# **FFT Monthly Summary: August 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	2	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:** 121

**Responses: 50** 

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	39	8	1	0	2	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	39	8	1	0	2	0	50
Total (%)	78%	16%	2%	0%	4%	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 (%) = 
$$\frac{\textit{very good} + \textit{good}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$
Not Recommended (%) = 
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

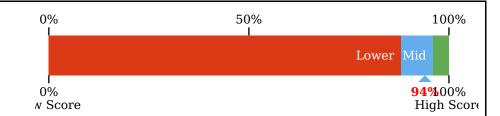
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

# **SECTION 3 Practice Scoring**

### **Practice Score: 'Recommended' Rank**

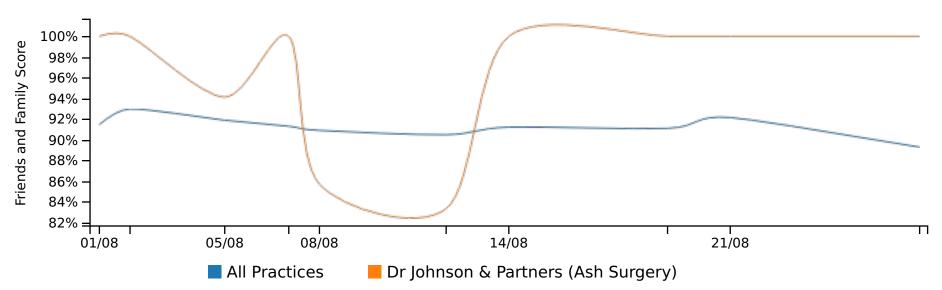
Your Score: 94%
Percentile Rank: 70TH



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 70th percentile means your practice scored above 70% 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**

2. Score calculated as per NHS requirements. See scoring guidance section.

#### Age

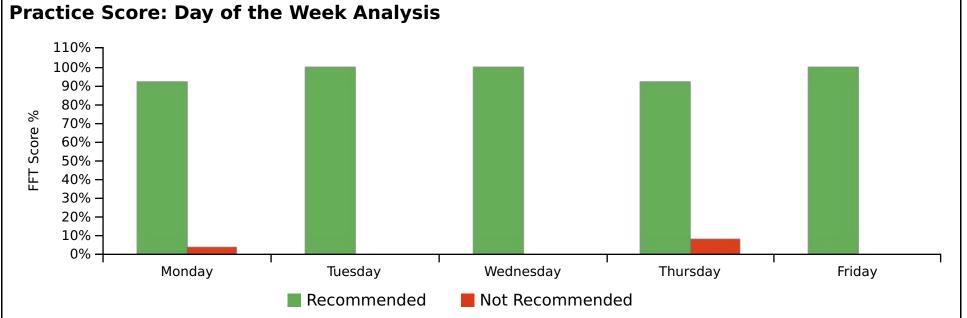
	< 25	25 - 65	65+
All Practices	85%	90%	94%
Dr Johnson & Partners (Ash Surgery)	100%	96%	91%

# Gender



Dr Johnson & Partners (Ash Surgery)

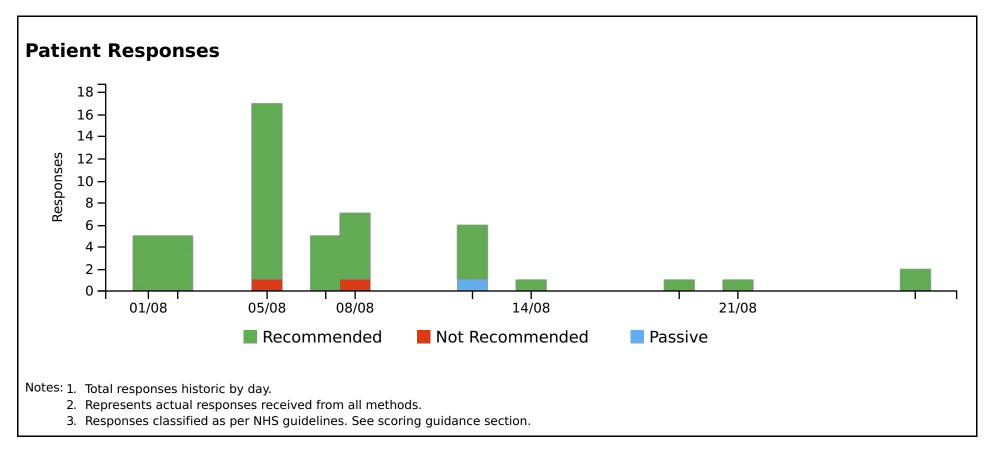
Notes: 1. Scores for current reporting month.



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.

# **S**ECTION **4 Patient Response Analysis**



#### Thematic Tag Cloud **Reception Experience** 7 Arrangement of Appointment 6 immediately Reference to Clinician 21 submitting going amazing unhurried Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most discussed themes by analysing helping sentence fragements and is not an exhaustive analysis of all talking Pleasant points. 3. Tag cloud is rendered using the most used present participle verbs, dealing Clear regarding gerund verb, adverbs and sending salready [[ absolutely adjectives where the word frequency is reflected in text size. important effectively listening straightforward working making

#### **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 I saw today was lovely, kind and understanding
- ✓ Receptionist and nurse were both professional and efficient. Didn't have to wait too long for non-urgent appointment.
- ✓A very professional and courteous service.
- ✓ Because everything was dealt with in a number of hours, thoroughly.
- ✓ Good service.
- ✓ It's always a pleasure dealing with nurse karen, also the reception staff are always nice to deal with
- ✓ Quick, efficient, did the job
- ✓ Best practice in the country. I'm always so grateful for the practicioners' help
- ✓ Quick and helpful service
- ✓ Prompt, courteous
- ✓ The appointment was facilitated by one of the practice's telephone operatives in a pleasant, courteous and professional manner ....I was seen promptly by Karen (who knows me) and is also alert to other services or investigations which may contribute to my overall health. I feel very safe and confident in the service this practice provides to myself and my family....JAK
- ✓ Friendly and clear advice
- ✓ Nurse was v helpful and informative, showing me test results and answering my questions. Unhurried and relaxed but professional.
- ✓ Because you were on time and nurse Karen was her normal smiling professional self and answered all my questions
- ✓ All staff are really nice and helpful
- ✓ Because the service was very good
- ✓ Nurse had read notes before, was attentive and tried to give me options. But she only Googled for info.
- ✓ G.p gave me good advice
- ✓ Appointment on time, nurse absolutely lovely. Explained everything I needed to know.
- ✓ The practice nurse was very helpful and answered all my questions.
- ✓ Very good service x
- ✓ Good doctor explained everything to me, Everyone pleasent
- ✓I find the staff approachable when I have any queries and find the online system much better than trying to ring for an appt. The last time I used the online system at 8am I had received a call at 8.10 am to have a face to face doctor appt. How good is that! They were also prompt with my husband when he had melanomas. Excellent practise.
- ◆ The nurse I saw was friendly, very helpful and knowledgable
- ✓ Quick turnaround from submitting econsult to being offered an appointment. There was a range of appointments times available. The appointment was not delayed. Danishpaul did a thorough assessment, identified my problem and gave a clear plan going forward.
- ✓ Friendly courteous and informative.
- ✓ Staff were friendly and knowledgeable
- ✓ When there for my shingles injection I asked the practice nurse for some advice regarding something else. I was advised to see a doctor and the practice nurse arranged it for me.
- ✓The appointment was on time, nurse was good
- ✓ I was able to make an appointment to see The Physiotherapist with the date and time to suit me. My appointment was on time and I was listened to and given a thorough assessment with an exercise plan to follow.
- ✓ Seen on time, nurse explained process and possible side effects very clearly, vaccination very straightforward.
- ✓ As I felt listen too. Lots of important tasks where achieved b12 injection new medication ordered. Asthma checked and lots of health and well being looked into. Making me feel reassured. Thank you for helping to look after me.
- ✓ Seen on time...gp was very attentive and patient
- ✓ As ever the service was excellent. Dani was thorough, diagnosed my symptoms with expertise and skill. His treatments/ excercises have improved my symptoms effectively. I am grateful for his kind and thoughtful work. May I also add that Dr Miller cured my, severe, vertigo immediately with the Epsy manoeuvre! It was amazing! The service at the Ash surgery is superb. Many thanks.
- ✓ Able to see doctor of choice
- ✓ Helpful advice, listening, willing to explain
- ✓I rarely go to the doctor but when I do, it's been a good experience
- ✓ Dr. Taylor, my doctor was excellent. Easy to talk to , friendly and professional. She is an asset to the Ash surgery.
- ✓Appt on time and friendly staff
- ✓ Danny the physio who examined me was very professional and provided excellent advice and guidance

#### **Not Recommended**

- ✓ GP's lack of knowledge about additional covid treatments, despite saying I had received a letter I was made to feel as if I was not believed. I had to find the treatment myself. The gp had asked for me to call if I did find out anything. I did telling reception the gp had asked me to call. I did not get a call back merely a text referring to a letter which was not sent by me.
- ✓ Told the GP a certain cream wasn't working. So she prescribed 4 tubes of the cream over prescriptions. Utterly useless

#### **Passive**

✓ Because I was unsure of what to expect and I didn't really get anything out of my visit. The physiotherapist told me things I've already tried and haven't worked. I will try the exercises he is sending me.