FFT Monthly Summary: August 2024

The Elms Medical Practice Code: G82077

SECTION 1 CQRS Reporting

CQRS R	eportin	g									
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
62	20	4	1	3	0	0	0	0	90	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:	247						
Responses:	90						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	62	20	4	1	3	0	90
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	62	20	4	1	3	0	90
Total (%)	69 %	22%	4%	1%	3%	0%	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:

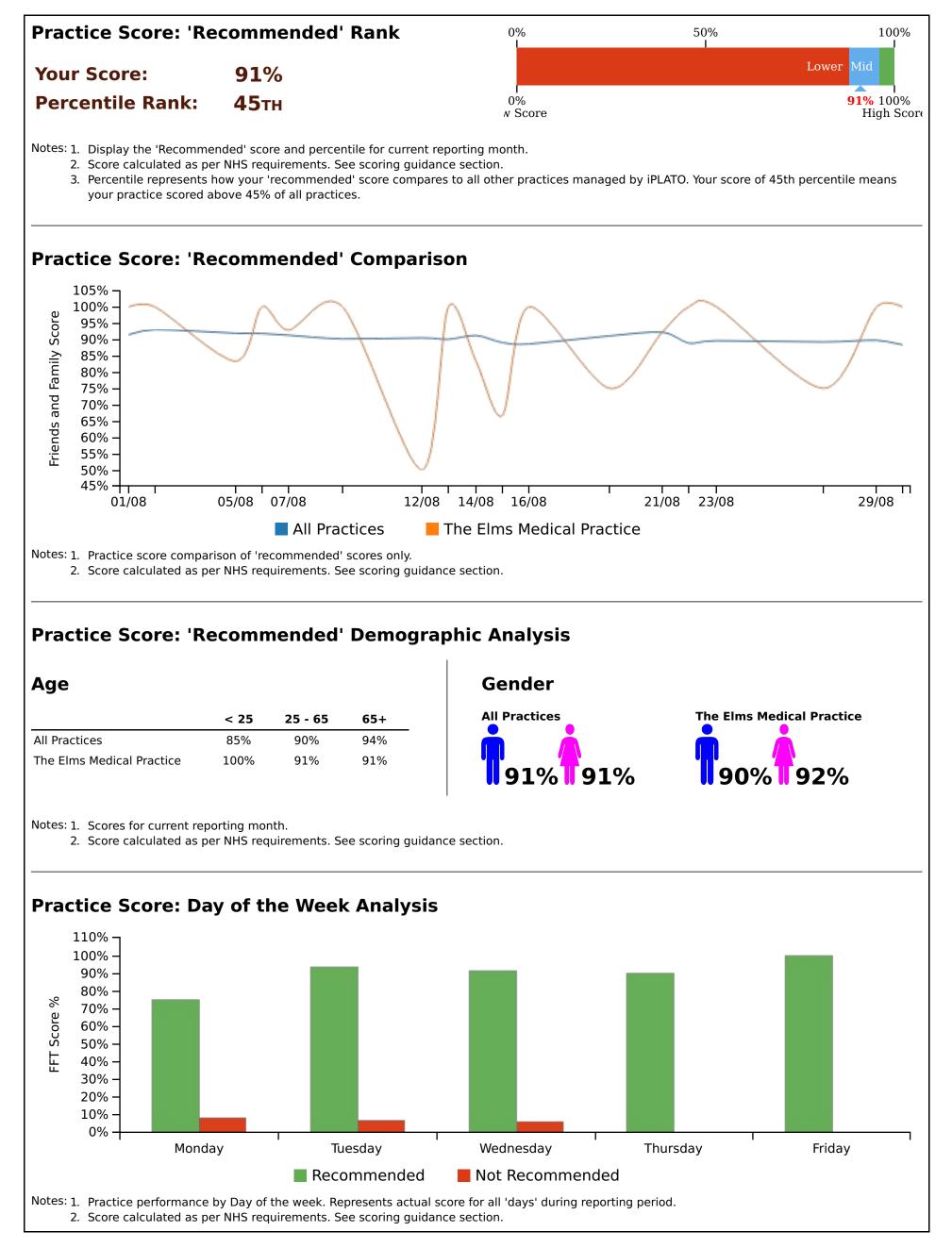
Recommended (%) =	very good + good x 100					
Recommended (%) –	very good + good + neither + poor + very poor + don't know					
Not Recommended (%) =	very poor + poor x 100					
Not Recommended (%) -	very good + good + neither + poor + very poor + don't know					

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

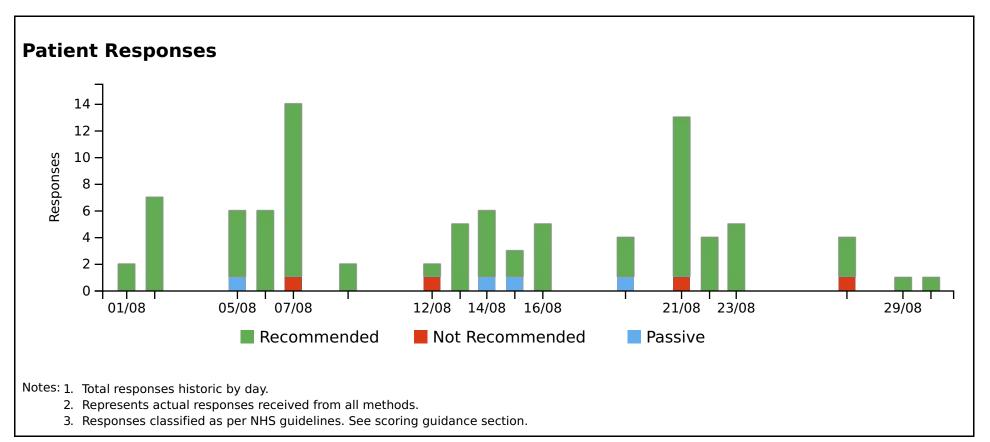


http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

SECTION 3 Practice Scoring



SECTION 4 Patient Response Analysis



SECTION 5 Patient Free Text Comments: Summary

Thematic Tag Cloud 8 **Reception Experience** Arrangement of Appointment 15 **Reference to Clinician** 15 delaying Notes: 1. Thematic analysis for current blocking reporting month. checking 2. Thematic analysis covers the most Pleasant discussed themes by analysing ^{loroug} sentence fragements and is not an outstanding exhaustive analysis of all talking challenging 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. ringing thoroughly coming anyway conducting

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

Always very friendly and helpful

✓ Good polite service. Appointment on time

- ✓ Helpful and knowledgeable nurse who gave me my health check.
- ✓ Called at the expected time. Call was to the point the outcome being a plan of action.
- ✓ Was very happy with my conversation on the phone today very helpful

✓ Lovely, friendly nurse, explained everything well

- ✓ Brilliant appointment lovely lady very professional, very satisf
- ✓ I was offered an appointment very quick, the nurse who saw me was kind and explained everything to me that she was doing and what tests would be needed

getting soing

brilli

ally

revious

sometimes

efficiently eventuallv

due disabled

waiting

busv

- ✓ It is always extremely difficult to get an appointment. Even an emergency appointment, having been told by a pharmacist you need to see a doctor. However, when you do get to see a doctor or paramedic, the service is usually very good.
- ✓ I gave that answer because they listened and gave me advice then acted on the information. I have always been looked after by the Elms medical centre and never been disappointed .
- ✓ The are very professional and excellent service
- ✓ Conversation was clear and precise all questions answered very knowledgeably.
- Clinical care is amazing, simply cannot be faulted. But often even getting to speak to a clinician can be challenging due to capacity. Ongoing issues with Pharmacy access and prescription fulfillment is frustrating at best. But, I have always experienced an outstanding level of care, compassion and understanding from the Receptionists who have gone above and beyond when they recognised urgency and importance.
- ✓ Good service prompt drs polite And listen and give good advice when needed
- ✓ Seen pharmacist earlier then appointment time.
- ✓ Easy check-in and the clinical pharmacist was very nice and very knowledgeable, professional and understanding.
- My appointment was on time . Great service from the doctor
- ✓ The surgery has improved of late with more appointments and faster referrals for community investigations. Self checking is very good as the receptionists are always so busy.
- The doctor was very thorough
- ✓ I have always found them to be helpful and courteous in difficult situations and always willing to go the extra mile
- ✓ Very helpful when discussing issues and understanding
- ✓ Ms Akinfolarin gave me details of blood test and was able to answer any questions
- I was very pleased with your service
- ✓ Very good service

✓ She was helpful

✓ Because it was very good

Emma was very friendly and helpful. I also spoke with Steph who tried to sort my NHS app out she was also very helpful.

✓ Prompt direct answers

- ✓ Great service from professional and understanding staff
- ✓ Generally service is ok
- Because I had a great experience with the pharmacist today. She was clear with the details and answered my questions.
- ✓ Very helpful and nice person I spoke to

Once you get through to the surgery the service is good. Ringing for Appointments is difficult and insufficient doctor availability

- ✓ On time, helpful, professional
- ✓ For once got a call back and got to see paramedic
- ✓ Because of the promt and polite service I received
- The Practice is considering all the aspects affecting my health and looking at courses of action to take. Thank you.
- ✓ Very helpful lady i spoke to, very informative, coudnt of asked for more
- ✓ Very helpful, friendly service
- ✓ Because this morning the lady that helped me sort my problem out was patient and sorted it out for me
- ✓ Alice
- Came in today for a NHS Health Check. Done the self check in, then was called in right on time for my appointment. The nurse Mrs Ellis explained everything to me and was professional and nice. Car parking is always a problem there, otherwise a good experience.
- Yes the lady was clear and explained my results of my blood test

✓ Was happy with my appointment.

✓ It would have been a one but your receptionist has no people skill and she is always rude

✓ Dealt with my problem quickly and efficiently

✓ Because I was satisfied with the service

✓ The doctor that called me was so lovely and polite

I didn't go with my husband but my daughter did and she said all was good

✓ Emma was very helpful gave good advice

✓Ali is very professional, thorough and answered/addressed all of my questions/concerns.

✓ Polite. Friendly. Knowledgeable.

Used call back service which was quick today managed to make appointment for this afternoon. When I arrived I was shown the self service check in. I only had to wait for 5 minutes and then Spoke to Miss knight who was very helpful and friendly and informative. Quick and easy appointment which managed to sort my issue thank you

Because you asked the question. Once I had spoken to someone who made an appointment for B12 loading as requested by hospital, I have been treated very well by Shirley and Jo. They have also been helpful with advice or any questions I had

✓ Was seen to on time and diagnosed quickly.

✓ Seen on time. Nurse was very pleasant and informative.

✓ Had a good explanation of what is wrong with me and appointments and prescriptions sent same day to the chemist

✓ Got good advice. Answered all my questions.

The new self check in system said I had missed my appt but I was on time, so ended up going to the receptionist anyway to sort it out. The appt and nurse were good.

Phone call came as I was told it would. Haley was patient and listened then explained thoroughly the course of action we would follow and what I should do if things got worse. Coming into the practice I was met with smiles and kindness and the girls sorted our appointments explaining why the delays with two of them although we were very happy with the time frame.

✓ The nurse conducting the health check was very good

✓ The staff are always understanding even in difficult circumstances.

Not Recommended

Waited a week for a clinical pharmacist to call, they called today to say they couldn't help me as they don't specialise in my issue so I have been put back on the list to wait, all delaying treatment

✓ If you eventually talk to someone, you're told to call the next day, and the next day and on it goes.

3 weeks for a phone call. Doctors rarely see anyone, pharmacy getting poorer by the week, parking of staff cars blocking the only disabled bay. Takes a week for a repeat prescription to be dispensed, no appointments made available on nhs app. If they were it would lower pressure on reception. We did this years ago at previous doctors in Belvedere Kent was very successful no doctors go the all hallows surgery it's just a waste of a building and resources I could go on

✓ Was meant to have a phone call at 2pm still waiting at gone 5 O'clock!!!

Passive

The reception can be hit and miss depending on who answers.. sometimes it's ok and another it's not. The same goes for medical staff but today I was very impressed with the care I was given.

I appreciate the practice is busy but it's very frustrating trying to get through to get blood test results with 19 other callers in the queue