FFT Monthly Summary: July 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
20	9	1	2	1	0	0	0	0	33	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: **100**

Responses: **33**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	20	9	1	2	1	0	**33**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**20**	**9**	**1**	**2**	**1**	**0**	**33**
Total (%)	*61%*	*27%*	*3%*	*6%*	*3%*	*0%*	*100%*

Summary Scores

👍 88% 👎 9% 👈 3%

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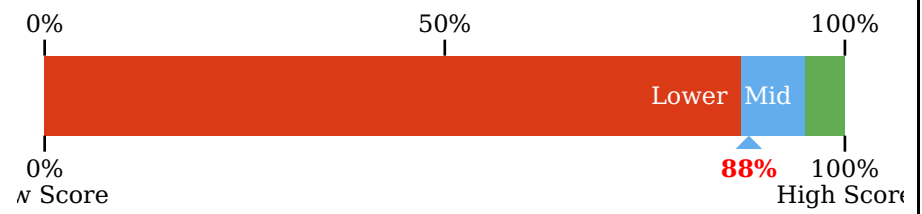
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Practice Score: 'Recommended' Rank

Your Score: **88%**

Percentile Rank: **30TH**

0%   50%   100%

Lower | Mid

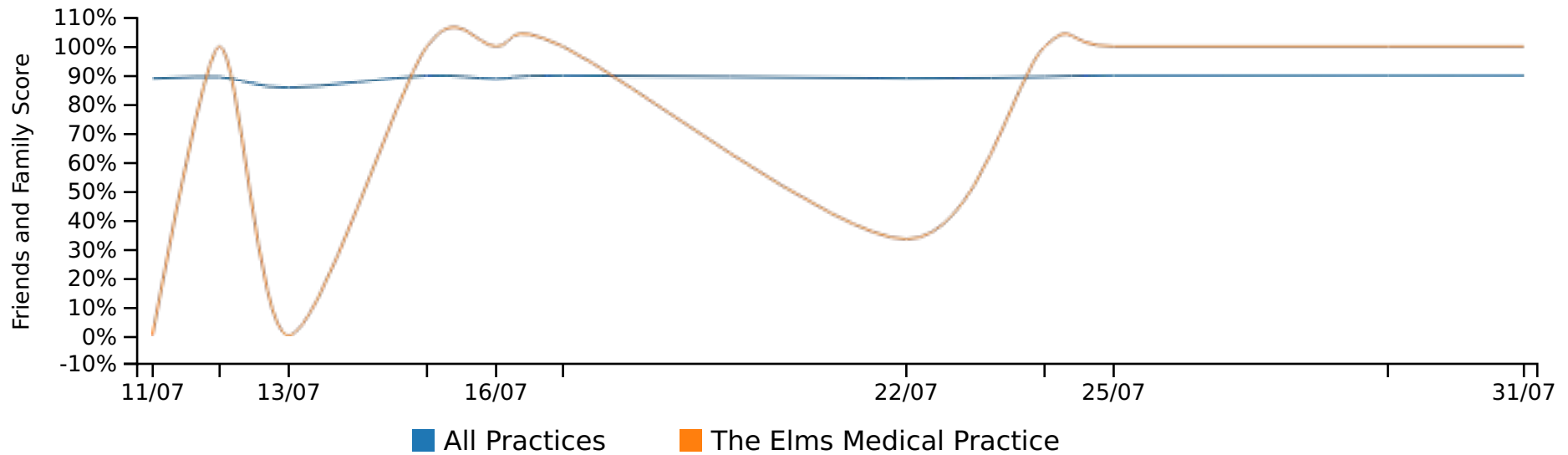0%   **88%** 100%

ɴ Score   High Score

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 30th percentile means your practice scored above 30% of all practices.

Practice Score: 'Recommended' Comparison

Friends and Family Score (y-axis: -10% to 110%)

x-axis: 11/07, 13/07, 16/07, 22/07, 25/07, 31/07

■ All Practices   ■ The Elms Medical Practice

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

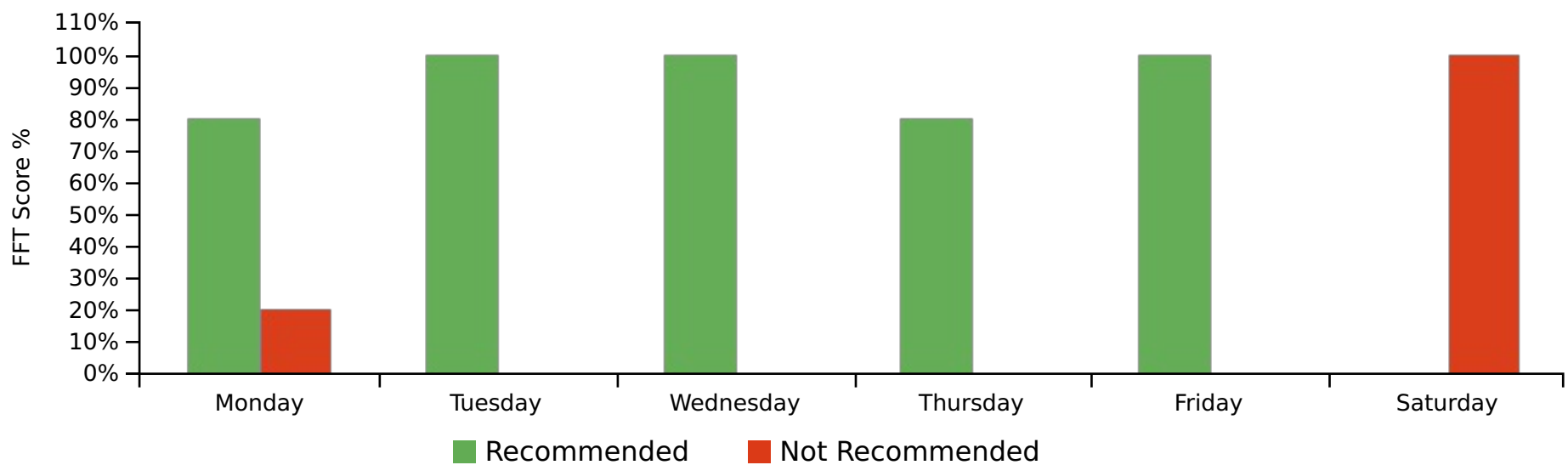### Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	85%	90%	93%
The Elms Medical Practice	100%	94%	79%

Gender

All Practices

91% 90%

The Elms Medical Practice

100% 83%
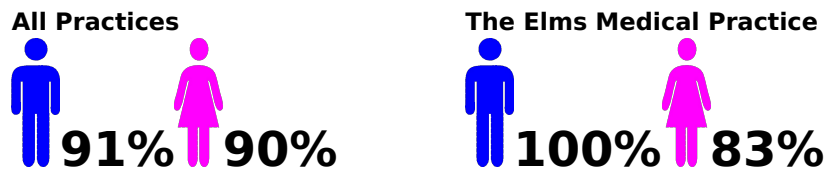
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

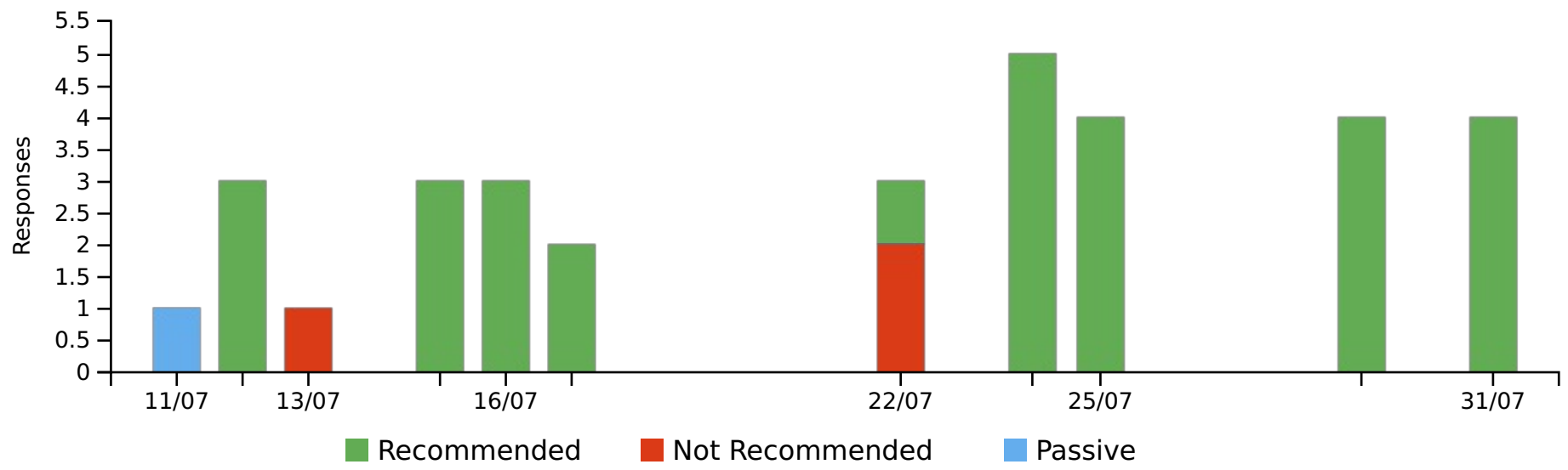### Practice Score: Day of the Week Analysis

FFT Score % (y-axis: 0% to 110%)

x-axis: Monday, Tuesday, Wednesday, Thursday, Friday, Saturday

■ Recommended   ■ Not Recommended

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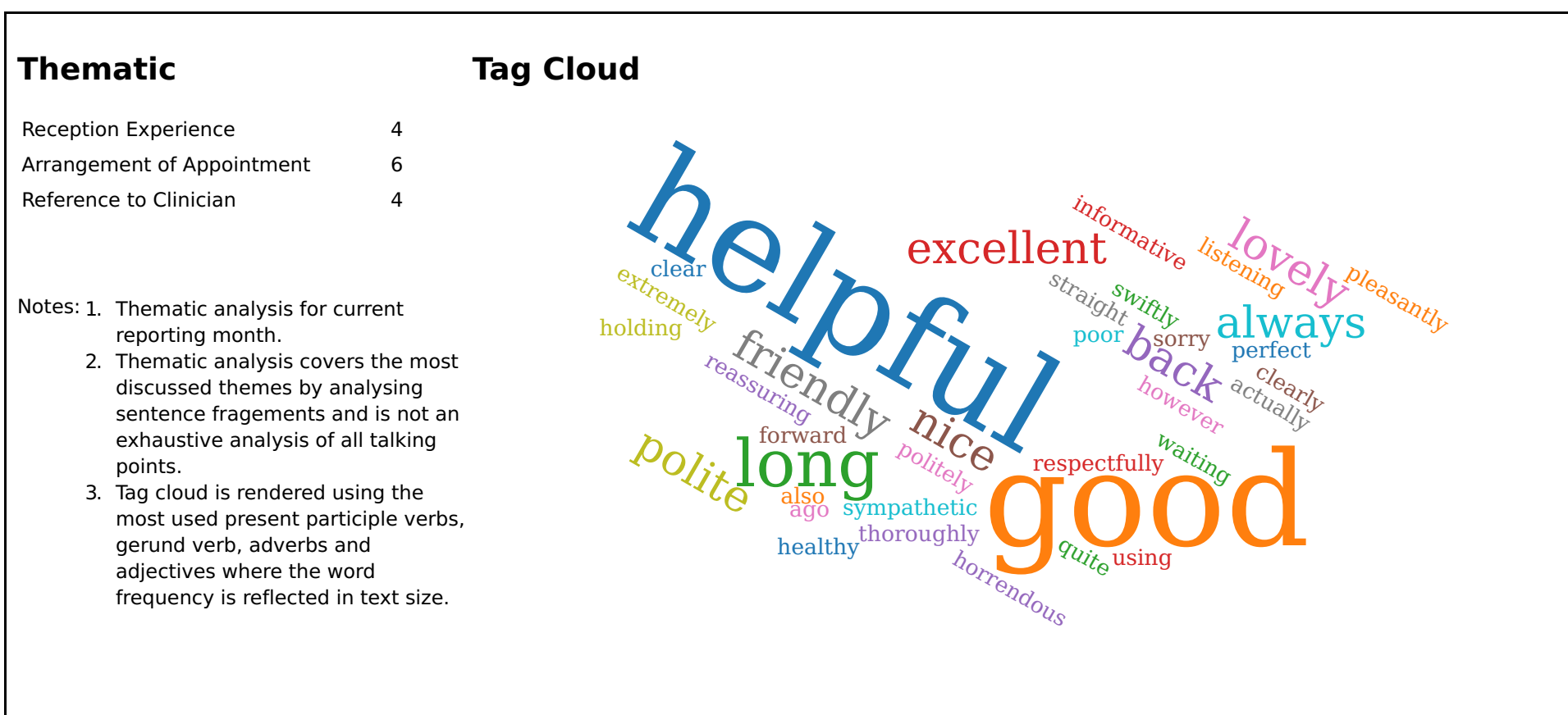2. Score calculated as per NHS requirements. See scoring guidance section.

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.

Patient Free Text Comments: Summary

Thematic

Reception Experience	4
Arrangement of Appointment	6
Reference to Clinician	4

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 adjectives where the word frequency is reflected in text size.

Tag Cloud

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 I was put at ease

✓*Because the dr I see Emma was clear about my problem, and she spoke in a way I didn't have to worry, also I was in a wheelchair and she took me out to my husband,*

✓Dealt with swiftly and sorted blood test etc

✓*Excellent and helpful call back*

✓Very nice nurse, informative, on time.

✓*Was seen in time*

✓I didn't wait long before being seen. The lady I saw was very helpful

✓*My experience with the E consult was very good and I couldn't fault my Face to face consultation but I did have to ring the surgery myself to chase up the face to face appointment*

✓Nurse was lovely, very helpful and reassuring. Bit of a long wait at reception to book follow up appointment

✓*I would have given a 1 as the appointment was very good. However, it would have been excellent if it was face to face, not over the phone.*

✓Health Check was explained to me and why, nurse was very nice and answered my questions, got seen on time

✓*I was seen by 2 lovely lady's Jo and Ali and results checked and sent straight to hospital*

✓Today for the first time since I joined the practice I needed an emergency appointment. I had a face to face with a receptionist who was very understanding and helpful. She managed to make an appointment with a paramedic whom I saw within three hours. The paramedic was extremely friendly and sympathetic to my problem. She diagnosed an infection and arranged a course of antibiotics.

✓*Perfect service*

✓Good listening, to understand. Polite and friendly. Helpful. No waiting for long periods.

✓*I was treated respectfully and my issue was thoroughly investigated*

✓The receptionist was polite, the pharmacist was helpful, and we discussed a plan forward.

✓*I switched surgeries 2 years ago and have always managed to get the help and apts I've needed for both me and my children*

✓My booked phone app was very good but actually booking the app by phone took 51 mins holding on and 35 mins at no 2 in the queue was poor.

✓*I was seen before my appointment time, given all the information and advise I needed to stay healthy.*

✓That should speak for itself

✓*Pleasantly treated although I had to wait quite a time,using the phone is horrendous but if you walk in its a lot better*

✓Spoke to Ali who very clearly and politely answered all my questions.

✓*The reason I put good is because always having trouble with reception to get appointments all other staff are very good*

Not Recommended

✓Sorry 5

✓*In this day and age you should have a back up system if your computer systems fail. Pen and paper would be a start*

Passive