

# FFT Monthly Summary: November 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
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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>	<b>255</b>						
<b>Responses:</b>	<b>82</b>						
	<b>Very good</b>	<b>Good</b>	<b>Neither good nor poor</b>	<b>Poor</b>	<b>Very poor</b>	<b>Don't know</b>	<b>Total</b>
SMS - Autopoll	54	17	3	4	4	0	<b>82</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>54</b>	<b>17</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>82</b>
<b>Total (%)</b>	<b>66%</b>	<b>21%</b>	<b>4%</b>	<b>5%</b>	<b>5%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

👍 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:

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

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

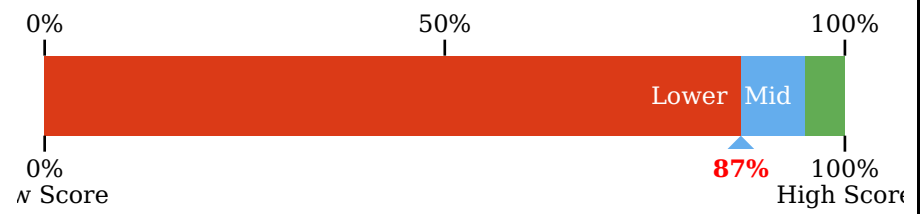
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

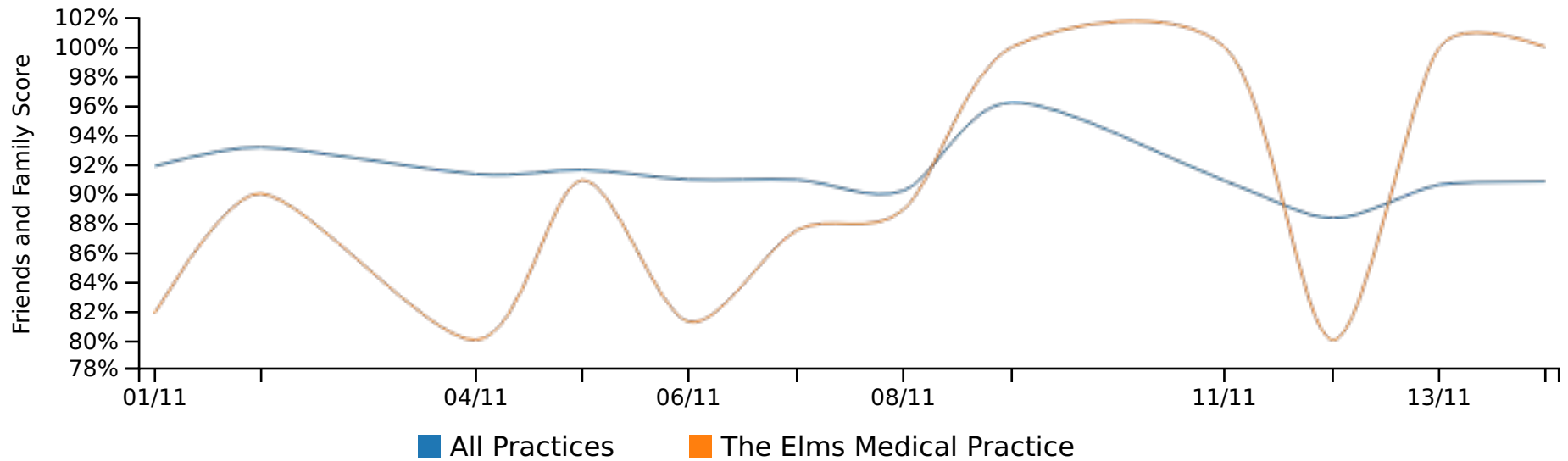
### Practice Score: 'Recommended' Rank

**Your Score: 87%**  
**Percentile Rank: 25<sup>TH</sup>**



- 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 25th percentile means your practice scored above 25% of all practices.

### Practice Score: 'Recommended' Comparison



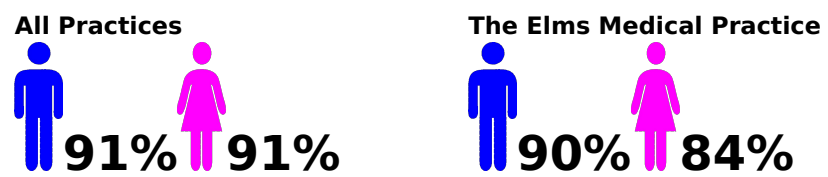
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

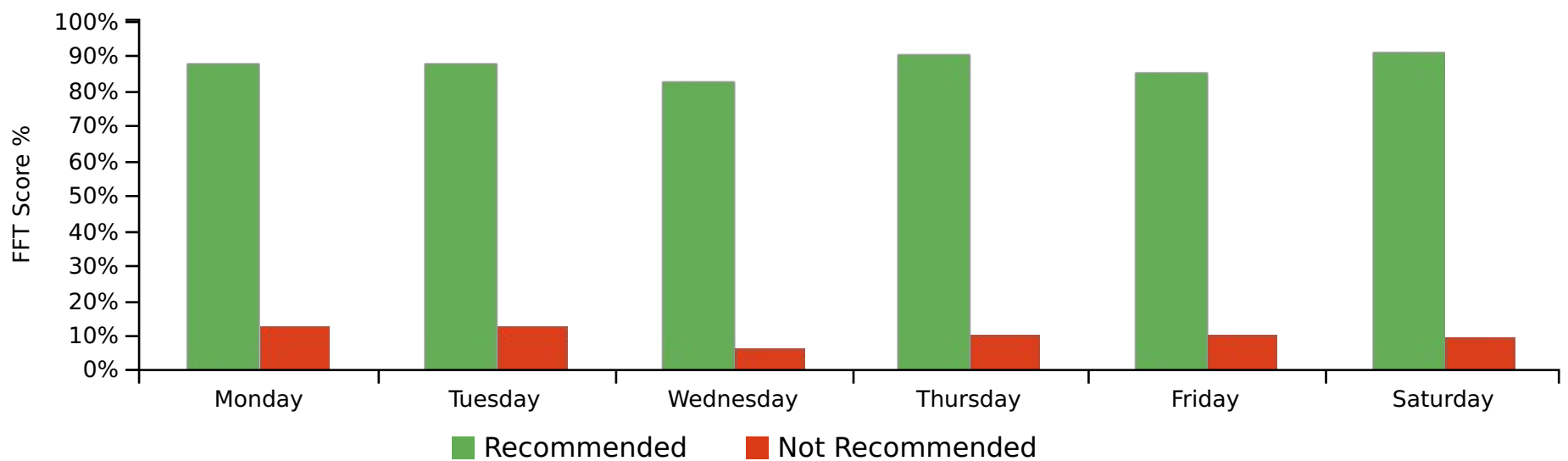
	< 25	25 - 65	65+
All Practices	86%	90%	93%
The Elms Medical Practice	100%	81%	90%

#### Gender



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

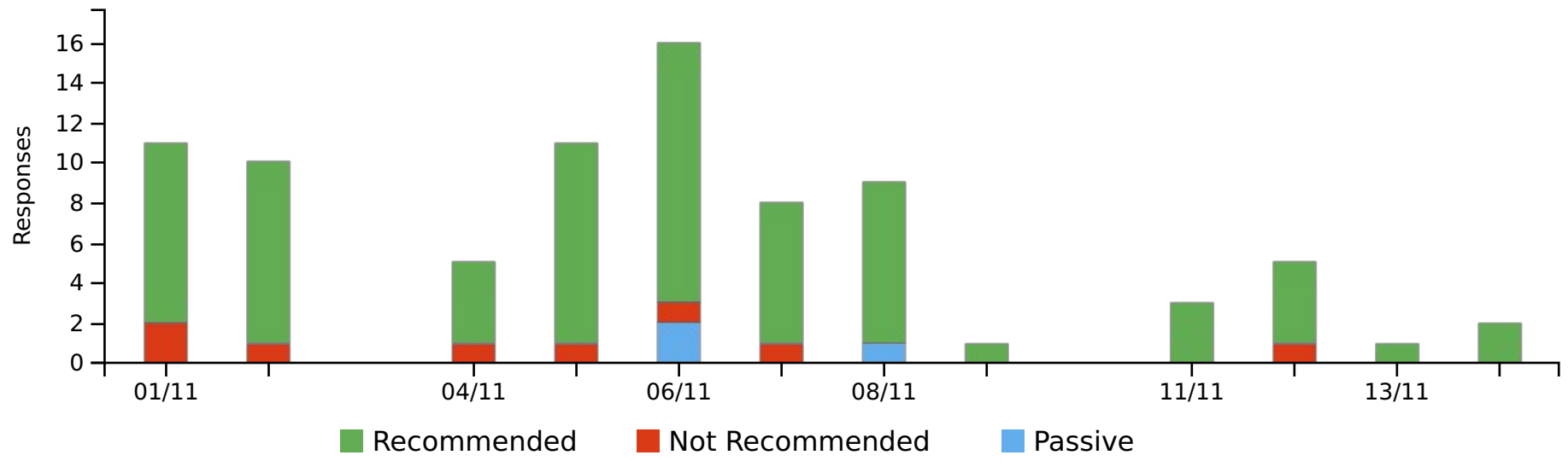
### Practice Score: Day of the Week Analysis



- 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.



- ✓ *Very efficient*
- ✓ *Great service and knowledgeable staff*
- ✓ *Nurse phoned and was very helpfull*
- ✓ *I had to wait 20 minutes and there was no reason why but the receptionists were excellent*

### **Not Recommended**

- ✓ *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*