

FFT Monthly Summary: April 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
57	15	8	12	4	2	0	0	0	98	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:	305						
Responses:	98						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	57	15	8	12	4	2	98
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	57	15	8	12	4	2	98
Total (%)	58%	15%	8%	12%	4%	2%	100%

Summary Scores

👍 73% 🗑️ 16% 🙋 11%

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:

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

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

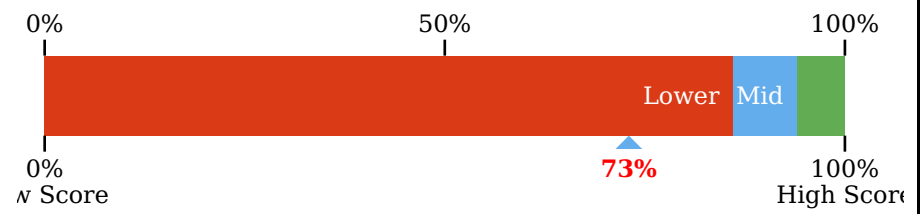
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

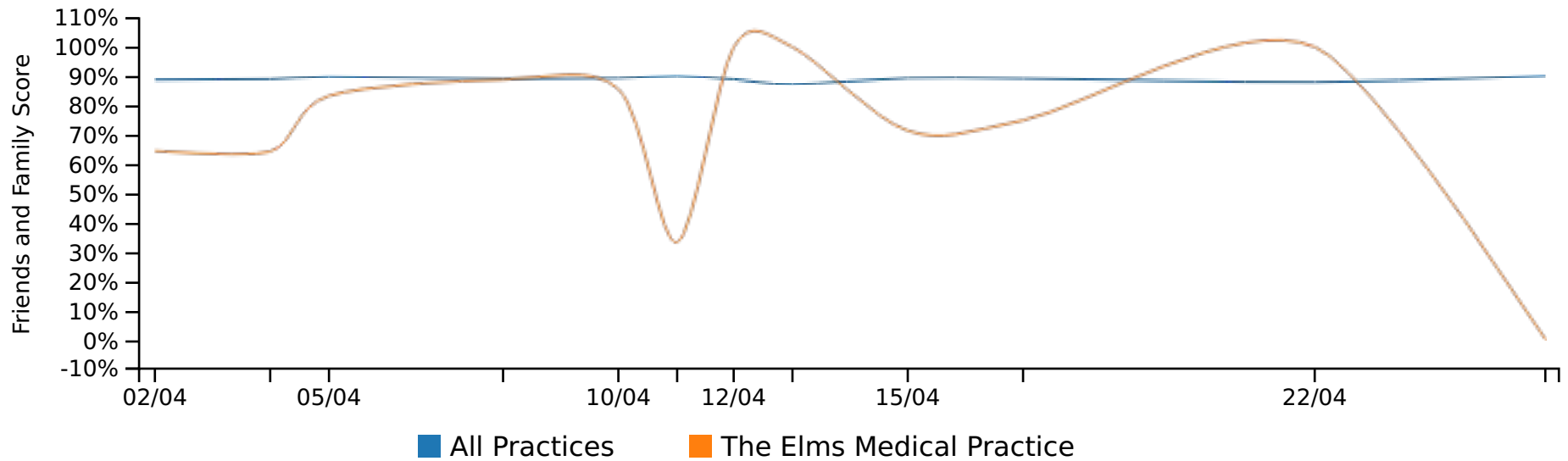
Practice Score: 'Recommended' Rank

Your Score: 73%
Percentile Rank: 5TH



- 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 5th percentile means your practice scored above 5% of all practices.

Practice Score: 'Recommended' Comparison



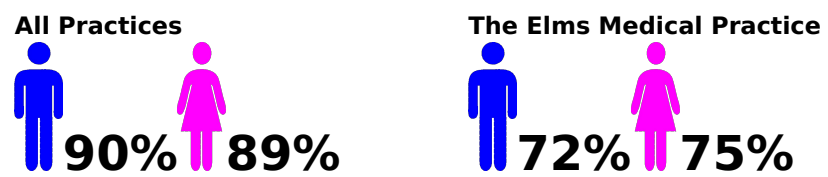
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

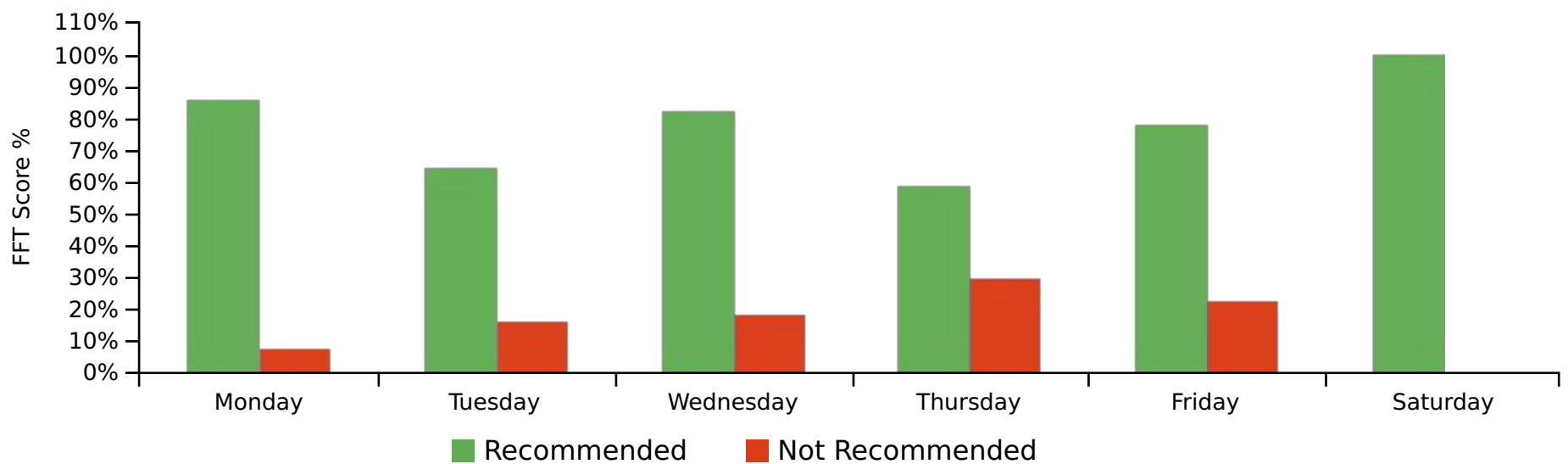
	< 25	25 - 65	65+
All Practices	84%	89%	92%
The Elms Medical Practice	70%	78%	66%

Gender



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

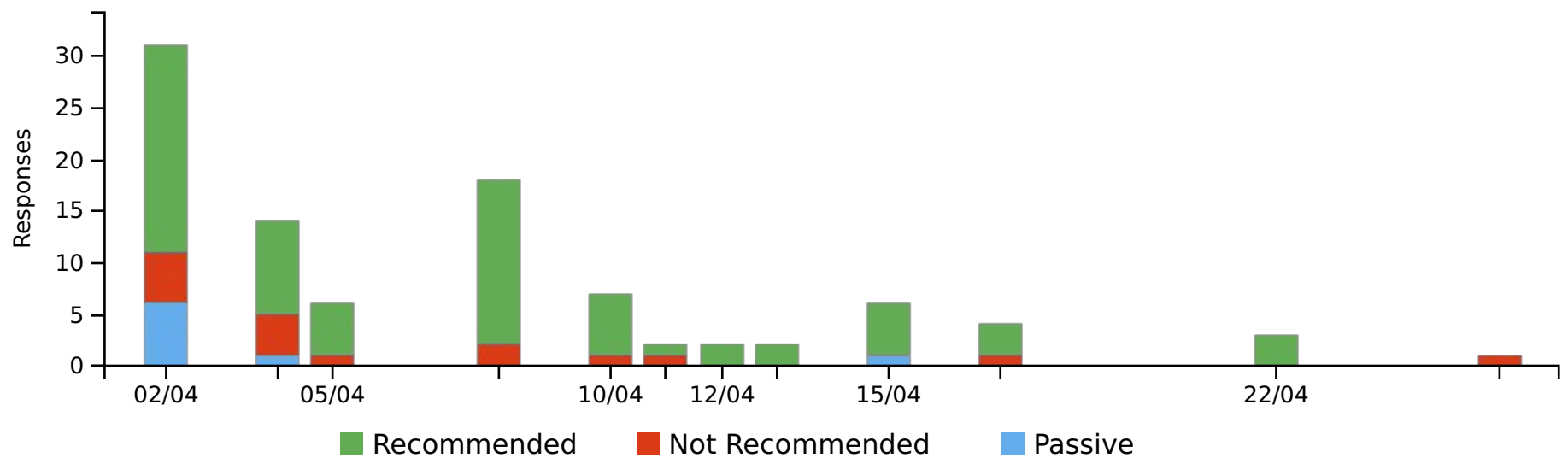
Practice Score: Day of the Week Analysis



- 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.

- ✓The nurse my wife and I saw was so helpful and explained everything to us
- ✓ *Because Dr Woodfield is very good*
- ✓Today's appointment with Anna Murphy was very helpful for my needs. Lovely lady, very understanding.
- ✓ *The time and date was observed. And was rushed*
- ✓Because every time I have needed there services they are polite and prompt in seeing to me
- ✓ *On time. Nurse explained jab fully and made me feel at ease*
- ✓Very friendly receptionist and nurse. Seen on time.
- ✓ *Nurse today was lovely.*
- ✓I waited half an hour beyond my appointment time. But this short coming was more than recovered by a very very pleasant Practice Nurse.
- ✓ *Very professional lady*
- ✓Really helpful positive experience.
- ✓ *I was satisfied with how I was dealt with.*
- ✓Great service
- ✓ *Nice. Easy, straightforward. Polite and courous staff*
- ✓Nice to have a face to face consultation
- ✓ *Face to face was better than being diagnosed over the phone*

Not Recommended

- ✓ *Can never get a doctor's appointment, reception really unhelpful and rude. Having to wait three weeks or more for blood results et cetera. Still waiting after three weeks to speak to a doctor*
- ✓ *Never any appointments or doctors free. Called near enough every morning to get an appointment and could never get one. Only phone call appointments available if you're lucky. No rush for anything and don't take the severity of patience health seriously*
- ✓ *Because that has been my recent experience .*
- ✓ *I couldn't understand the person very well and I also found them to be very abrupt.*
- ✓ *My appointment was 4pm I saw the nurse at 5pm there was no blood pressure monitor in her room so she had to go looking for one, I had become so stressed at waiting so long I was feeling so unwell I was about to go home*
- ✓ *I attended for a Hormone injection by Angela (A brilliant nurse and a asset) I started the quest for an appoint in mid February, eventually getting one for yesterday... needless to say it was very late and was a uncomfortable wait without the hormone injection... I did make clear what it was for yet still had to wait for the appointment.*
- ✓ *Never get to c a doctor*
- ✓ *Because I have had to self refer my self to the recommended help ..*
- ✓ *I wasn't listened to in detail. I didn't get to explain anything .*
- ✓ *Impossible to get a appointment. Promise a triage phonecall that doesn't materialise.*
- ✓ *Should have been able to see a doctor in person on the day I phoned, not simply a telephone call*
- ✓ *Because our appointment was booked for 4.30 and we didn't get called in till 5.20. Two small poorly babies crying the whole time.*
- ✓ *Phone waiting times are ridiculous, 1hr 38 mins only to get cut off at caller no 4. Called back this morning waited 45 minutes. Call back booked today with the doctor wasn't worth it, doctor was completely disinterested, response to concerns for my mothers pain was...oh well..and passed the buck to the clinic dispenser for another call back. No wonder my mother insists on Dr Birdi or Dr Whitlock only! The only saving item was the clinical dispenser lady today. A lovely lady, a credit to the practice, understanding and could not have helped more and went out of her way to help.*
- ✓ *Don't help at all, doctors are always busy. Just pointless. May*

Passive

- ✓ *Today I had a phone call with your pharmacist which was very good. When you see a doctor it is good. On the poor side is getting appointments with a doctor.*
- ✓ *Was very good until my prescription went missing & I had to come back & get another one!*
- ✓ *Running 55 min behind*
- ✓ *Iv had a sore throat for over two weeks. Doc said my throat is inflammed. Gave antibiotics to my son but wouldn't prescribe to me despite me suffering for so long. He said it was reflux aggravating it during having a viral infection which makes sense but I felt antibiotics would have helped considering this has been for over two weeks.*
- ✓ *To long to speak to reception*