

FFT Monthly Summary: September 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
67	13	4	4	6	1	0	0	0	95	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 cqrservicesdesk@gdit.com. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients: 258

Responses: 95

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	67	13	4	4	6	1	95
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	67	13	4	4	6	1	95
Total (%)	71%	14%	4%	4%	6%	1%	100%

Summary Scores

84% 11% 5%

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:

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

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

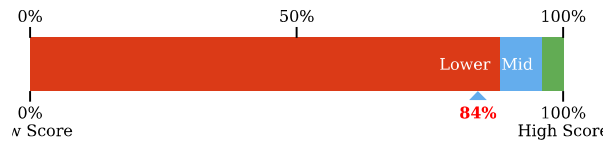
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

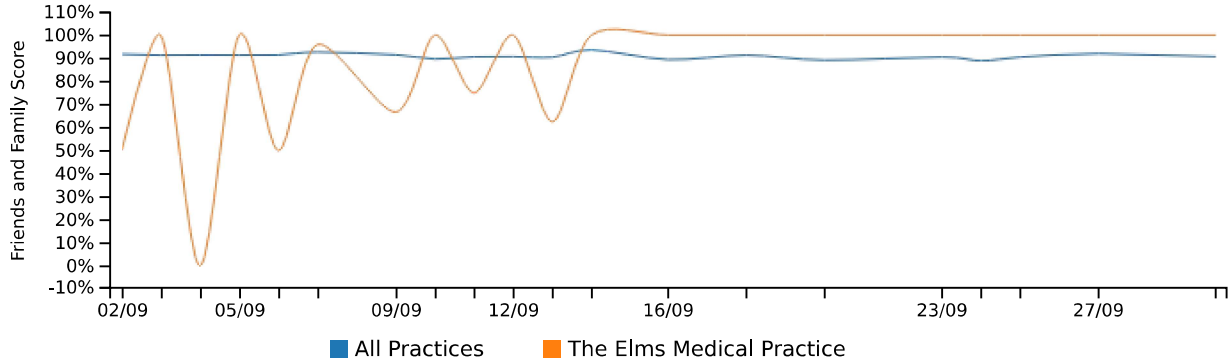
Practice Score: 'Recommended' Rank

Your Score: 84%
Percentile Rank: 15TH



- 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 15th percentile means your practice scored above 15% of all practices.

Practice Score: 'Recommended' Comparison



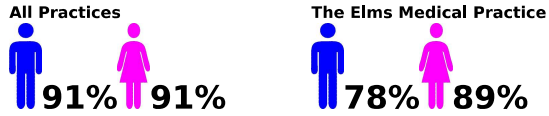
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

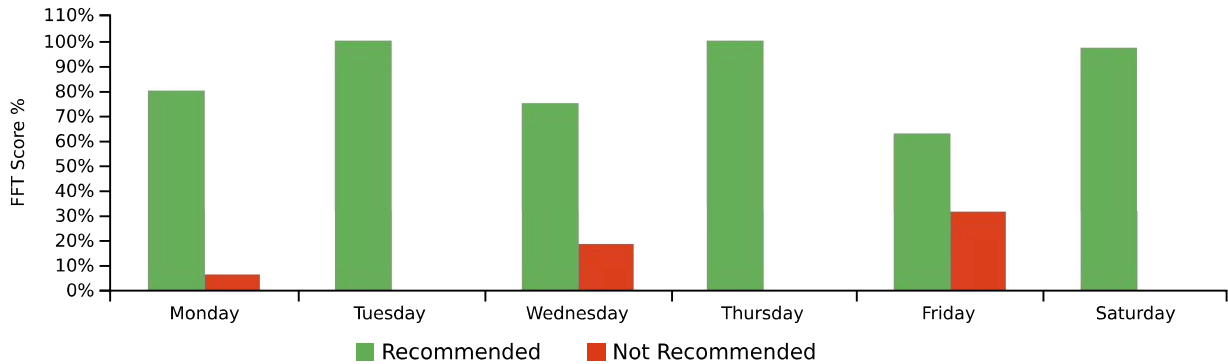
	< 25	25 - 65	65+
All Practices	86%	91%	93%
The Elms Medical Practice	67%	91%	83%

Gender



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

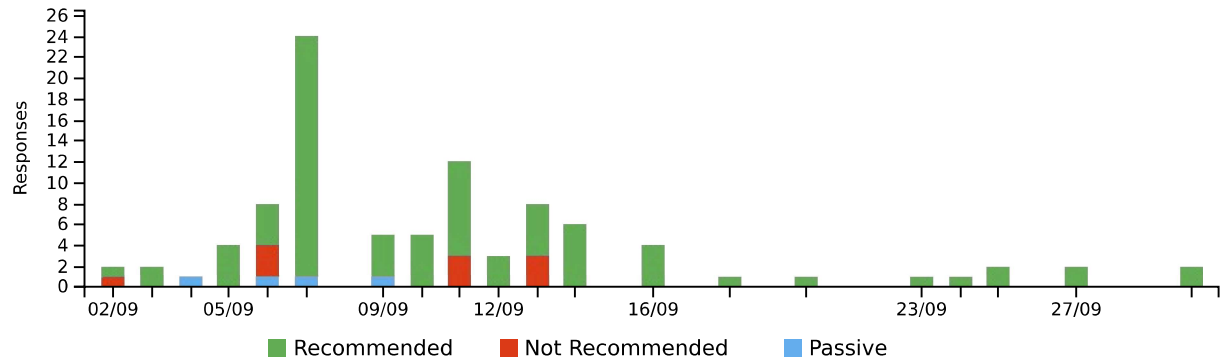
Practice Score: Day of the Week Analysis



- 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

Thematic	Tag Cloud
Reception Experience 12	
Arrangement of Appointment 16	
Reference to Clinician 16	

Notes: 1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragments 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 / ✗ No consent to publish comment

Recommended

- ✓ The practioner was friendly, informative and efficient
- ✓ The clinical pharmacist was awesome
- ✓ THAY WARE VERY GOOD .
- ✓ Because the pharmacist was very helpful
- ✓ I was seen within a minute of arriving and the person I saw was nice and polite
- ✓ Because today, I had a very good experience when attending appointment for blood pressure check Thank you
- ✓ My visit was well managed,staff friendly and informative . No de
- ✓ Service was very good , didn't have to queue went straight in.
- ✓ Because everything was explained to me regarding the new vaccine and I was quite happy with what I was told.
- ✓ Attention to detail, personal approach and kindness.
- ✓ Got an appointment and the paramedic arrived promptly, she was very polite and friendly
- ✓ I got told what I needed to know
- ✓ Well that's what I thought at the time when I managed to see a doctor
- ✓ Notification, appointment, change in venue and delivery of appointment/ vaccination all happened faultlessly.
- ✓ Pleasant, easy to follow advice
- ✓ The surgery is excellent all staff that includes all receptionists back of house staff other members of staff not forgetting the doctors brilliant team
- ✓ It was fast and efficient service with the RSV Vaccine
- ✓ They very good and keep you updated too what is going on And let you know if you require any injections very professional
- ✓ Very good doctor
- ✓ They were very polite, and answered all my questions and put me at ease.
- ✓ Very efficient and happy atmosphere
- ✓ Please see above
- ✓ Because it was just a jab not a doctors appointment
- ✓ On time appointment, consultation was very good
- ✓ Because my treatment was excellent.
- ✓ Dr Albert was really good with the wife and getting our RSV jabs was carried out both efficiently and competently by the staff
- ✓ The service was good very cheerful staff no problems
- ✓ When you can get an appointment, the staff are always so lovely and I feel listened to.
- ✓ Very patient and informative. Listened and gave good advice. Many thanks
- ✓ Good service and lots of information and guidance
- ✓ because they are very good at the job and make you feel at ease
- ✓ The nurse. That treated me was very good
- ✓ appointment on time with friendly person
- ✓ Helpful, friendly and knowledgable. Also listens to you.
- ✓ When eventually get thro on phone very helpful. Also like most Doctors now difficult get an appointment face to face.
- ✓ Polite staff. Lovely doctors
- ✓ They are always kind and helpful
- ✓ The place was empty when I got there so didn't have to wait.The practitioner was friendly,explained everything,he also gave me time to ask questions.
- ✓ Listened to what I had to say and answered all my questions
- ✓ Have always found the practice as a whole very co.operative and pleasant.
- ✓ It's a very good practice the staff all friendly and helpful
- ✓ On time appointment. Staff were very helpful and efficient.
- ✓ Although the phone call was made earlier than appointment I received, the caller was polite with enough knowledge to help me understand my diagnosis, it turn putting me at ease
- ✓ Ali was great
- ✓ The lady was very nice and explained as to what my problem was.
- ✓ Arrived, no waiting around, went straight in
- ✓ I have been with your practice for many years and the service and help I have always been given is excellent.
- ✓ Reference RSV today everything very good

- ✓The Reception Staff and the Doctor were very patient and helpful.
- ✓ *Person I spoke to was helpful*
- ✓On time, Extremely helpful nurse who listened and answered my questions. Changed my prescription and will see her again in a month.
- ✓ *Whoever I speak too or see all of the staff are very polite and try their best wether its the doctors nurses receptionists and pharmacy.*
- ✓The Nurse/Doctor was excellent. Made me feel comfortable and reassured and listened to me and gave advice based around what was required.
- ✓ *Very friendly helpful staff well looked after very happy*
- ✓Punctual appt and professional
- ✓ *Very efficient*
- ✓I was dealt with quickly.
- ✓ *Very professional and explained everything I needed to know*

Not Recommended

- ✓ *When informed of letter from the hospital of changing my cholesterol medication. Said that did not have the same. Until I quoted the date and doctor it was directed too. Then suddenly they found it ?? Very hard to understand the lady on phone.*
- ✓ *You asked for my thoughts on the experience, I've given them and also the reason for them*
- ✓ *Poor phone response,difficulty in getting appointments, no surgery at Grain.*
- ✓ *Some of your reception need people skills, I can understand now why people are rude to them sometimes, they get very frustrated, but not all of the reception staff they are polite.*
- ✓ *Have to wait at least 3 weeks for a doctors appointment 3-4 weeks for blood results and then a further 3 weeks for an appointment if necessary*
- ✓ *simply due to not being able to get appointments and little to no doctors at Allhallows*
- ✓ *E mails confusing*
- ✓ *I feel I have been neglected on several occasions and know I have been put on another antibiotic which I was reassured I had not had to find I have had them I will try to take*

Passive

- ✓ *After sitting on the phone for hours the last 3 times I've called for appointments only to be cut off just before the end of the Que I can't give an opinion because I can't get an appointment*
- ✓ *it's not necessarily the surgery but the system. since the pandemic everything It's such a faff. 3- 4 weeks for a telephone appointment then another wait if you have to have a face to face. it just all takes so long*
- ✓ *I have only been able to see one doctor in 5 years*
- ✓ *When calling surgery there is no option for general enquiries. When appointments are full there is no way to get help so you should have this option added!*