

FFT Monthly Summary: October 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
72	15	7	4	2	0	0	0	0	100	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:	246						
Responses:	100						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	72	15	7	4	2	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	72	15	7	4	2	0	100
Total (%)	72%	15%	7%	4%	2%	0%	100%

Summary Scores

87% 6% 7%

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:

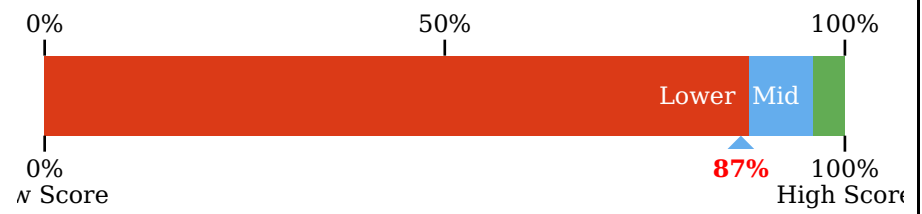
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

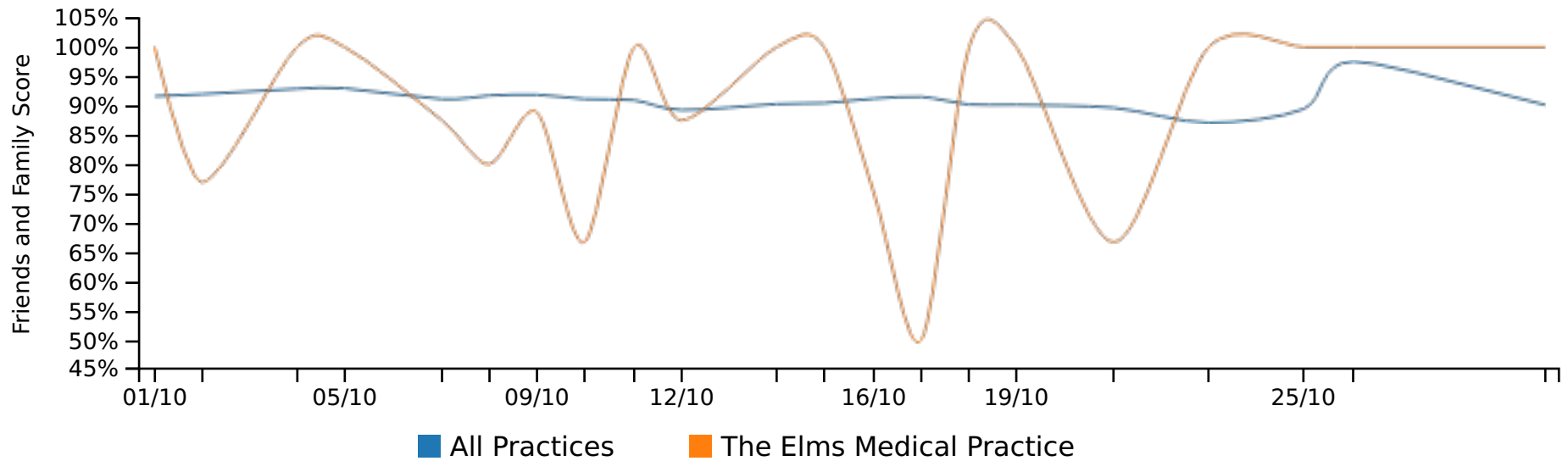
Your Score: 87%

Percentile Rank: 20TH



- 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 20th percentile means your practice scored above 20% of all practices.

Practice Score: 'Recommended' Comparison



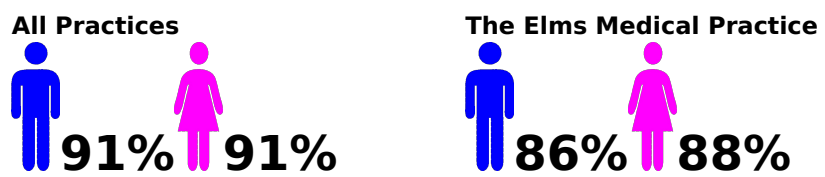
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

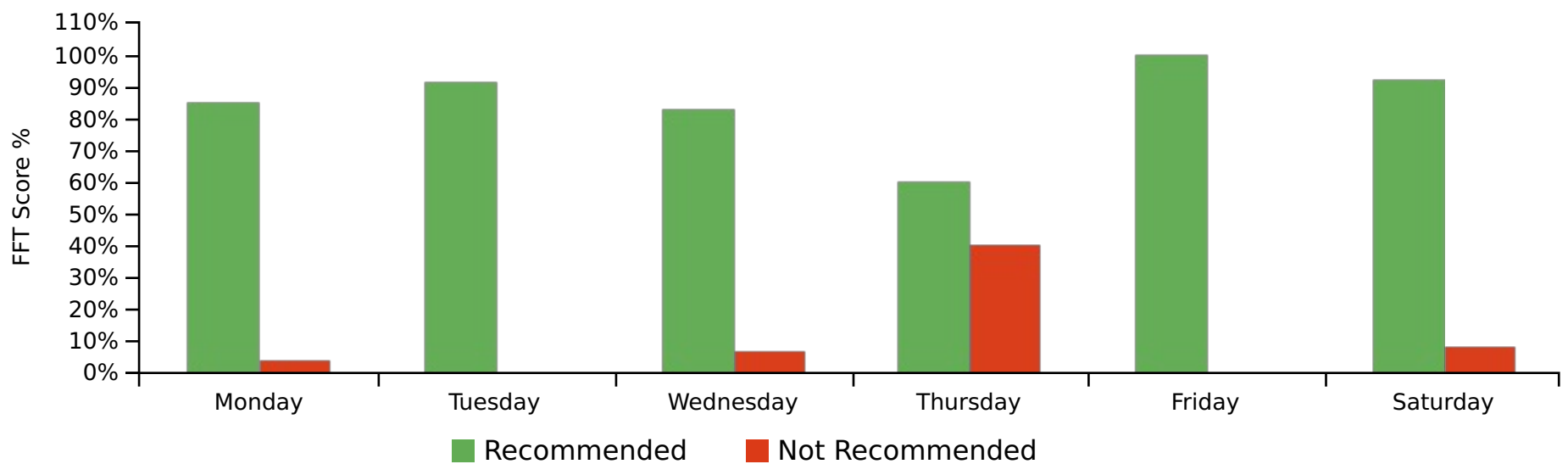
	< 25	25 - 65	65+
All Practices	85%	90%	94%
The Elms Medical Practice	80%	85%	89%

Gender



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

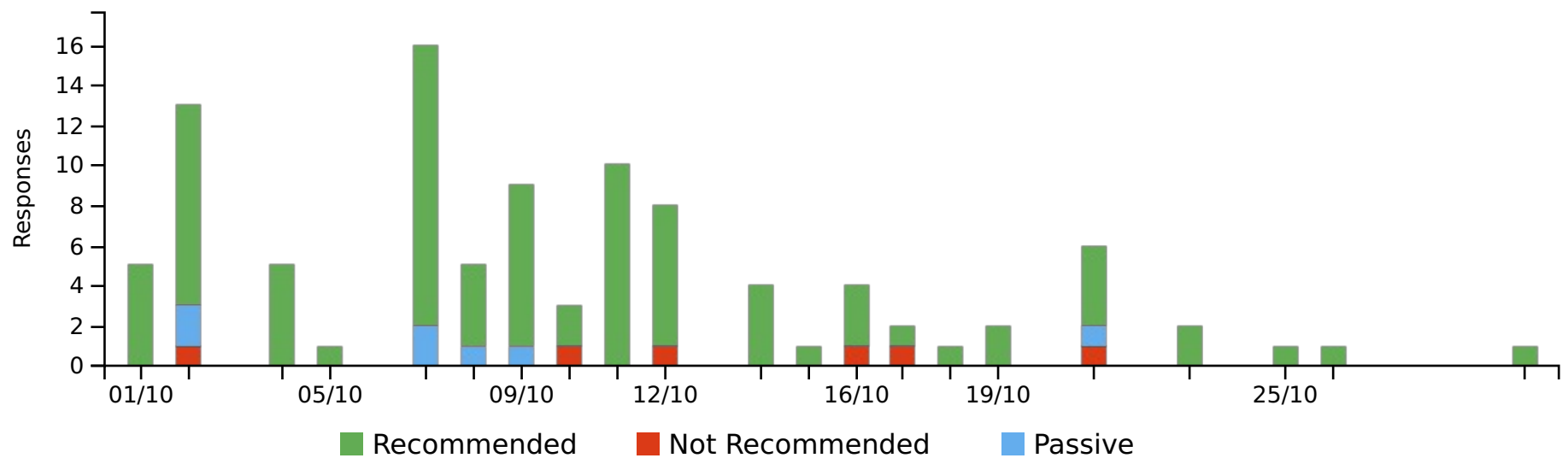
Practice Score: Day of the Week Analysis



- 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.

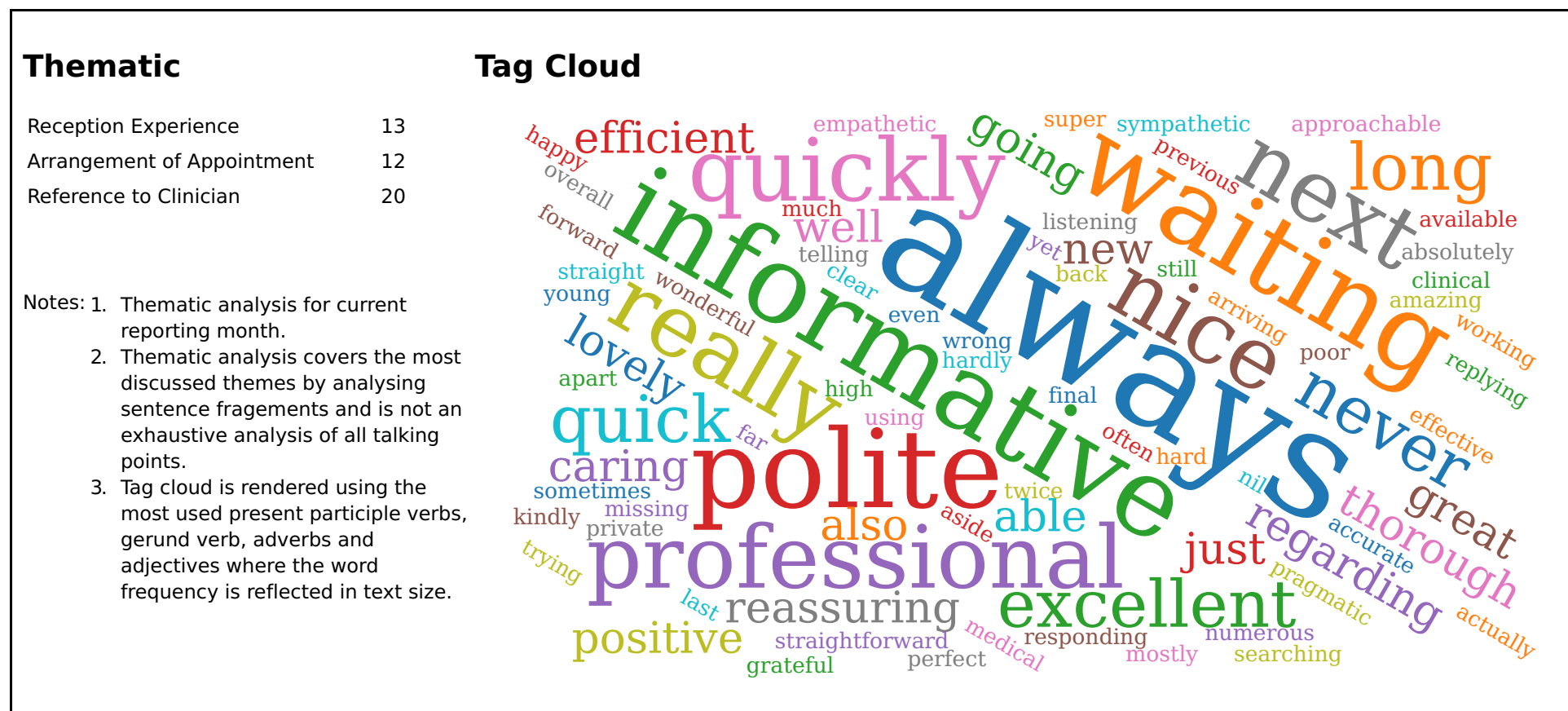
SECTION 4 Patient Response Analysis

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.

SECTION 5 Patient Free Text Comments: Summary



Patient Free Text Comments: Detail

- Notes:
- Free Text Comment received for current reporting month.
 - Classification based on initial response to Q1 rather than content of message.
 - Legend: ✓ Consent to publish comment / ✗ No consent to publish comment

Recommended

- ✓Introduced herself, talked through my bp readings and telling me any changes to report back. Quick and efficient service
- ✓Gp called as requested listened to me gave me advice regarding bp explained what I am to do and then look into if I need new bp pills very pleased indeed
- ✓Because the service was good & professional
- ✓The service I received during my health check was very good
- ✓Consultation was on time, helpful and informative
- ✓Very helpful doctor Sent me to hospital and I got everything sorted out thank you
- ✓Always friendly even though there non stop....
- ✓Called yesterday, saw nurse today and got prescribed antibiotics
- ✓Appointment on time, explained every step of the procedure, and listened to any concerns
- ✓Friendly staff and wonderful service
- ✓GP was empathetic, good listening skills, good communication skills and was pragmatic
- ✓Didn't have to wait... straight in.. very nice nurse... explained everything..
- ✓The GP practice always sorts things out for me.
- ✓So efficient and advice accurate and effective. No waiting time at reception. World's apart from my previous surgery.
- ✓The appointment was on time and the nurse was very helpful
- ✓My appointment was on time. The doctor was very thorough and made appointments for further investigations on my problem. The doctor was very professional and I felt I could not of had a better consultation.
- ✓No waiting. The nurse was informative and reassuring. It was a positive experience
- ✓The member if staff was helpful and informative.
- ✓Because so far any queries I have had have been answered and remedied quickly
- ✓Because the pharmacist that phoned me explained my results very thoroughly.
- ✓If I could give it a better score I would. Never had an issue with the place. All ways help when needed.
- ✓Other then trying to book an appointment, service has been good
- ✓On time , polite and friendly
- ✓The paramedic/nurse I had was so lovely! Made me quickly feel at ease. Listened and was very sympathetic towards me which was so lovely, very good experience
- ✓She was very polite and informative
- ✓Very thorough when I got seen today did lots of observations and requested more tests. She was very helpful and understood my concerns . Reception was also very friendly and helpful
- ✓Always helpful prompt with replying and I think you care and understand your patient needs.
- ✓I haven't had too much interaction with the surgery yet as new to the area but the lady who phoned me this morning explained the results of my blood test thoroughly with advice for going forward.
- ✓Staff are always helpful
- ✓They was helpful and quick and very polite
- ✓I was seen on time and all my queries were answered
- ✓Friendly and approachable
- ✓No waiting very quick attention
- ✓I was treated extremely nice by the doctor I see this morning xx
- ✓Excellent advice and support
- ✓My GP and the GP practice are absolutely amazing!
- ✓Answered all my questions and gave me clear instructions what to do next
- ✓We went yo the wrong place. Helpful and friendly receptionist
- ✓Because the staff was nice and polite, I didn't have to wait too long all from start to finish. The star was very good.
- ✓This was for flu jab, no Qs, to actually see someone at surgery, would not be near that ,would be bottom end, so 1 was just fir today.
- ✓Appointment on time. Felt listened to and both the nurse and the GP were very understanding and knowledgeable
- ✓I have been a patient of the Practice for over 70 years and have never found fault.
- ✓Aside from phone call queue, everything was straightforward once we got an appointment and the service was good
- ✓Very good professional informative service
- ✓Everyone is Always very polite,in my case I wear hearing aids in

- ✓ *Staff on reception when i went in twice last week were very helpful. Nice friendly young girls. Pharmacist who ohoned me today, also very helpful and has arranged for a face to face appointment next week.*
- ✓ *Because ally was extremely helpful and reassuring*
- ✓ *Excellent, caring staff.*
- ✓ *Dr Woodfield and the Dr he was working alongside were really helpful and caring. Just a really positive experience with them both!*
- ✓ *Receptionist requested a call for me from the clinical pharmacist who has arranged my medication today so I'm very happy this has been sorted out so quickly.*
- ✓ *Great visit no problems very helpful*
- ✓ *The nurse was very professional and tried to reach me on numerous occasions as I was at work. It could, realistically, be a higher rating - but I will settle for GOOD*
- ✓ *Well explained consultation with advice for next steps.*
- ✓ *All staff at this practice always treat people with respect and helpful. I've always been seen on time and treated kindly and felt listened too.*
- ✓ *Excellent care and referral for next week*
- ✓ *Have mostly had good experience from this surgery over the years. Had call today, no problems*
- ✓ *Pleasant staff was able to book in quickly .*
- ✓ *Because I was treated so well with kindness and respect so than*
- ✓ *Really helpful doctor, great listener and gave really helpful advice. I felt like I was being heard. I am super grateful. Wish there were more people like this available for help and advice.*
- ✓ *My appointment was kept on time and the Asthma nurse was very helpful and gave me reassurance and sound advice regarding on going care.*

Not Recommended

- ✓ *Prescriptions not arriving in High Halstow on time and often items missing.*
- ✓ *Poor communication to me no booked appointment time called using private number so not able to identify caller*
- ✓ *Because I was asked to and not haopy*
- ✓ *I'm responding to a text I received from The Elms Medical Practice to rate its services I've rated the service I received today as being very good. My apologies I assumed 5 meant very good. So, my overall rating is 1. Thank you*

Passive

- ✓ *As I can never get an appointment in the mornings when I call for an appointment and can hardly speak to some without waiting and waiting .*
- ✓ *Consultation was good but it took a long time to get the appointment*
- ✓ *The receptionist body language and the way she spoke to people on the phone as if it was an effort*
- ✓ *Yes it's sometimes hard to get appointments with DR.Friday called 12 in que got to 6 no appointments left got to 1 and no one to talk to until Monday*
- ✓ *Despite being told that I was number one in the cue it still made me wait over 7 mins b4 they answered the phone.*
- ✓ *Yes , injections given perfect , no complaints whatsoever! Complaint having to go searching for a person, as there was no one in the surgery to contact or explain . So Nil Point. That is my final explanation. thank you .*
- ✓ *Waited too long for test results, then had to have an over the phone chat.*