FFT Monthly Summary: March 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
41	6	0	2	0	0	0	0	0	49	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:	126						
Responses:	49						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	41	6	0	2	0	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	41	6	0	2	0	0	49
Total (%)	84 %	12%	0%	4%	0%	0%	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.

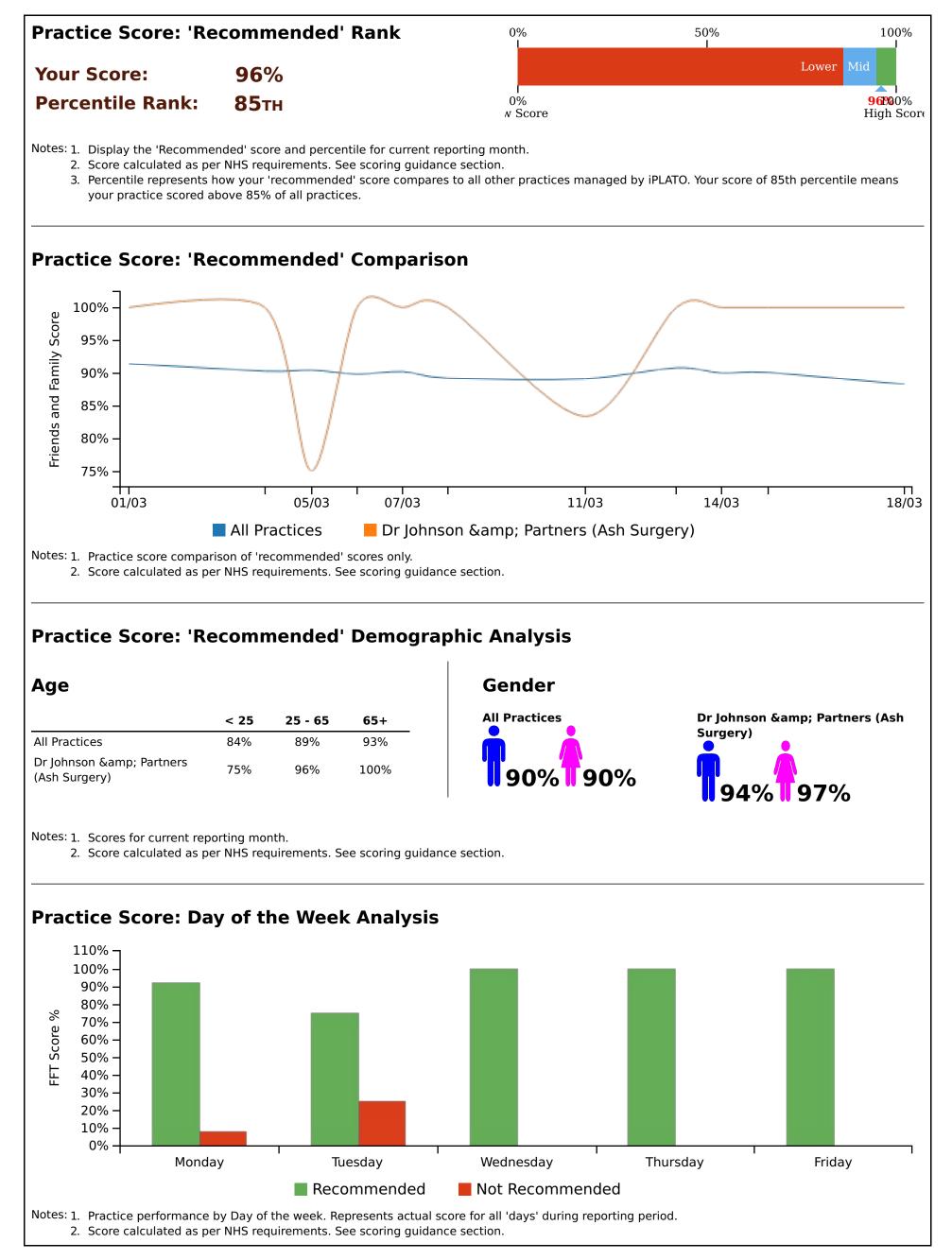
The percentage measures are calculated as follows:

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

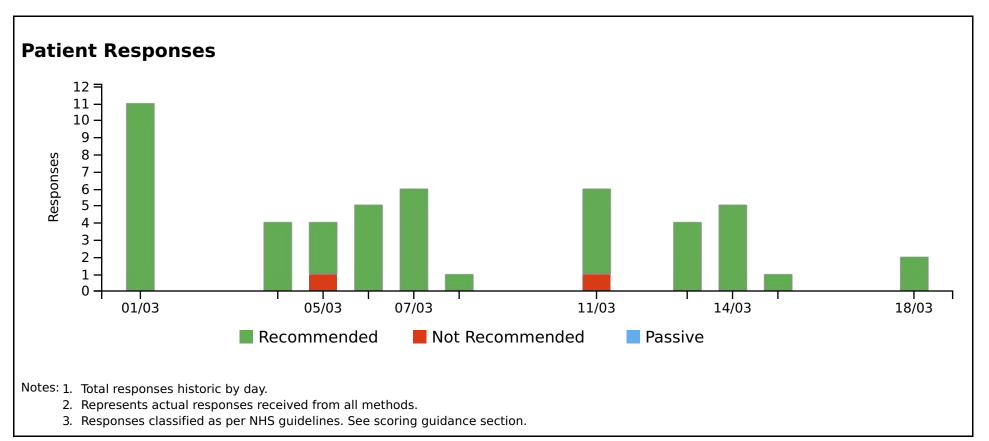
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

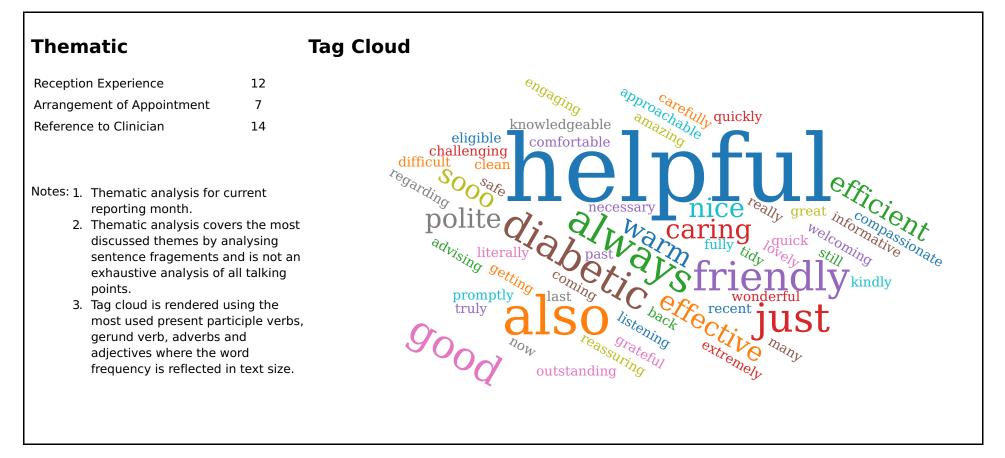
SECTION 3 Practice Scoring



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

I have always been given a Doctors appt when necessary. Been listened to, treated with respect. Also feel reception staff polite and helpful.
 Always professional and excellent service

I have just started coming to your surgery - the receptionists are sooo nice - the nurse today was sooo lovely kind warm and professional . When I saw the doctor last week again amazing listened to everything about me . The nurses again was fully listening to other things too . So pleased I amWith this surgery
 The place is clean and tidy. The reception is excellent and fastnd the service is excellent. The nurse was wonderful, her appeare was comfortable, her

explanations were excellent, and her serv was excellent. She was also very patient. I felt like everyone

Effective practice throughout from receptionist to professional.

✓ Karen, the nurse was very friendly and efficient, she really puts you at ease, the receptionist was also friendly and helpful.

Of course - there was a delay in Dr so the Nurse gave me my Pneumonia vaccine while I waited and went through some of my blood results and the doctor I seen has literally changed my life - he has made me realise and act upon my lifestyle- in October I was type 2 diabetic now I'm pre diabetic and in three months I will not be pre- diabetic either- great way of handling patients- thank you

✓ Excellent

It has the staff on front desk are a lot more approachable and efficient. It is easier to get appointments. My recent experience with gp was first class

✓ Just very good and listen to concerns

✓ Some Staff try their best to work proactively with patients.Getting an appointment is still very challenging

✓ Prompt appt: Karen the nurse was warm, welcoming, informative and helpful. Thank you

✓ Quick appointment.

✓ Appointment was on time, health professional caring, knowledgeable and reassuring.

✓ Reception staff and Dr Wilkinson were so nice

✓ Nurse on time and very professional

Prompt apointment and very kindly treated

✓ Very professional staff who are compassionate and listen carefully before advising any treatments.

✓ Good communication and reassurance

The receptionists have been extremely helpful and all the doctors have helped my son over the past few months. He's just started nursery and has had many infections. Every time I bring him in each doctor has done an excellent job. Thank you

Excellent staff who no what they are doing

Always receive outstanding care at the ash surgery , I felt listened to and also very prompt action regarding my health issue. Professional and personable service

Nurse was helpful & engaging. Session started promptly.

...my questions were listened to but not answered

✓ My 3 appointments where on time and I had a good chat with mhn and sp
✓ Friendly and helpful
✓ Appointments are difficult to get
✓ Very polite Very helpful
✓ I feel looked after
✓ Dealt with my problem very effective and was called back by the doctor very quickly
✓ From the Nurses to the GPs, all are caring and mempathetic and truly make you feel heard and in safe hands. Very grateful !

Not Recommended

Because the receptionist booked my appointment for a shingles vaccine and today I was told that I was not eligible. I would have thought the member of staff should have known this before booking the appointment.

Passive