FFT Monthly Summary: February 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	12	1	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: **124**

Responses: **50**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	37	12	1	0	0	0	**50**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**37**	**12**	**1**	**0**	**0**	**0**	**50**
Total (%)	*74%*	*24%*	*2%*	*0%*	*0%*	*0%*	*100%*

Summary Scores

👍 98% 👎 0% ☞ 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:

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

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

For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:
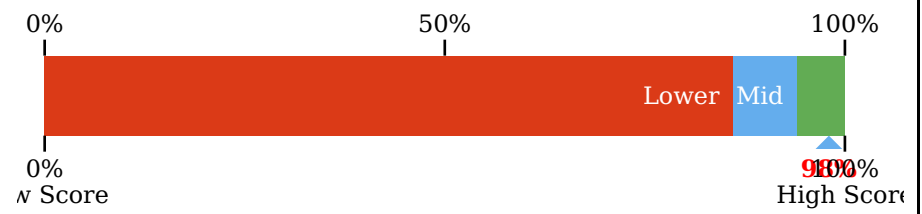
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Practice Score: 'Recommended' Rank

Your Score: **98%**

Percentile Rank: **95TH**

0%   50%   100%

Lower | Mid

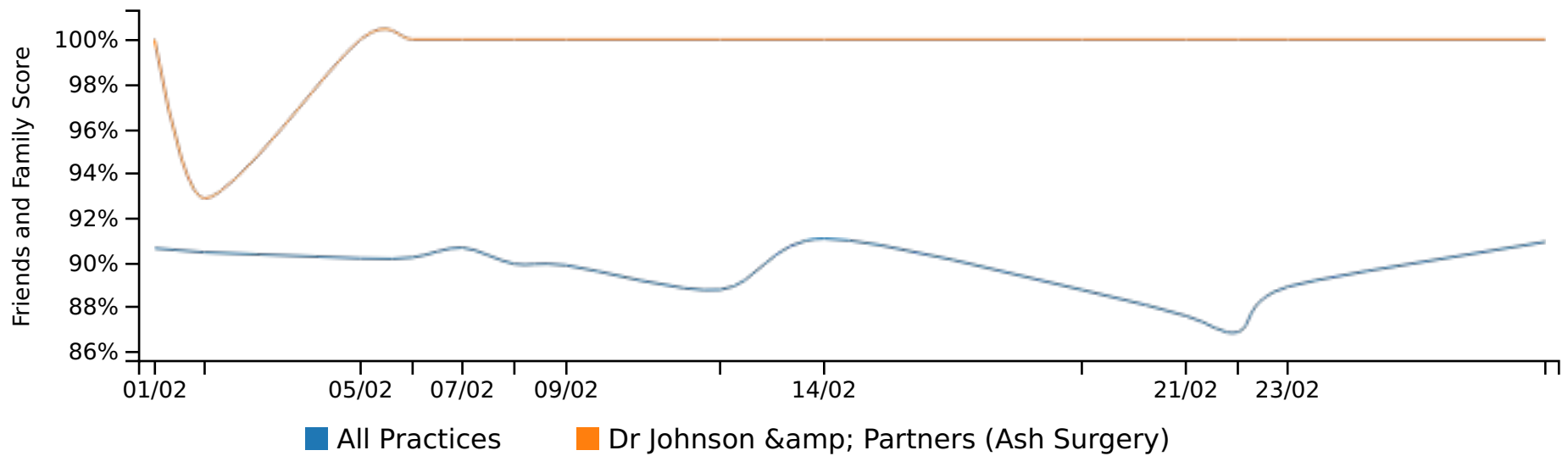0%   93%100%
 Score   High Score

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 95th percentile means your practice scored above 95% of all practices.

Practice Score: 'Recommended' Comparison

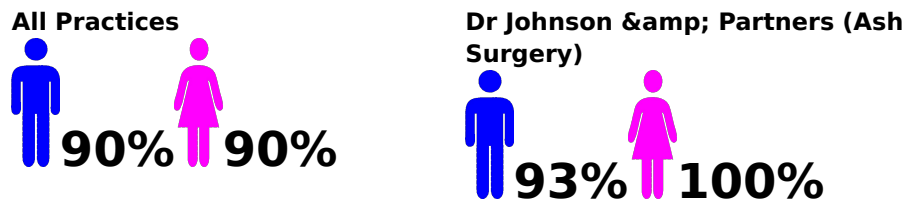■ All Practices   ■ Dr Johnson & Partners (Ash Surgery)

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

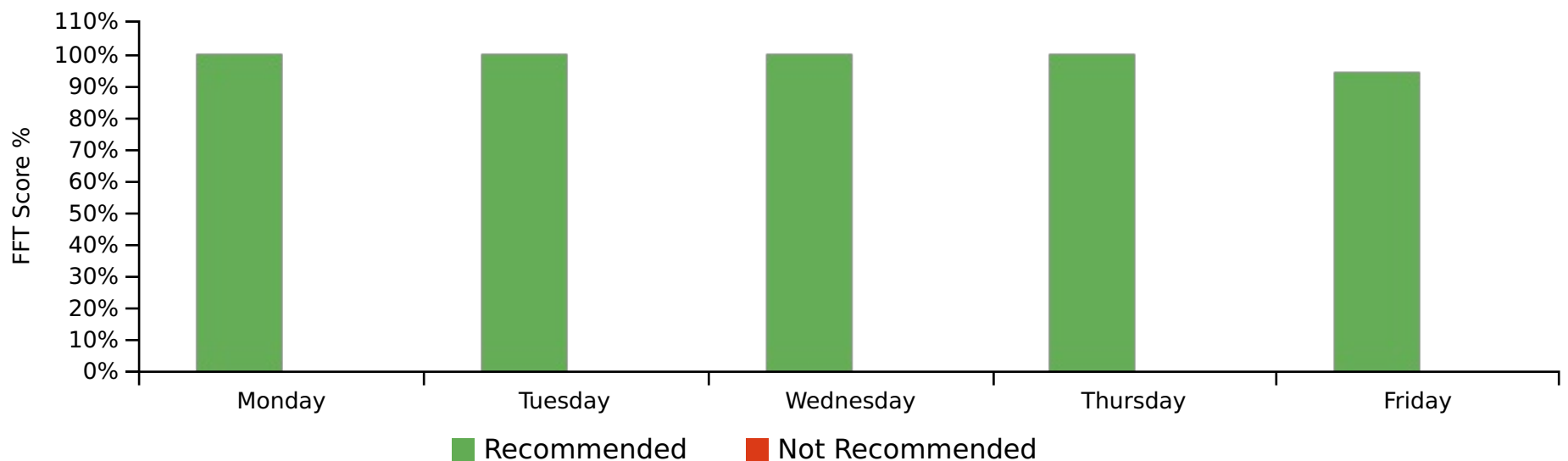## Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	85%	89%	93%
Dr Johnson & Partners (Ash Surgery)	100%	97%	100%

Gender

All Practices

90% **90%**

Dr Johnson & Partners (Ash Surgery)

93% **100%**

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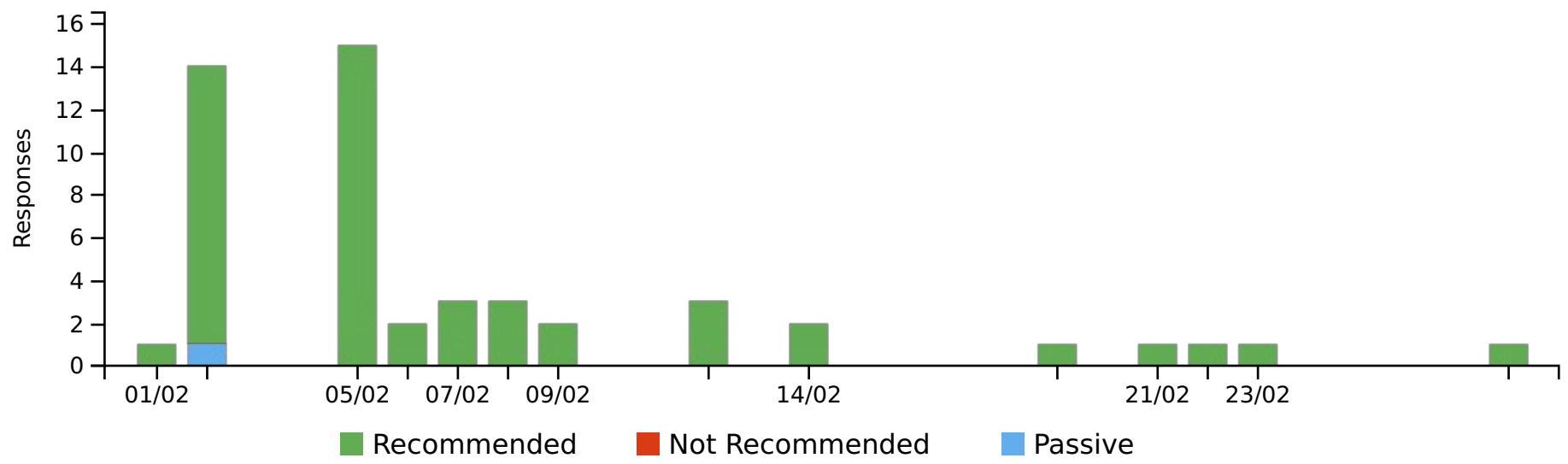2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis

■ Recommended   ■ Not Recommended

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.

Patient Responses

Legend: ■ Recommended ■ Not Recommended ■ Passive

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.

Thematic

Reception Experience	5
Arrangement of Appointment	10
Reference to Clinician	8

Notes: 1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragments and is not an exhaustive analysis of all talking points.
3. Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and adjectives where the word frequency is reflected in text size.

Tag Cloud

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

✓Helpful and good advice
✓*Quick response.*
✓All staff have been helpful, professional and considerate
✓*Becos it's a very good doctors.*
✓Always give excellent service
✓*Always helpful, starting at switchboard*
✓Because the nurse is just wonderful
✓*Knowledgeable practitioner. Treatment explained in detail.*
✓Because it best describes my last two visits from the helpful receptionists to the consultations thank you.
✓*Great doctor really listened and issue dealt with*
✓It was a good experience 5+++++
✓*All good, would have given a 1 but had to wait 50mins.*
✓Consistent, positive and helpful.
✓*Today, specifically, the doctor I saw was very thorough. I was seen quickly and was able to make an appointment with relative ease.*
✓Easy to good appointments, friendly and helpful staff.
✓*Prompt appointment , professional, good, clear advice given.*
✓The medical staff are always very thorough, there are altetnatives to seing the GP nurse,practice pharmasist etc. Still hate the 8am nonsense for an appointment.
✓*I was given the time I needed*
✓Really useful appointment with Danny. Very thorough assessment and clear explanations of the suspected issue and the management options going forward.
✓*Difficult to make an appointment*
✓Appointment on time. Nurse was excellent with friendly reassuring manner.
✓*No issues quick service professional good information*
✓No waiting time straight in friendly informative manner
✓*Didn't wait too long, good service*
✓Appointment on time. Nurse friendly, informative and put me at ease.
✓*Karen was excellent as always! Considerate and listens to the patients*
✓Excellent service, competent staff
✓*I have always had excellent experiences at the Gp surgery*
✓Promptly contacted and offered an appointment, very helpful and knowledgeable healthcare professional.
✓*I was happy to have an appointment on the same day and happy with the examination and advice I was given*
✓was listend 2&given time talk abt hw health affect me,every1 at Surgery helpful&friendly
✓*Caring, kind, flexible, listening..*

Not Recommended

Passive

✓Not really just private