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

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

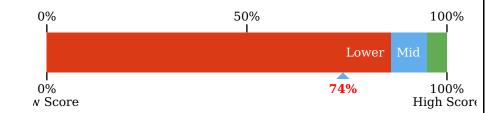
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

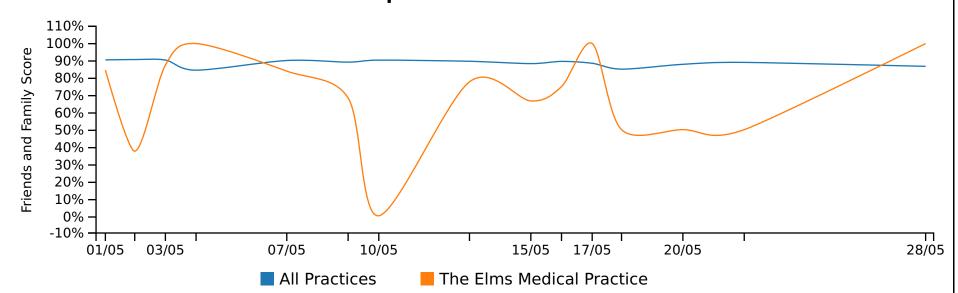
Your Score: 74%
Percentile Rank: 5TH



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.

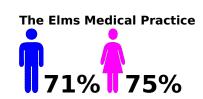
Practice Score: 'Recommended' Demographic Analysis

Age

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

Gender

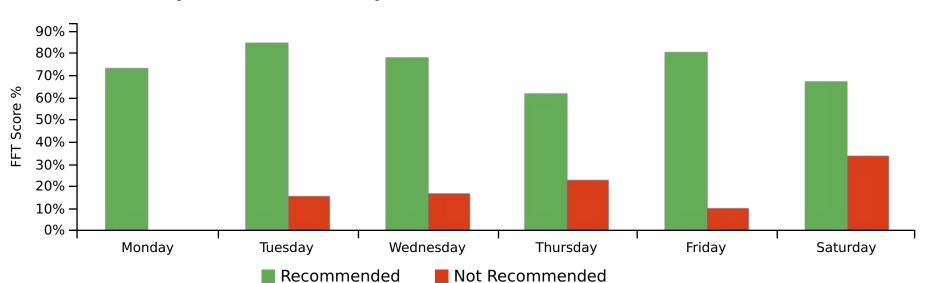




Notes: 1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

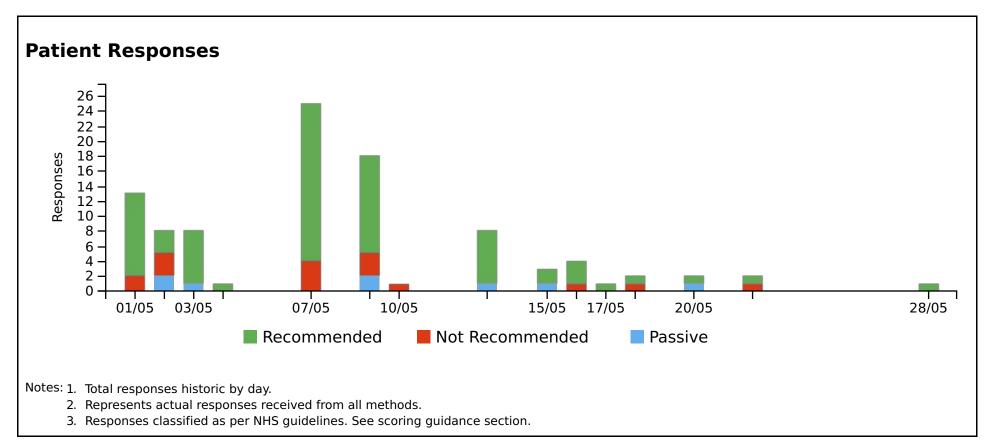
Practice Score: Day of the Week Analysis



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



Thematic Tag Cloud Reception Experience 15 Arrangement of Appointment 16 Reference to Clinician 31 Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most discussed themes by analysing sentence fragements and is not an exhaustive analysis of all talking points. 3. Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and neve adjectives where the word properly frequency is reflected in text size. checking saying

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

- ✓I turned up at 08:20 and got an appt for my son for 10:00 the same day. Brilliant service and very kind doctors/staff
- ✓ Don't have much dealings with the surgery but when I have always found both polite and efficient
- ✓ Very welcoming and friendly environment. Also, a very thorough appointment with the nurse who explained everything and listened to me. Really good service, I was pleased.
- ✓ Just prompt , polite and good!!
- ✓ Doctor Patel was very helpful, but generally there is never any follow up, tests are done and that's the last you hear
- ✓ I would have given a 1 if it wasn't for the difficulty getting appointments. All the staff, including reception, are amazing, really helpful and thorough, but I've often done an e consult only to be told the hub is full and to use 111. 111 online then tells me to see my GP which is frustrating. However, once you manage to get to see someone they're always really thorough and approachable. Reception staff are also really helpful and welcoming.
- ✓ Dr's and people are great, it just takes so long to get through and to see a doctor, because they are so busy. Need more Dr's surgery's on hoo, with all these new houses going up, must have more than tripled the amount of patience now.
- ✓ The nurse was very lovely and put my mind at ease over my baby's vaccinations
- ✓On time, really friendly, made the children feel at ease while having their vaccinations.
- ✓ Because I actually got an appointment straight away the receptionist was very pleasant . The doctors was helpful.
- ✓ Ease of making appointment and the appointment was very clear
- ✓ I saw the nurse and she is very friendly and helpful and a pleasure to see x all a very smooth process
- \checkmark On time and nurse was lovely and helpful. Dispensary also today was efficient
- ✓ Used the call back facility got appointment with senior practitioner by lunchtime.
- ✓ Had a phone call within half hour after scheduled time, appreciate doctors time can go over. Thank you.
- ✓ He responded to me politely not as racism
- ✓ Dealing with problems straight away
- ✓ Because I thought that was fair
- ✓ Just happy with the service at the time
- ✓ I walked in early this morning with a problem & was told to come bk 1pm to see a Dr which I think is very good.
- ✓ Steps were easy to follow
- ✓ Friendly staff, very helpful
- ✓The care and attention shown to me from my nurse, was very good, with her stress calming, thoughtful approach, put me very much at ease!
- ✓ Callback time waiting was good. Staff were polite and friendly. Doctor dealt with my problem Speedily. Than you
- ✓ unable to get appointments
- ✓ The staff and doctor are brilliant.
- ✓ Questions were answered clearly
- ✓ Receptionist very helpful and sorted out My problem awaiting tele call tomorrow.
- ✓ Good customer service
- ✓ Too long winded on the automated message. Had a day wasted on Friday waiting for e-consult to call. Otherwise good service on Tuesday. Excellent doctor I saw.
- ✓ Very happy with care and attention I was given.
- ✓ clearly busy, still courteous, polite, an helpful.
- ✓ Receptionist had trouble signing herself into computer and because we couldn't get in due to staff training couldn't use the self checking as it was 10 minutes past my appointment time
- ✓ The Doctor was professional
- ✓ But if I had known about the self check in before hand I would have brought my reading glasses the self check in is a great idea
- ✓ I have never had any issues with this surgery, in particular Dr Woodfield has ALWAYS gone above and beyond to help me
- ✓ The staff were friendly and helpful.
- ✓ I have been happy with the help help and appointments. I didn't give 'good' because it's very difficult to get through on the phone, so I go in person to book appointments.
- ✓ Because I think the service is good x
- ✓ Hi the receptionist was very polite and so doctor was helpful as well
- \checkmark The nurse (Lynda Ellis) was very helpful & explained things simply to me
- ✓ Nothing to complain about
- ✓ Very good care from Jo.

- ✓ 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