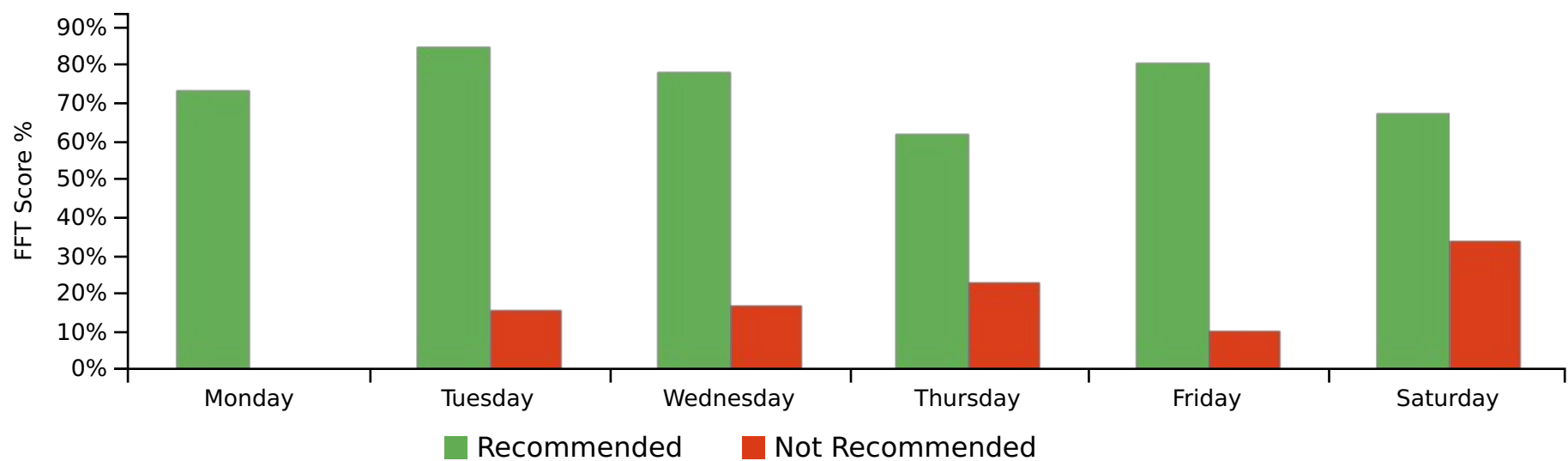
	< 25	25 - 65	65+
All Practices	85%	89%	92%
The Elms Medical Practice	50%	73%	78%

Gender



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

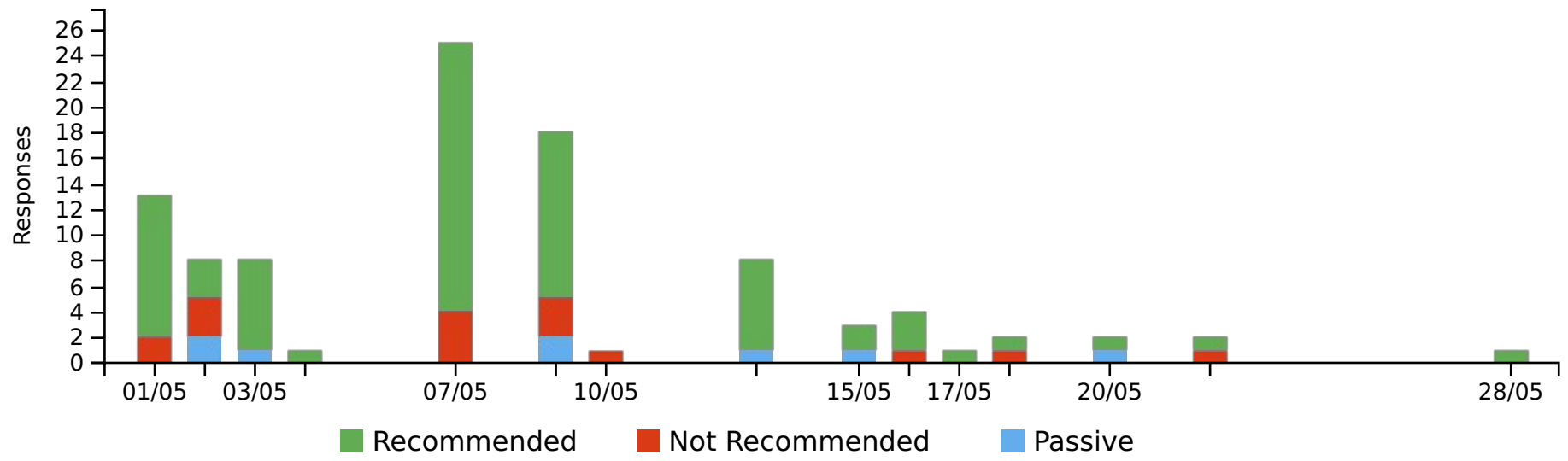
Practice Score: Day of the Week Analysis



- 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.

- ✓ *The triage of reception is accurate. She divert me to the specialist for my elbow pain. Doctor diagnosed me very quick and show me some exercises to relieve the pain.*
- ✓ *Because everyone who I talk to are very helpful and Patient and always try to help*
- ✓ *Doctor was informative and caring helpful and reassuring. Am very grateful for his time.*
- ✓ *I've alway received good service from the surgery , no complaints from me*
- ✓ *Quick service and very kind*
- ✓ *Super nice lady with lots of advice*
- ✓ *It was a phone call at 3 and called me on time and all in all a good service*
- ✓ *Was see on time*
- ✓ *I was unaware it was a double appointment for asthma review so arrived 15 mins late. Consultation was very good but I was embarrassed*

Not Recommended

- ✓ *The system of the whole surgery is very poor, you can't book appointments 12 weeks ahead, I don't know any other doctors that don't do that. I am constantly let down by appointments being re-arranged with out anyone speaking to me about it first and for someone who has been at the practice for 24 years I think it's very poor the way the patients who have been there years and years get treated poorly in comparison to someone who has just registered there*
- ✓ *I booked an appointment for my daughter with the nurse two months ago. I was given the time 3.15 pm. We arrived before that. Told to use the automatic check in system which didn't work. So we had to queue again. When I approached the receptionist she told me the appointment was at 3.05 and the nurse could no longer see her and due to the nature of the appointment , my daughter should have seen a gp. I was not told this when I booked the appointment two months ago. I collected my daughter from school early. Finished work early so lost money and was faced with this.*
- ✓ *I had an appointment for 09.45 I didn't get seen till 10.15 link the receptionist forgot to tell the person I was meant to s*
- ✓ *I'm still waiting for my appointment.im asthmatic and have not been able to breath properly all week. I was given one appointment time, which was then changed for 3 days time. I have tried to call for different appointments every morning and get disconnected. The one time I didn't I was on old for 2 hour to be told all appointments had gone. I was given a telephone appointment for 1.30 today and am still waiting for this at almost 4 pm*
- ✓ *Too many patients registered therefore too long to wait to make apt, too long a wait when you get an apt, and rushed apt's. The staff try hard and are very pleasant. There should be another surgery in Hoo.*
- ✓ *No appointment and no call from the GP*
- ✓ *Was meant to have a call from the doctor is still not had one yet*
- ✓ *Not enough people answering the phone, if at all. Do not get calls at the allocated time.*
- ✓ *Took four weeks to get blood test results*
- ✓ *The receptionist needs to learn how to talk to people and learn that there is another word besides no*
- ✓ *Impossible to see a doctor. Took weeks to get results of tests*
- ✓ *It was 4 - PoorBecause I turned up this morning to get a fit note that I'd organised last Tuesday to be told that it wouldn't be ready till 4pm*

Passive

- ✓ *My appointment was booked for 8am. My dr was 20 mins late and I was told this was booked in by mistake she didn't start until 8.30! I left work for my appointment and it made me 20 mins late back to work*
- ✓ *When I tried for an appointment Monday I was above 30 in the queue. I then completed an e-consult. I got a telephone call yesterday morning saying the elms would call me with an appointment that afternoon. Got a call for an appointment for this morning, not with a doctor. They have set me with an appointment for skeletal person next Friday. Still have the swollen hip with is giving substantial pain.*
- ✓ *Just tic box's did not do anything*
- ✓ *Although appt didn't take place , the clinician wasn't really sure what patient need was*
- ✓ *I had difficulty understanding what was being said because I am hard of hearing*
- ✓ *2 failed blood test in a row*