# **FFT Monthly Summary: September 2024**

Dr Johnson & Partners (Ash Surgery) Code: N82073



# SECTION 1 CQRS Reporting

CQRS R	eportin	g									
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
44	5	0	0	0	1	0	0	0	50	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:	103						
Responses:	50						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	44	5	0	0	0	1	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	44	5	0	0	0	1	50
Total (%)	<b>88</b> %	10%	0%	0%	0%	2%	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.

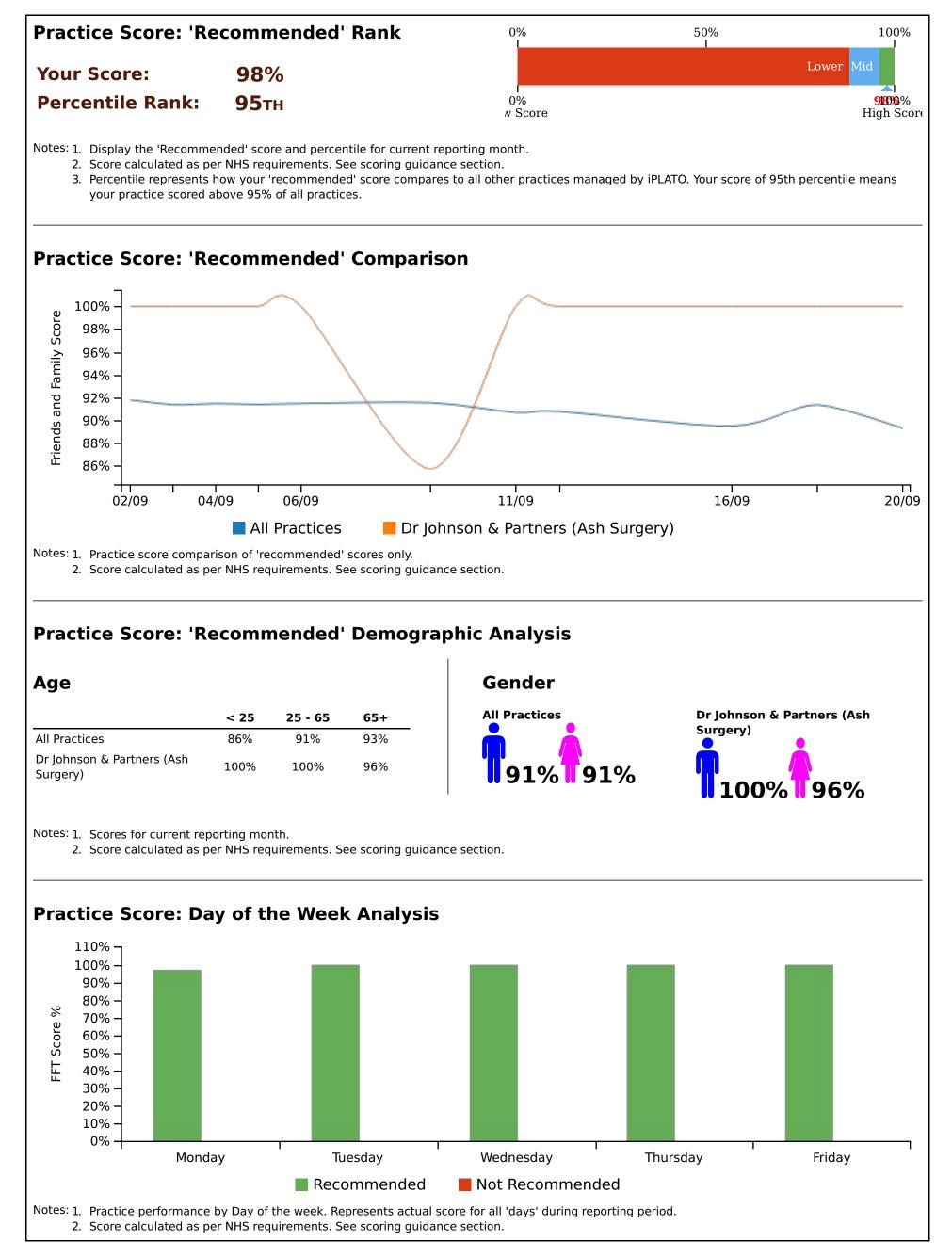
The percentage measures are calculated as follows:

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

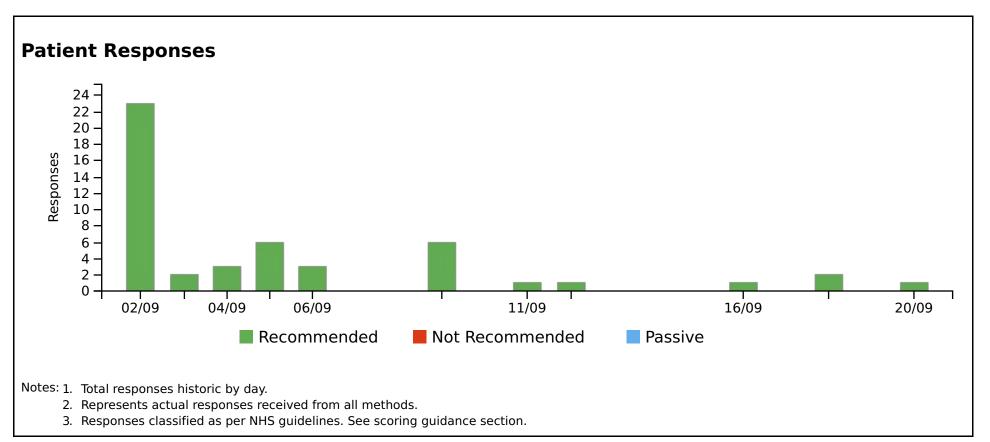
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

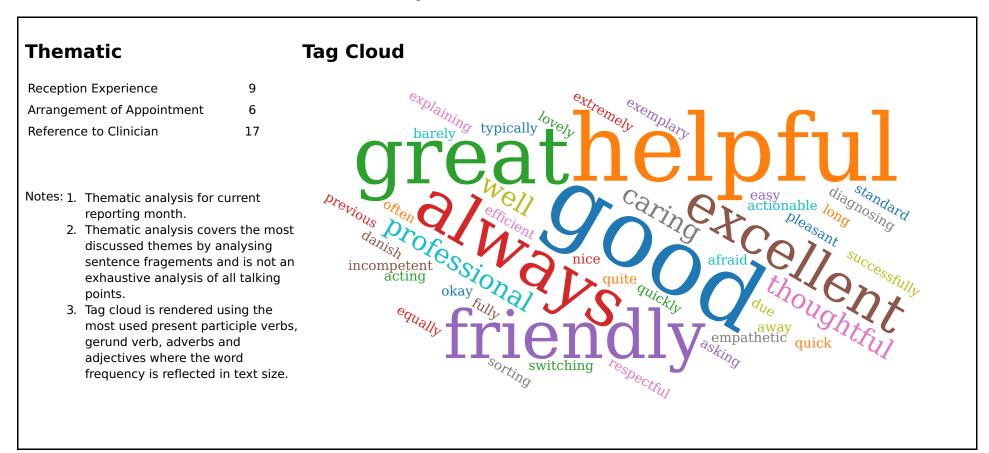
## SECTION 3 Practice Scoring



# **SECTION 4 Patient Response Analysis**



### **SECTION 5 Patient Free Text Comments: Summary**



# 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

Your thorough treatment of me is characterised by your patience, politeness and professionalism, typically today, in my consultation by Nurse Rietdyk

- ✓ Thorough consultation with GP, sound advice given and treatment plan put in place. Follow up appointment booked at end of consultation
- ✓ Dr Wilson was excellent
- ✓ I was at the Surgury this morning. My app was with the physio & I was pleased with the treatment I received,
- ✓I always get seen quite quickly and the staff are friendly
- ✓ Appointment on time with nurse who was very nice
- Always good service and look after my health
- ✓ Very thorough health assessment and friendly staff
- ✓ As stated very good
- ✓ 1 would be exemplary and without any faults. I doubt any Surgery in the UK would achieve this. Thanks to incompetent politicians.
- Efficient and empathetic treatment.
- ✓ Came away feeling I'd been treated with care and attention.
- ✓I was given a cancellation so I saw the physio on the same day. The physio was great, gave me a thorough examination and explanation. Gave me actionable advice and reassurance. I was in and out within 20 mins.
- ✓ Nurse Karen was great receptionist great Where are the doctors?
- ✓ Doctors listen to you and I always seem to get an appointment all the staff are so helpful Thank you
- ✓ Great staff and advice. Range of services are excellent
- ✓ Dr Daniel was very pleasant and very thorough and explained the reasons for the tests I'm being referred for.
- ✓ Didn't have to wait to long and Karen Rietdyk was so lovely with my daughter whilst she was having her vaccination.
- Extremely thoughtful and caring
- ✓ I came for physioHe's excellent
- Excellent staff , easy to get same day appointments, with good follow up service
- ✓ A very thorough and helpful consultation answered all my questions fully
- Vurse karen ,very good at explaining my blood results to me, and how i can improve my health in the future, and the receptionist was very helpful with sorting my repeat prescription out, due to being sent around in circles by the Nhs app
- ✓ .Well I have no complaints about the practice and I'm not afraid to say so, is that okay?
- ✓ The professional and caring attitude, courtesy and friendly manner always given.
- ✓ I think it's a good thing for patients who don't go to the doctor often it keeps an eye on there health
- ✓ I've always had a good service from the doctors and staff at The Ash Surgery.

🗸 Would have been 1 only the computer in nurses room kept switching off so she could not get access to previous test results for the questions I was asking ✓ Appointment was on time nurse was very good and helpful

✓ Danish was thoughtful respectful knowledgeable and intent on diagnosing successfully - very personable!

✓ Very satisfied with my visit with Dr Wilkinson. Very professional and great bedside manner. No complaints at all.

✓ Prompt appointment, Nurse was very helpful and knowledgeable - injection was done well, barely hurt!

✓ Standard of care and treatment.

✓ Quick answer of phone & acting in my best interest

✓ Great consultation with the nursr

✓ The receptionist was very friendly and helpful. The doctor was equally friendly, helpful, and above all, very thorough.

#### **Not Recommended**

#### Passive