FFT Monthly Summary: July 2024

Dr Johnson & amp; Partners (Ash Surgery) Code: N82073



SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
37	13	0	0	0	0	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:	127						
Responses:	50						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	37	13	0	0	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	37	13	0	0	0	0	50
Total (%)	74%	26 %	0%	0%	0%	0%	100 %

Summary Scores

८ 100% ♀0% ☜0%

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.

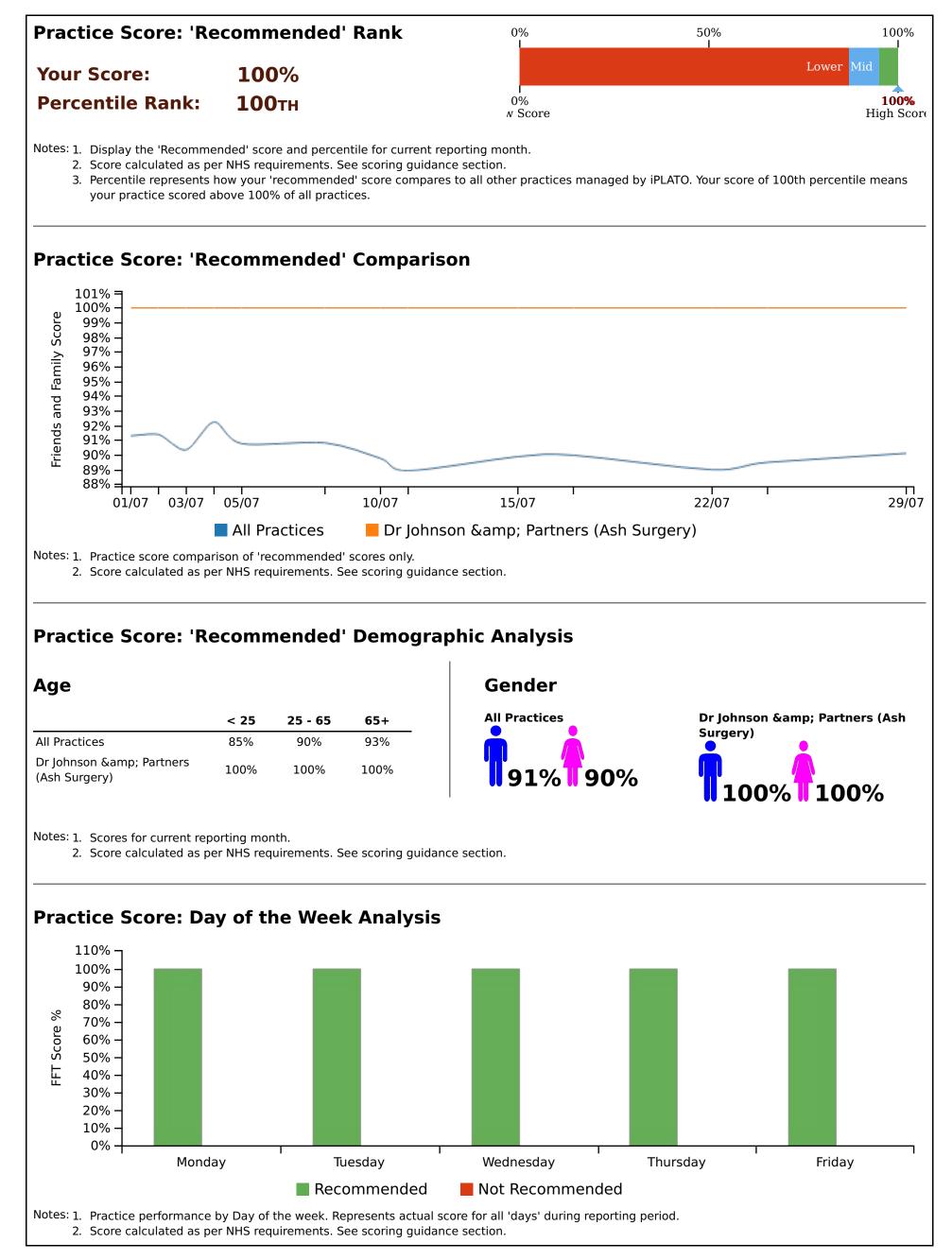
The percentage measures are calculated as follows:

Recommended (%) =	very good + good very good + good + neither + poor + very poor + don't know x 10				
Recommended (%) –					
Not Recommended (%) =	very poor + poor x 100				
Not Recommended (%) –	very good + good + neither + poor + very poor + don't know				

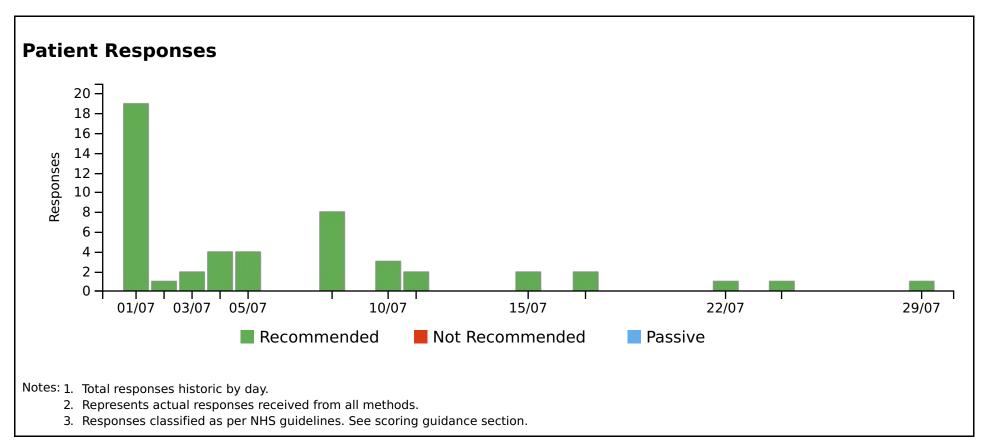
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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



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

✓ Very professional, made me feel at ease , and gave me good advice

✓ Went to see physio he was very helpful

- ✓ My appointment was easy to arrange on time and the nurse was very professional reassuring and thorough
- ✓ Pleasant staff
- ✓ App was good = satisfactory nothing to complain about

✓ Nice reception staff , kind ACP

- ✓ Surgery seems to have improved the last couple of months easy to get an appt receptionists seem more friendly
- ✓ The physio guy was helpful but did not explain the exercises in more detail will study the internet pages he forwarded to me
- Seen on time and treated as an individual who mattered. All the contact I have had since joining this practice nearly 4 years ago has been exceptional
- ✓ Easy to get appointments and GP's/nurses are always respectful and courteous
- ✓ Very good communication
- ✓ Doctor was great and explained everything well to me before getting my vaccine.
- ✓ Physio attentive examination good Comprehensive questioning as to my health records. Appointment time kept spot on.
- ✓ GP was very good, listened, explained & prescribed for, also seen physio who told me what I had & gave me helpful advice
- ✓ Karen Rietdyk excellent. Very thorough, attentive and caring.
- ✓ Felt i was listened to with sound advice and solutions to my issues after a rocky patch both physically and mentally.
- ✓ Because the service in general is good
- Getting my ailments across and I was listened to, and although I spoke about other problems that were in someway connected it seems that them problems are the reason for my forgetfulness (remembering) of things. It was a different feeling of psychological approach/acceptance I felt as of previous occasions.
- The appointment was on time, the gentleman was very professional, polite, knowledgeable and proactive to my concerns. I left feeling reassured.
- ✓ Very good doctor listened really well snd seemed to care
- \checkmark Becos the doctor was very nice and understanding x
- ✓ Good experience @ reception & physio appointment.
- ✓ Because it was a good
- ✓ Quick appointment, I was seen on time and the diabetes nurse was very helpful and efficient
- Very reassuring to be told that I had no problems with my recent blood test. Nurse Karen also went through my asthma plan very carefully and clearly. Again, I felt very reassured. Thank you
- ✓ The girls on the phones are very helpful
- \checkmark Did not have to wait, too long. Health care professional was thorough and informative.
- / I was able to small to a friendly recentionist chartly after 0 with no issues I had an appointment that marning the destar was great ampothatic and

I was able to speak to a friendly receptionist shortly after 8 with no issues. I had an appointment that morning, the doctor was great, empathetic and attentive. I also had an issue with my shoulder requiring Physic which i was going to pay privately, however was able to obtain an appt with your in-house

Physio, again same morning. Great appointment with the Physio, diagnosed my issue straight away. Great service all round, 5*

✓ Appointment was on time. Pleasant welcome from Practise Nurse Karen. Followed by questions and easy conversation. Overall a satisfactory visit.

✓ Easy to book appointment. Access to physiotherapist. Pleasant staff and surgery.

✓ Happy with appointment today. Physio was good

I am always given clear and useful instruction/advice and find that I can communicate easily with staff. I feel like I could only give a number 1 if the waiting time to see a dermatologist was shorter than the 12 months which I am currently in. However, this is of course beyond the control of the GP practice. Overall, I am very happy with the service.

Prompt appointment on my phone call at 8am. Fitted me in to see nurse for bloods the next day. Was in severe pain, so it was nice to have prompt service. Thanks

✓ He seemed to know what my problem is so hopefully it will get sorted soon.

✓ Pleasant staff

✓ Saw Dr as follow up. On time informative and helpful

Ipleasant staff, answers to all questions

Not Recommended

Passive