

FFT Monthly Summary: January 2024

Dr Johnson & Partners (Ash Surgery)
Code: N82073



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
37	9	2	1	1	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:	119						
Responses:	50						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	37	9	2	1	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	37	9	2	1	1	0	50
Total (%)	74%	18%	4%	2%	2%	0%	100%

Summary Scores

👍 92% 👎 4% 🙋 4%

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:

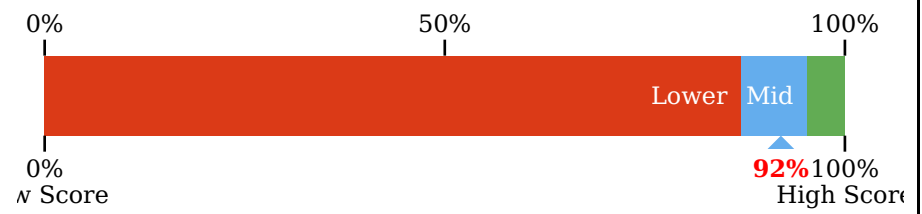
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

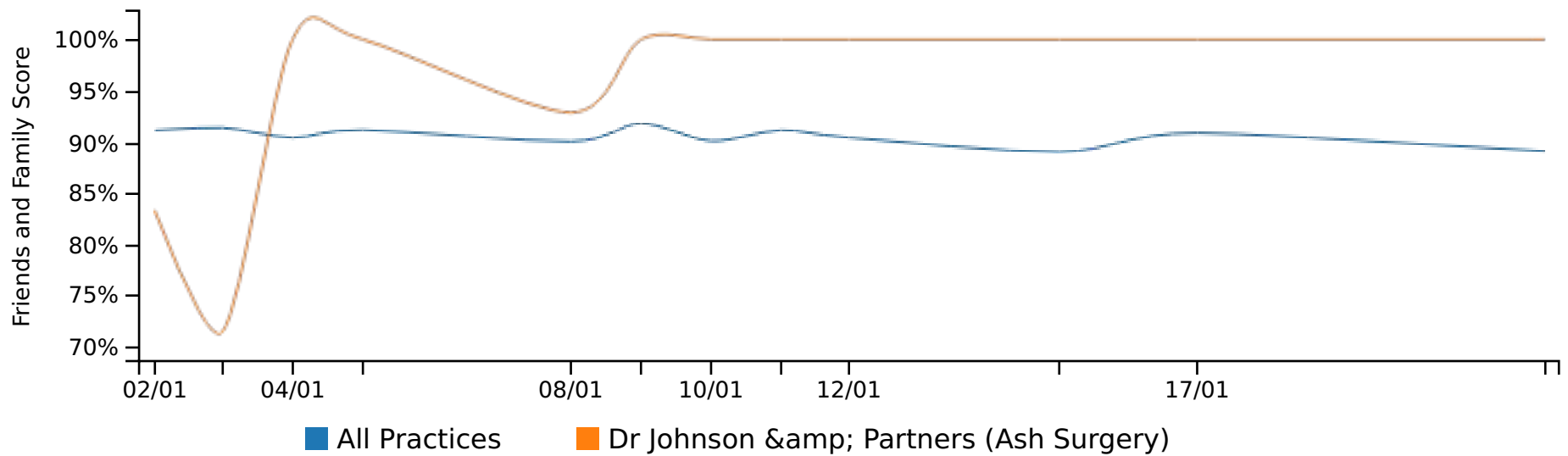
Your Score: 92%

Percentile Rank: 60TH



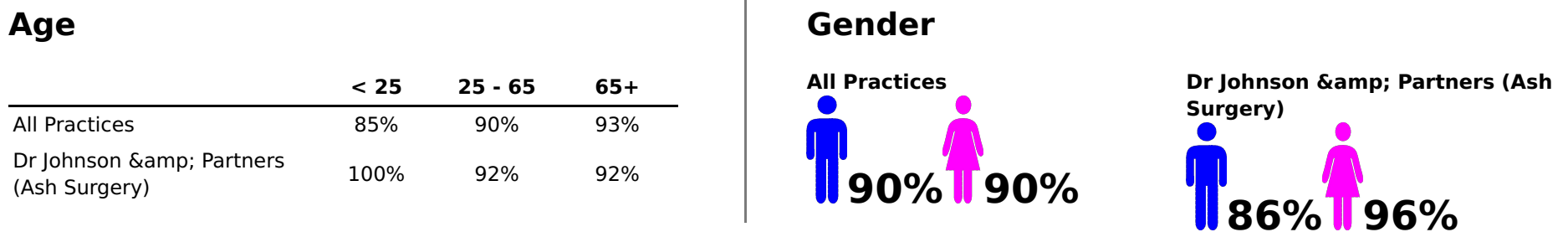
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 60th percentile means your practice scored above 60% of all practices.

Practice Score: 'Recommended' Comparison



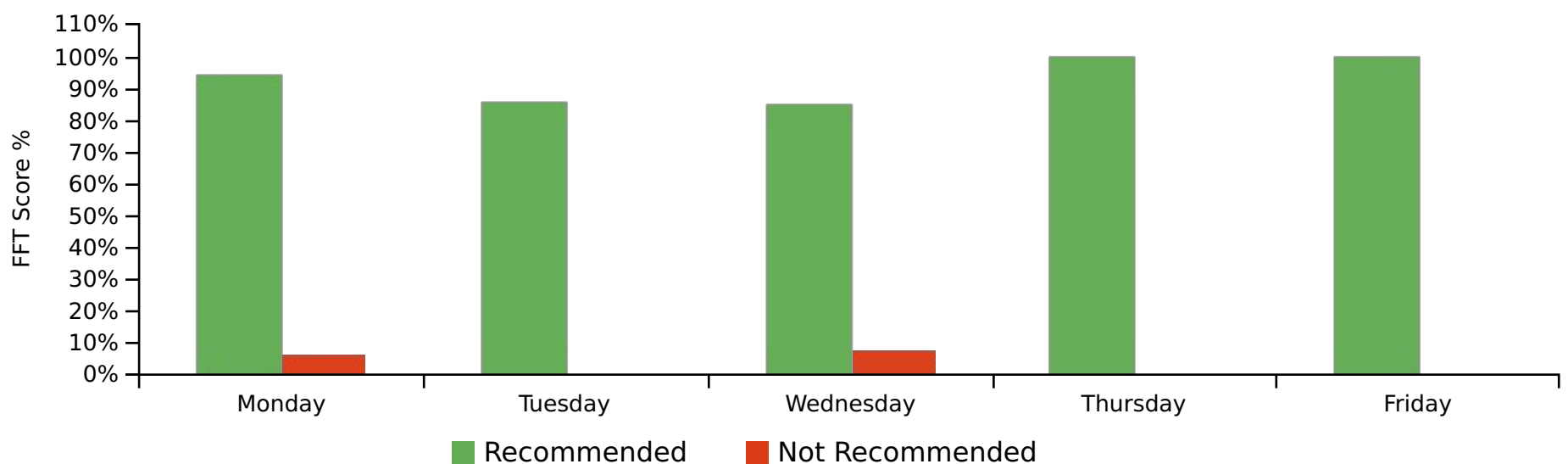
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

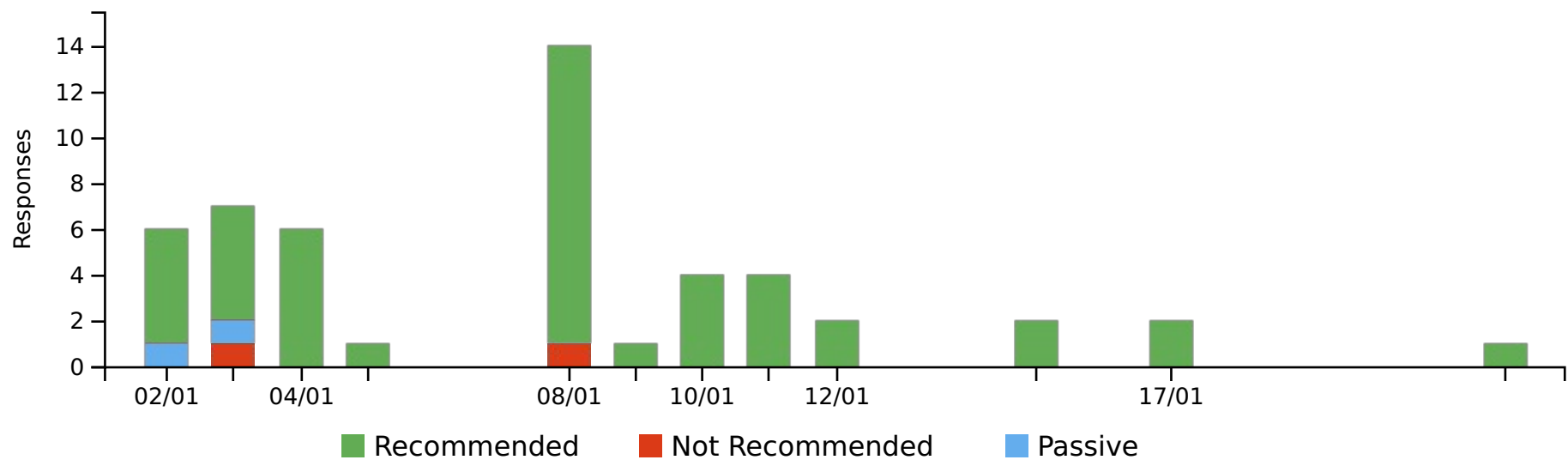
Practice Score: Day of the Week Analysis



- 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.

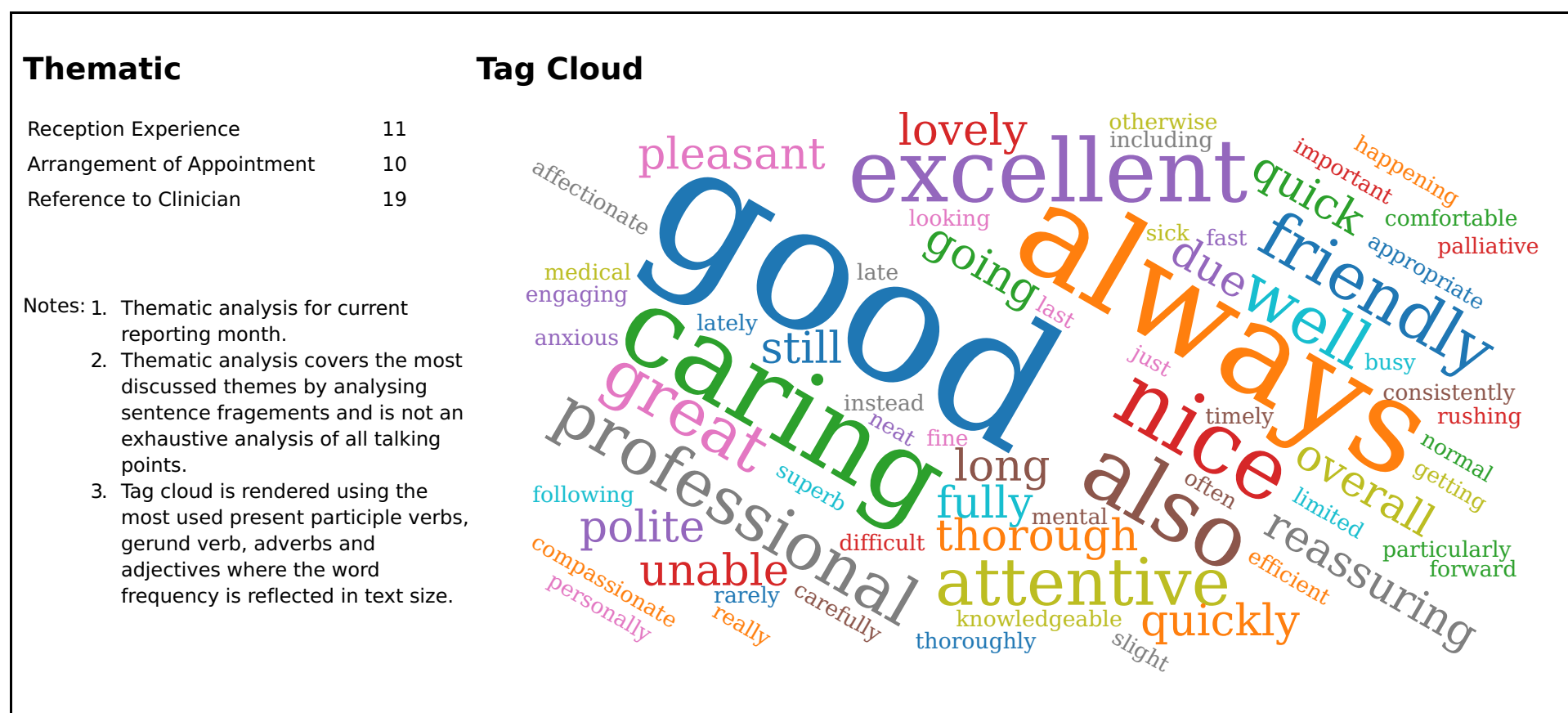
SECTION 4 Patient Response Analysis

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.

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

- ✓ Consistently great service, professional, caring, personable, attentive and thorough
- ✓ *Because they help me understand everything what was going on The response to get my treatment sorted out was great*
- ✓ *I just though the nurse I saw could of told me to do my blood pressure monitoring instead of in house pharmacist.*
- ✓ *Because of the nurses caring compassionate attitude*
- ✓ *Staff are nice but I have to repeat facts every time about my background of health and fitness. Some info from tests take a long time to arrive and I have to ask for a copy for my records. Hope staff have time to update knowledge particularly about nutrition. Very difficult job under the circumstances.*
- ✓ *Reception staff, nurses and drs are helpful and caring and you can get an appointment on the morning you ring and don't have to wait days to be seen*
- ✓ *Had my appointment on time, Karen was pleasant and reassuring through my procedure*
- ✓ *Doctor was nice*
- ✓ *The surgery overall is very neat and looks very well organised. Car park is a bonus. The person at the reception was helpful. The doctor who saw us was very pleasant. She listened carefully to my wife's story and asked questions to understand fully what her complaints were. We may have been the last patient that day but the doctor was still very attentive and affectionate. My wife and I left the practice feeling that we were seen by a professional who gave us the best advice.*
- ✓ *The surgery's staff are always excellent. The Dr's are experienced, knowledgeable and empathic. The Ash surgery is a superb practice.*
- ✓ *Was seen on time*
- ✓ *I didn't wait long till I was called in to the nurse and was checked over quickly and thoroughly.*
- ✓ *Seen at appointment time, and all questions answered*
- ✓ *Quick to answer*
- ✓ *Gareth was very good*
- ✓ *Karen the nurse. Very friendly and efficient.*
- ✓ *Customer service was spot on and staff friendly and appointment was on time*
- ✓ *Rang me in response to medication request. Didn't know the practice had a pharmacist until then. Problems seem to be sorted. Thank you.*
- ✓ *Lovely doctors listened to me help me*
- ✓ *I was listened to. I was not patronised. A tick box sheet was not employed. We had a normal conversation*
- ✓ *Dr Lyn phoned 2 explain results 2 my urine sample and 2 prescribe antibiotics. She answered all of my questions without rushing me, excellent service, thank u.*
- ✓ *Nurse Reitdyke is very engaging. Polite and caring and through. Great appointment.*
- ✓ *The doctor had a lovely manor and was very helpful Very timely response and all staff very helpful*
- ✓ *Because my appointment with nurse karen is always good, receptionists are always nice too*
- ✓ *I have been a patient of the Ash surgery for over 20 years and find they always provide an excellent service in looking after my health issues including good follow up medical services all round good healthcare*
- ✓ *Always the best of service and advice from all who care about welfare, health and well being! Thanks for all of you at Ash Surgery*
- ✓ *I had good service from nurse Karen and the receptionist was very helpful*
- ✓ *The staff are very professional and helpful*
- ✓ *Physio was very helpful and provided a set of steps to help with my issue.*
- ✓ *Because you asked me. And he was a nice person. Went through all my issues. Etc*
- ✓ *Quick service very friendly*
- ✓ *Excellent help and made to feel comfortable*
- ✓ *I needed help with my anxiety as both my parents are palliative*
- ✓ *It was fast, and the receptionist was very polite and helpful.*
- ✓ *Very often get an appointment very quickly, well looked after, good advice.*
- ✓ *Nurse is luvvly.*
- ✓ *Personally I have been going to see Dr McCabe who is always so thorough, attentive and supportive with her treatment plan and how she explains it to the patient. I feel she listens to concerns and fully understands patient need. She is also caring and reassuring. The only slight problem I have is getting an appointment at times due to the system you have in place. I understand though this is a busy surgery. Dr Miller and Dr Morris have also supported us with our children's care lately. I feel they both listen to what is happening and give a plan forward, when needed. Dr Miller also called me over test results on a Friday so I didn't have to wait till the Monday for Dr McCabe, I feel it's important to mention, as I was anxious and worried and it demonstrates commitment to patient care and mental health. Reception are supportive when you need assistance also.*
- ✓ *Overall everything was fine appt ran a bit late but otherwise good*

Not Recommended

- ✓ Took 100 attempts to get through and then no appointments until the following day. Not been into GP for about 4 years so rarely use it and only use it when really need to but still can't get same day appointment

Passive

- ✓ I was unable to get a GP appointment due to two doctors being off sick. I accepted a Nurse Prescriber appointment. The consultation was good but limited as the nurse felt that a chest X-ray was required but she was unable to request one. She is emailing a GP to see if they agree. A sputum sample was arranged. I wonder if Nurse Prescribers could be trained to request chest x-rays where appropriate so that the consultation can be completed by one person.
- ✓ *By mistake meant to say 2*