

FFT Monthly Summary: June 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
39	8	1	0	1	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:	128						
Responses:	49						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	39	8	1	0	1	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	39	8	1	0	1	0	49
Total (%)	80%	16%	2%	0%	2%	0%	100%

Summary Scores

96% 2% 2%

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:

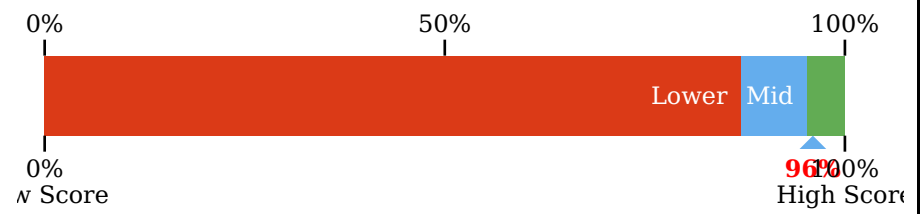
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

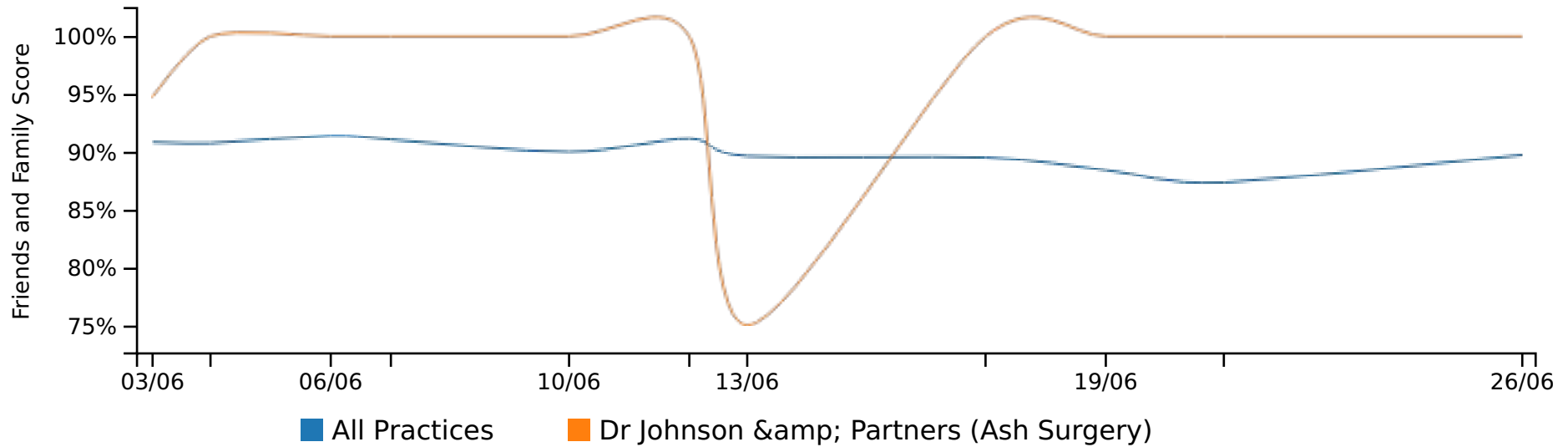
Your Score: 96%

Percentile Rank: 85TH



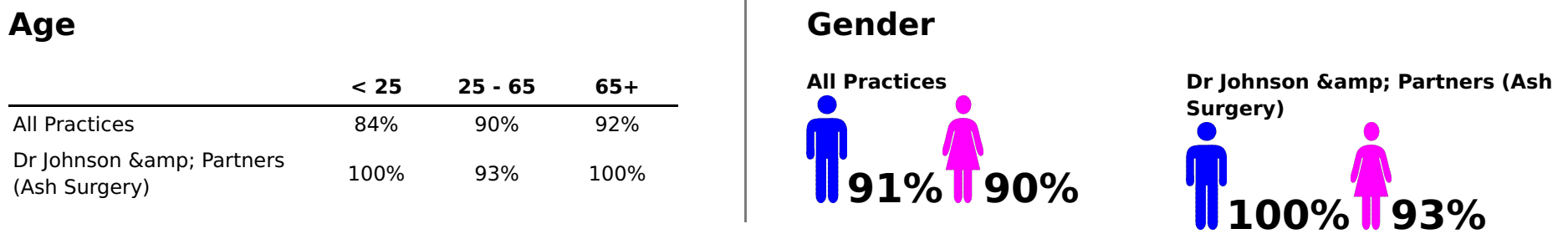
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 85th percentile means your practice scored above 85% of all practices.

Practice Score: 'Recommended' Comparison



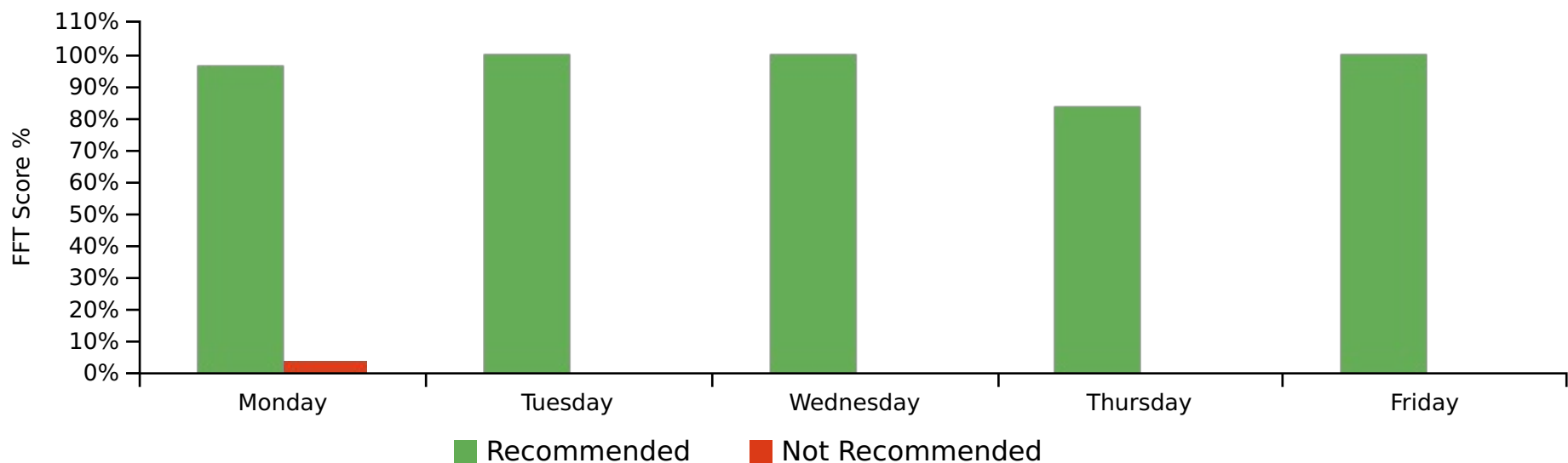
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

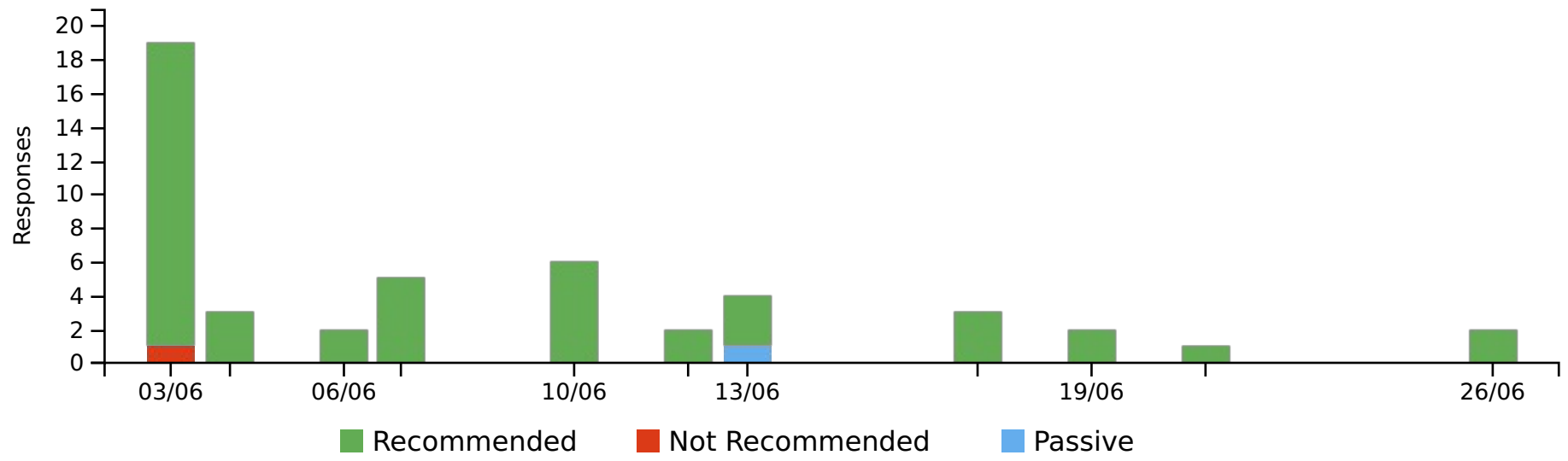
Practice Score: Day of the Week Analysis



- 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

- ✓The nurse was very professional and helpful she made my appointment for a smear one that I'd recommend to others
- ✓ *Very helpful, thorough and welcoming.*
- ✓ Effective and efficient
- ✓ *Staff always helpful, can get an appointment when I need to*
- ✓ *Only waited 10mins after appt.time..nurse was very thorough/polite lady*
- ✓ *Whenever I ring up early enough for an appointment with a doctor, I always seem to get one the same day. The doctors I've seen are friendly and caring and that helps me to relax and feel reassured. The reception staff are pleasant and helpful.*
- ✓ *Happened on time, nurse was very friendly and efficient*
- ✓ *1-very good*
- ✓ *Really attentive understanding doctors with lots of support*
- ✓ *Doctor explained reason for request to visit and thoroughly went through test results answering questions offering solutions to lower issues. Also took on additional matter of rash on elbows to be forwarded to Dermatologist*
- ✓ *It's difficult to get an appointment but once you get one then the service is okay*
- ✓ *As a new patient at this surgery I was looked after very well and thoroughly.*
- ✓ *I was happy yo be able to see a Dr and not just have a phone consultation. And the staff are most helpful.*
- ✓ *Because the overall service is very good*
- ✓ *Dr was lovely on the phone. Listened to me and made extra precautions with the medication prescribed to me. Really lovely gentleman.*
- ✓ *Very nice doctor*
- ✓ *I've been going through a very difficult time and all at the surgery have been very kind, none judgemental and attentive toward me*
- ✓ *Karen was great with our baby, fhe waiting room was pretty empty and we didn't have to wait too long after out scheduled appt time.*
- ✓ *Excellent service*
- ✓ *Listen to cared for and understood so well the situation*
- ✓ *Same day appointment Very thorough consultation Couldn't of been better*
- ✓ *Quick service with nurse for my bloods*
- ✓ *Nurse listen to my concerns*
- ✓ *Because you are all very nice and I hv a good feeling when I go there*
- ✓ *Good service, helpful practitioner.*
- ✓ *Professional. On time. Informative*
- ✓ *The doctor was very professional and I found her easy to talk too.*
- ✓ *Your receptionist directed me to Mr Dandas because she thought any GP would do the same given my symptoms. He was very thorough and professional, taking time with a full check of my knee before giving his diagnosis. I left feeling that I'd gotten to the root of my issue. He followed up promptly with his online advice and treatment programme. Well done.*
- ✓ *Really lovely and professional and efficient*
- ✓ *The receptionist is always friendly and helpful. The doctors, that I've encountered, have been helpful and have always listened to me.*
- ✓ *Yes x I was supposed to have a follow up appointment today after nurse appointment which I missed as I didn't know about it - receptionist rang me back and was very apologetic and polite. I am now coming back again next week but would have preferred to have been seen today. Without the courtesy of receptionist would have given a lower score*
- ✓ *Each time i have attended surgery whoever i have seen have always listened and been mosy helpful*
- ✓ *Very friendly and understanding and gave clear options and advice*
- ✓ *Very informative and empathic.*

Not Recommended

- ✓ *I thought that mental health practitioner would liaise with psychiatrist but they only liaised with GP*