

FFT Monthly Summary: May 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	9	0	1	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:	116						
Responses:	49						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	39	9	0	1	0	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	39	9	0	1	0	0	49
Total (%)	80%	18%	0%	2%	0%	0%	100%

Summary Scores

98% 2% 0%

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:

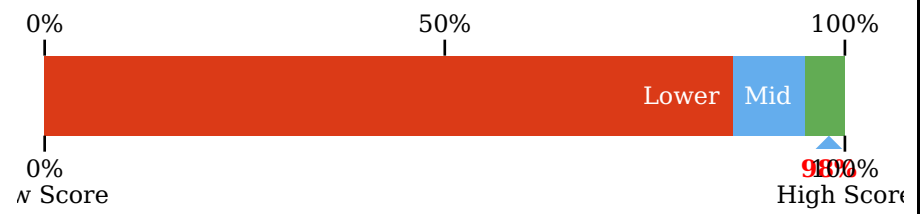
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

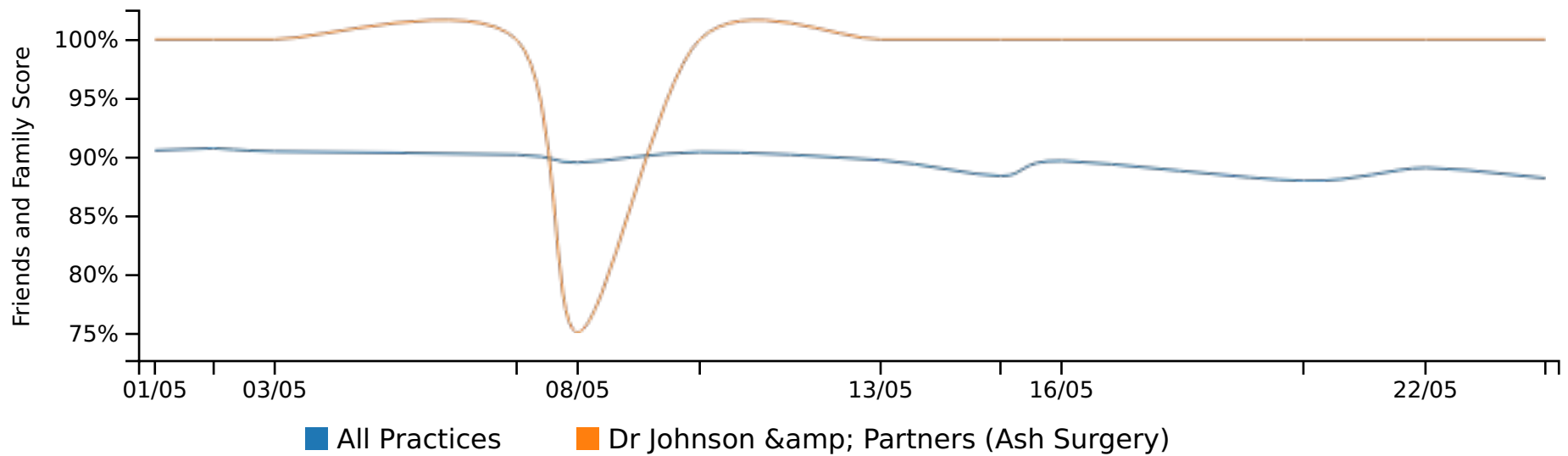
Your Score: 98%

Percentile Rank: 95TH



- 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



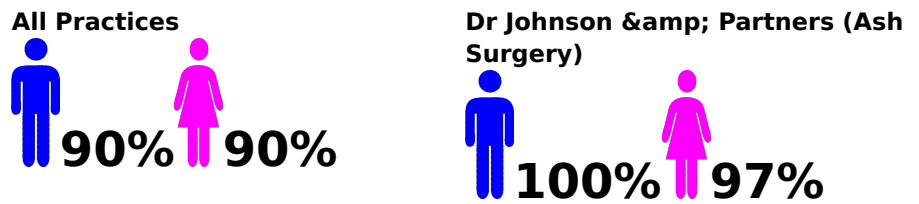
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

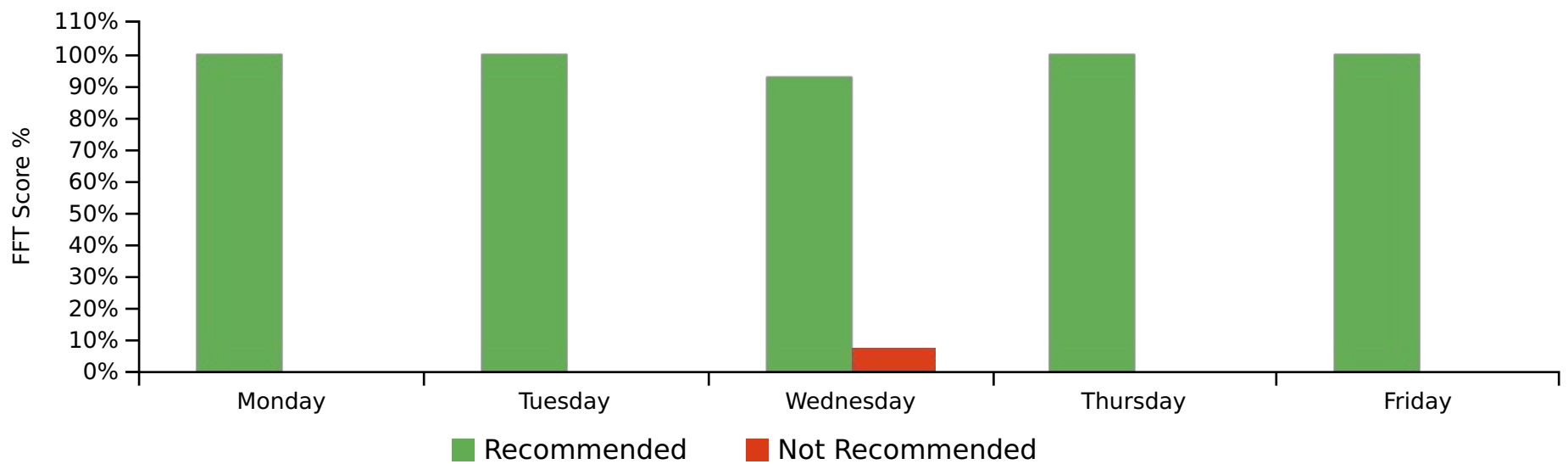
	< 25	25 - 65	65+
All Practices	85%	89%	92%
Dr Johnson & Partners (Ash Surgery)	75%	100%	100%

Gender



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

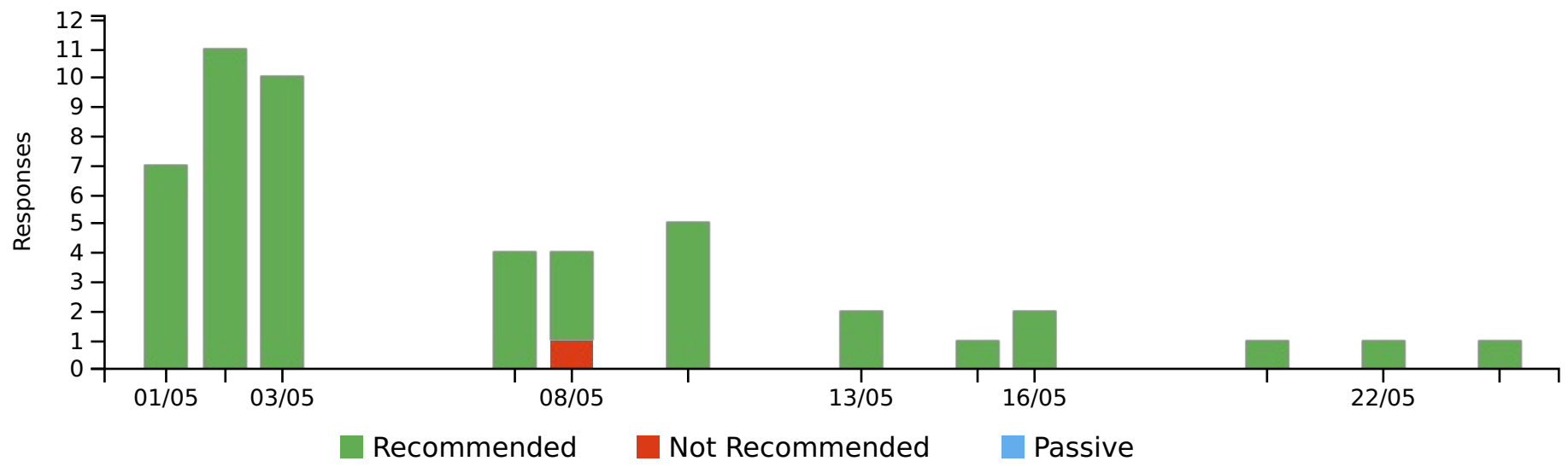
Practice Score: Day of the Week Analysis



- 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

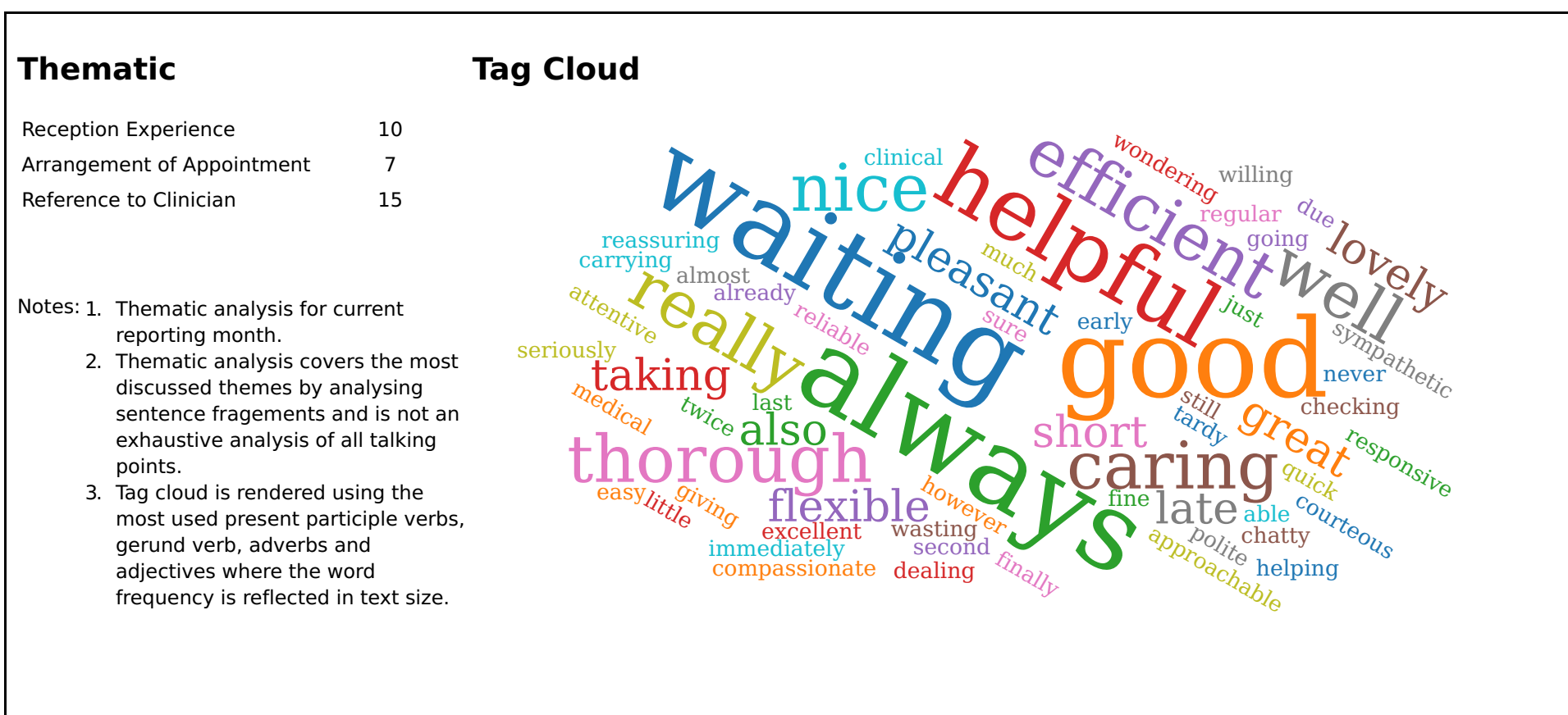
Patient Responses



- 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

- ✓ Quick waiting time. Efficient service.
- ✓ Staff were pleasant and efficient.
- ✓ Great interaction with clinical staff
- ✓ I was a bit tardy for my appointment. However Nurse Karen was very understanding. She was also very good at taking blood samples.
- ✓ Doctors are very good
- ✓ Just got seen to by nurse no problems
- ✓ Prompt response to on line form. Excellent service by practitioner.
- ✓ She was kind and caring and spent time listening to me
- ✓ Flexible and reliable
- ✓ Doctors and staff are always helpful and polite.
- ✓ A lovely, friendly, approachable and professional member of staff. A credit to the Ash Surgery.
- ✓ Have always been able to get an appointment and see a doctor within a short space of time along with yearly check ups
- ✓ All the staff, Dr's and amin particularly, Nurse Karen are professional, courteous, caring etc. I could not fault this practice in any way. Thank you for giving me the care etc that you do.
- ✓ I've been twice this week once for the dr. Only a little waiting time, and I appreciated him taking time to talk with me. I didn't feel pressure to be in and out in 10 mins. The second visit was with the nurse. Chatty and friendly as always. A regular face and almost no waiting time. Thanks v much
- ✓ The doctor was very thorough and reassuring.
- ✓ The nurse I saw was lovely and friendly and I feel she covered everything I needed
- ✓ Early appointment. Short wait. Good rapport with medical professional.
- ✓ Last visit had 40 minute waiting time, issue is everyone in the waiting room was wondering what's going on as we weren't told there's a delay on checking in or at any point after (had to ask about it). Doctor apologised when finally in and all went well from there.
- ✓ Sympathetic
- ✓ The doctor was attentive and has referred me immediately for further testing
- ✓ My appointment today was with Mr Richardson He listens He advised me Helping me with my tablet intake and anxiety Really if sud of been number 1 I chose
- ✓ Very thorough and helpful advice.
- ✓ Very easy to book an appointment. Nurse Karen was very professional
- ✓ Dr Taylor dealt with me in a very pleasant and professional manner and was responsive to my questions. Appointment was on time and the receptionist was very helpful in dealing with an enquiry.
- ✓ I was late due to disruption to trains but they still saw me. Dr Wilkinson listened to my concerns and made sure all my questions were answered
- ✓ I feel the reception staff are really friendly and always willing to help with any questions. The GP's and nurses I have seen have all been great, they have all taken my concerns seriously as well as carrying out any actions based on the concerns - very thorough. They always listen to me and I've never felt as though my concerns have been dismissed which is really nice.
- ✓ Karen all the time is very nice and professional. Thank you
- ✓ For a caring attitude and compassionate treatment
- ✓ Very good
- ✓ As also all staff at the Practice are very helpful.
- ✓ You look after me very well staff all seem very nice
- ✓ Flexible, efficient, friendly staff.
- ✓ Besides being a bit late everything fine
- ✓ Appt was on time and information provided was good .
- ✓ Condition was explained

Not Recommended

- ✓ My appointment was cancelled with 8 minutes notice so I had already arrived at the surgery, wasting my lunch break for no reason.

Passive

