

# FFT Monthly Summary: August 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
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](mailto: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							
<b>Total</b>	<b>62</b>	<b>20</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>90</b>
<b>Total (%)</b>	<b>69%</b>	<b>22%</b>	<b>4%</b>	<b>1%</b>	<b>3%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

91% 4% 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:

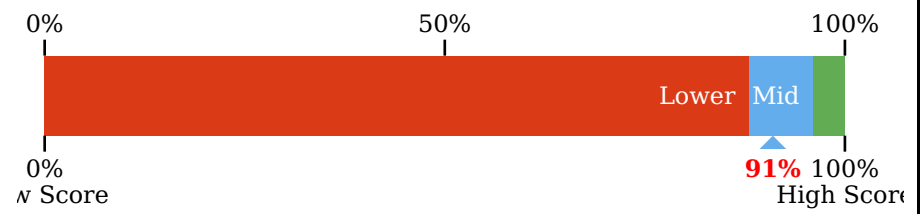
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

**Your Score: 91%**

**Percentile Rank: 45<sup>TH</sup>**

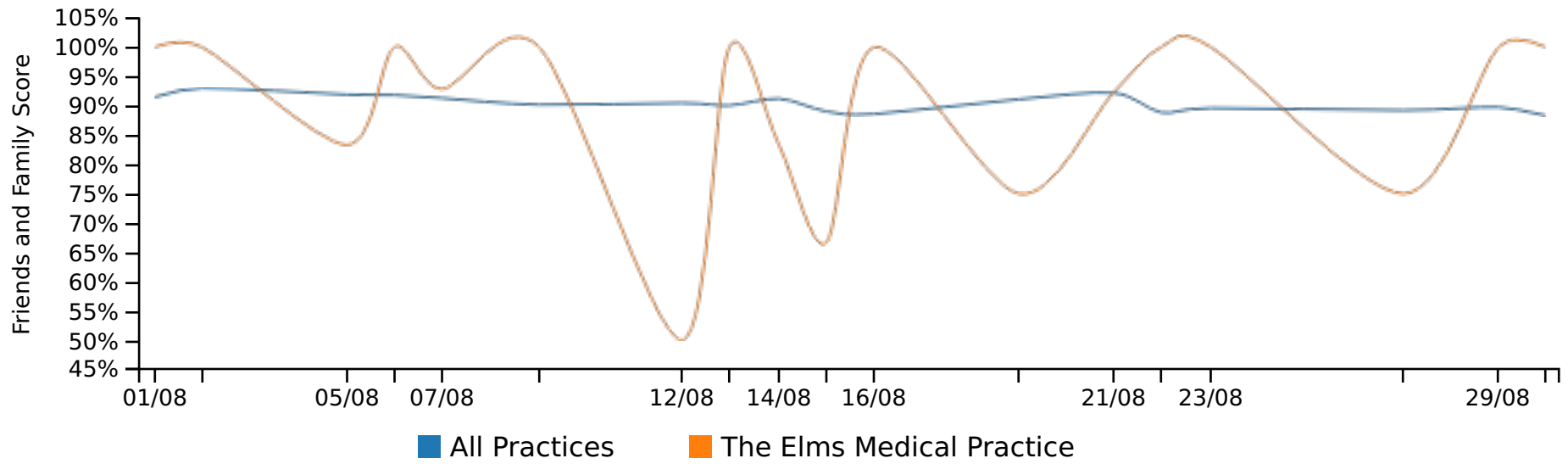


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

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 45th percentile means your practice scored above 45% of all practices.

### Practice Score: 'Recommended' Comparison



Notes: 1. Practice score comparison of 'recommended' scores only.

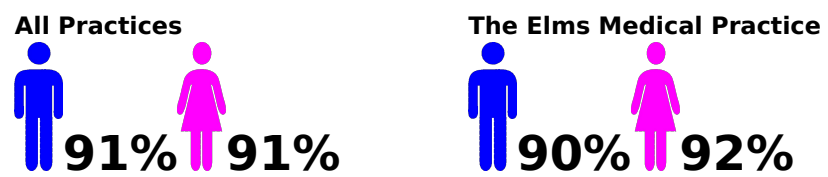
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

	< 25	25 - 65	65+
All Practices	85%	90%	94%
The Elms Medical Practice	100%	91%	91%

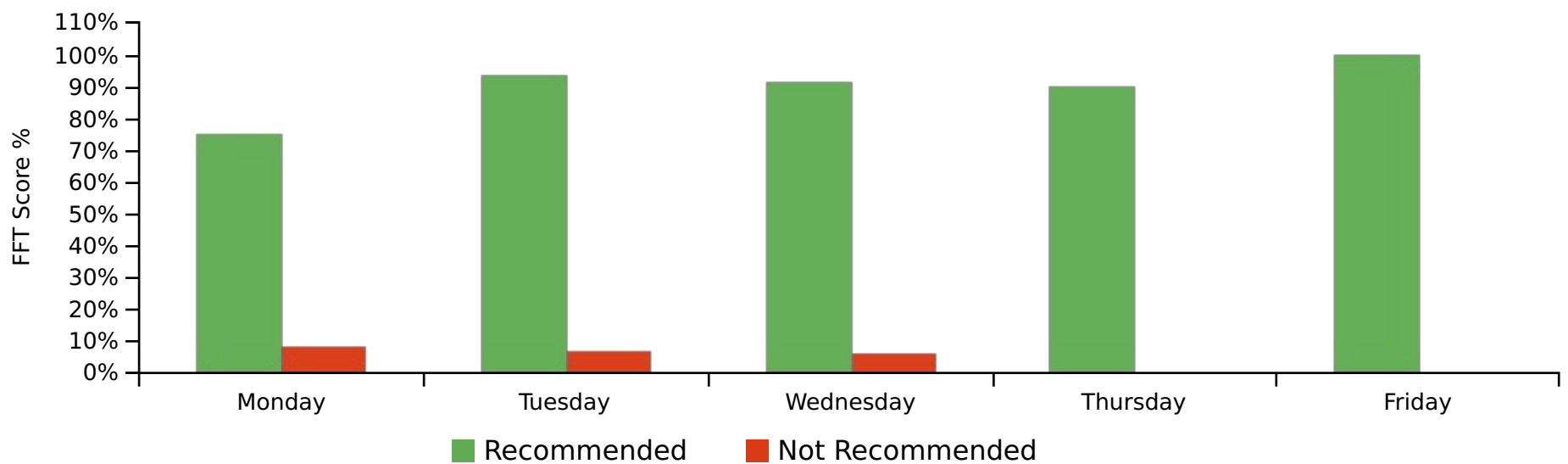
#### Gender



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

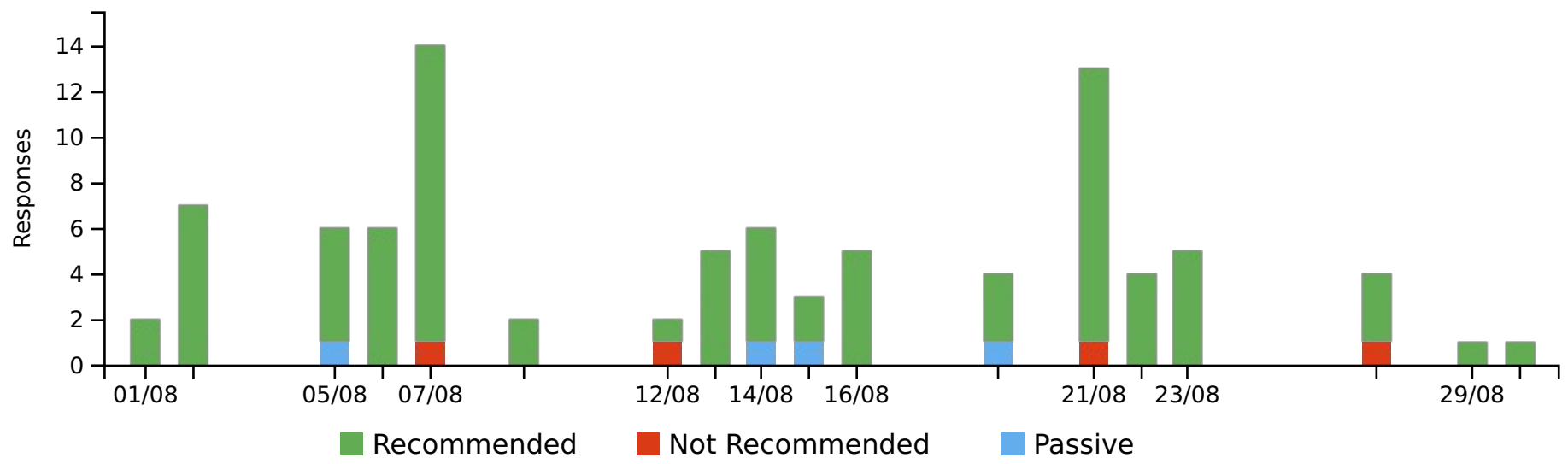


Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

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.



- ✓ *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*