FFT Monthly Summary: November 2024

The Elms Medical Practice Code: G82077

connecting patients transforming healthcare

SECTION 1 CQRS Reporting

CQRS R	eportin	g									
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
54	17	3	4	4	0	0	0	0	82	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: Responses:	255 82						
Kesponses.	۵೭ Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	54	17	3	4	4	0	82
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	54	17	3	4	4	0	82
Total (%)	66 %	21%	4%	5%	5%	0%	100%

Summary Scores

८ 87% ♀ 10% ☜ 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.

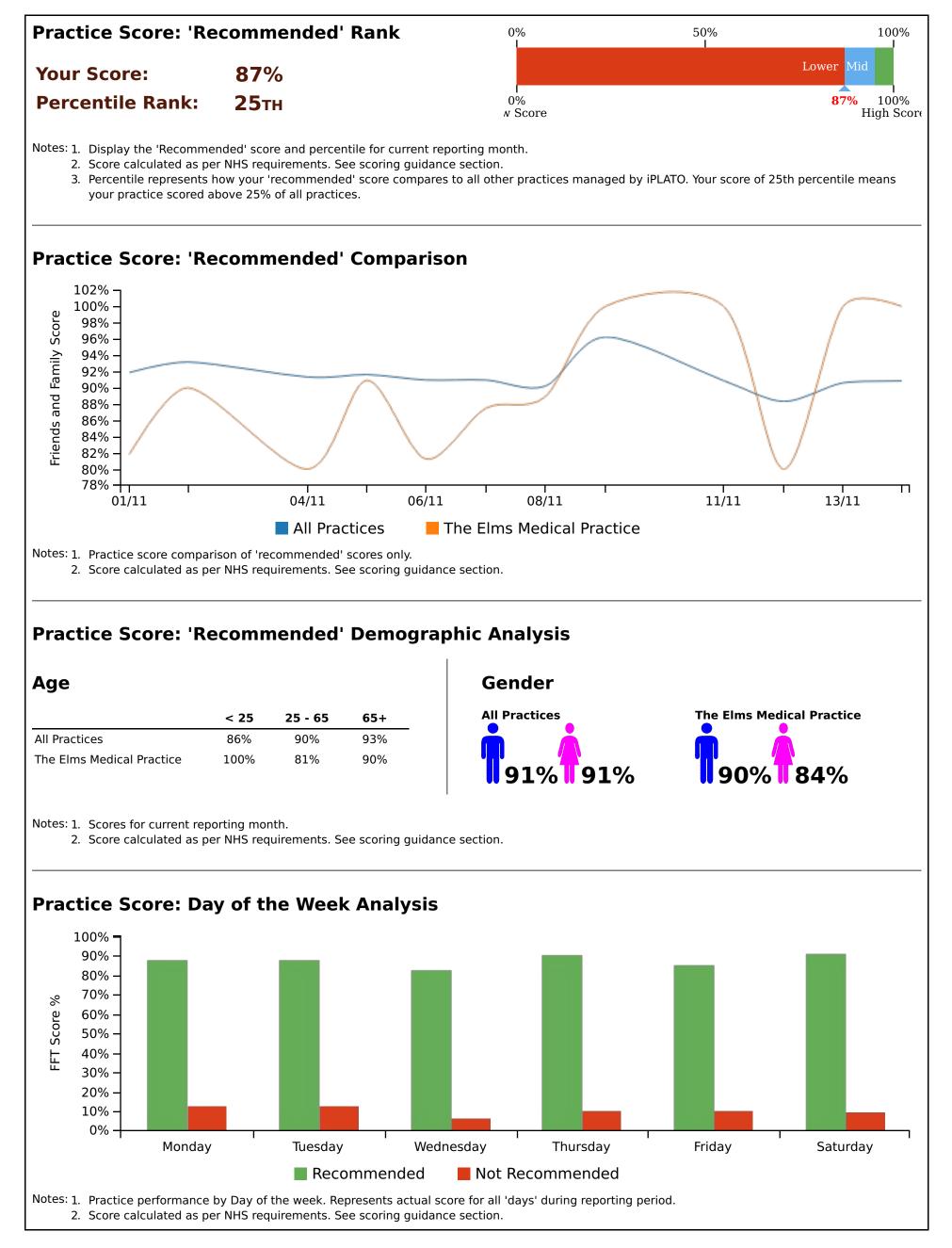
The percentage measures are calculated as follows:

Pacammandad(%) =	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					

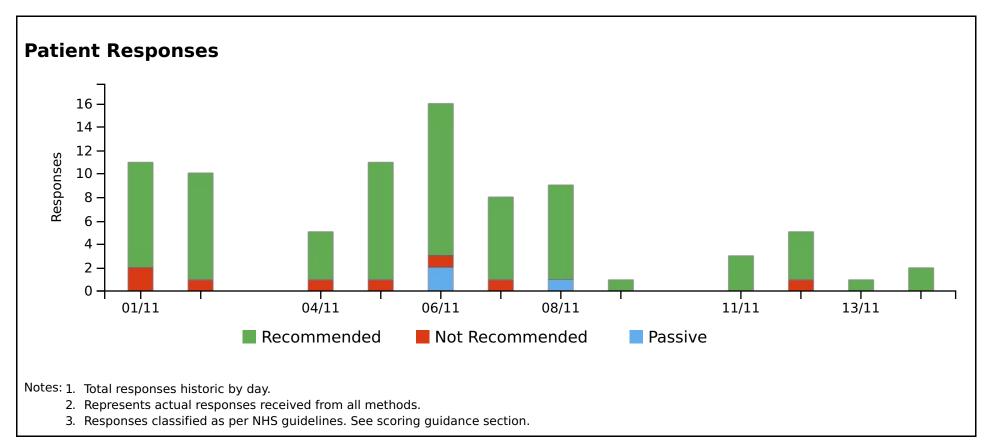
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

Reception Experience	15
Arrangement of Appointment	10
Reference to Clinician	16

- 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.



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 / X No consent to publish comment

Recommended

✓ My appt was:-On timeThe Pharmacist listened & offered some sound advice. I@n

✓ Friendly, respectful and knowledgeable

✓ Efficiency

- ✓ It's hard to get an appointment and I had to wait 2 weeks for a sick note
- ✓1 very good
- ✓ Because the receptionist was very helpful as was both the doctors I saw
- ✓ Got a couple of medical issues sorted out but they need to sort out their phone lines you can never get through
- ✓ Very helpful ,was able to sort all my queries
- ✓ Used the self check in, waited in the waiting room to be seen, then in and out. No issues.
- ✓ Nurse was great, practice itself is a shambles with little or no chance to get apointment
- ✓I was satisfied with the interaction . Thankyou
- ✓ I was listened tob about my problem and was given advice and medication to help me and a very understanding dr very grateful patient thankyou

Excellent service from Doctors , nurses and staff.

- ✓ Sorry should have been 4 after the experience I had yesterday..see email I sent to the Elms Practice
- ✓I see Mr Dignity Moyo who was very informative and helpfull
- ✓ Very satisfied with doctors treatment. I was given a referral and received an appointment on the same day
- ✓ Good
- ✓ Joanna Hyett and doc woodfield are amazing helping me.
- ✓ Self booking-in easy to use and prompt and efficient service from Nurse
- Great attentive service, thank you, I appreciate your help.
- ✓I didn't have to wait long to see the GP
- ✓ Was very helpful and have good advice
- ✓I have recently been able to access a doctor
- ✓ The service from the receptionist Courtney was so lovely and professional.
- Because myself have never had any problems
- ✓ Some of the staff polite, doctor I saw was nice and got an appointment fairly easily.
- New reception Staff very friendly but limited opening times of dispensary very difficult to pick up prescriptions.
- ✓ Good is aood
- Didn't have to wait long, and the lady was very kind
- Knowledgeable, polite ,only marked down because of running over appointment time.
- Talk about the medication and explained what everything was for
- ✓ Saw the nurse for an injection, was seen on time.
- Excellent advice and help from the clinical pharmacist but reception BP machine giving high readings and too physically high for me to put my arm in properly - should have adjustable chair according to instructions on it.
- Receptionist was lovely and very helpful and so was the pharmacist I had my appointment with. Went through everything with me and showed me what he was looking at in screen whilst talking to me. Helpful and caring both members of staff
- ✓Always get seen when needed. Referrals and paperwork always done by the next day. Always helpful, I have no concerns or problems in the past whenever
- I've needed care, treatment or advice.
- ✓ Excellent thank you to theNHS staff.
- ✓ Because you asked for it
- ✓ Always receive a fabulous service from the surgery staff and doctors
- ✓ Very concerned and attentive
- ✓ Excellent service no waiting and nurse very informative
- ✓ Polite service no waiting spotless surgery
- ✓ I get a response everything I call and I could not ask for anything more from the GP practice, they have always steered me in the correct way.
- Telephone consultation arranged and medicines prescribed..... only reason I didn't mark as 1 is the long queues on the telephone to speak to reception.... but once you get through they are very helpful and pleasant
- ✓ I called the surgery yesterday for my recent blood test results, had a telephone apt this afternoon with a pharmacist who has put me on the medication required. Very quick and efficient service
- In thomas was very nice and calming and listened to everything i had to say and resulted in a positive way for me personally.

✓ Very efficient

✓Great service and knowledgeable staff

✓ Nurse phoned and was very helpfull

 \checkmark I had to wait 20 minutes and there was no reason why but the receptionists were excellent

Not Recommended

 \checkmark Very difficult to arrange appointments, impossible to speak to pharmacy to discuss anything.

- ✓ Wouldn't give me an appointment so now I need another surgery
- Because there is no organisation. After E consult advised to collect a prescription turn up 24 hours later and no one knows anything about it! Got to back after 4 today and hope it's appeared but have a feeling it won't have. Travelling from lower Stoke back k forth.
- ✓ Your staff cannot follow a simple request, inform you of differing advice and the practise manager did not call me. Utterly useless
- ✓ Slow service. Appointments hard to book. Staff don't seem interested in what you say or providing service.

Whilst Ali was polite, I felt that there was a lack of understanding of where I am with my Diabetes management. Having had T1 for around 8 years, the advice given to carry sugary foods with me was slightly pointless. I was told my readings should be below 9mmol when my actual target is below 8mmol. I felt I was treated as though I was very very new to the condition. I was then astounded to read the notes on the MyGP app saying she educated me on a healthy lifestyle (I was asked if I had a healthy life, I said yes and that was that) and then to read that I had confirmed a compliant to my treatment was shocking when I have made no such compliant nor did I confirm anything to this nature on the phone. I wonder if the details on my file in fact relate to someone else.

Passive

✓ Lynda was very nice, unfortunately the reception area was very unhelpful

- ✓ To wait 24hrs to have a prescription signed when it was a face to face appointment is ridiculous. The paramedics at the surgery are amazing
- Cannot get a follow up appointment until 3 weeks time which all seems a little pointless