FFT Monthly Summary: April 2024

Dr Johnson & Dr Jo

Code: N82073



SECTION 1 **CQRS Reporting**

CQRS Reporting FFT001 FFT002 FFT003 FFT004 FFT005 FFT006 FFT007 FFT008 FFT009 FFT010 FFT011 FFT012 50

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:	122						
Responses:	50						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	41	8	0	0	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	41	8	0	0	1	0	50
Total (%)	<i>82</i> %	16%	0%	0%	2%	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 (%) =
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

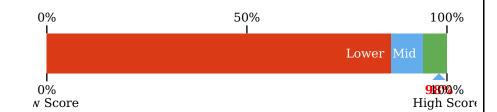
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

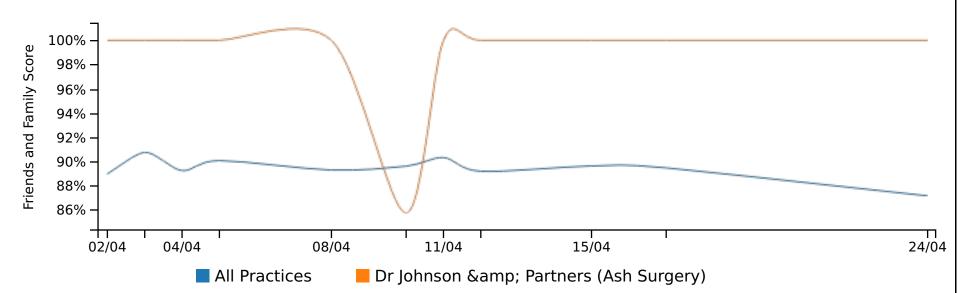
Your Score: 98%
Percentile Rank: 95TH



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	84%	89%	92%
Dr Johnson & Dr Jo	100%	96%	100%

Gender



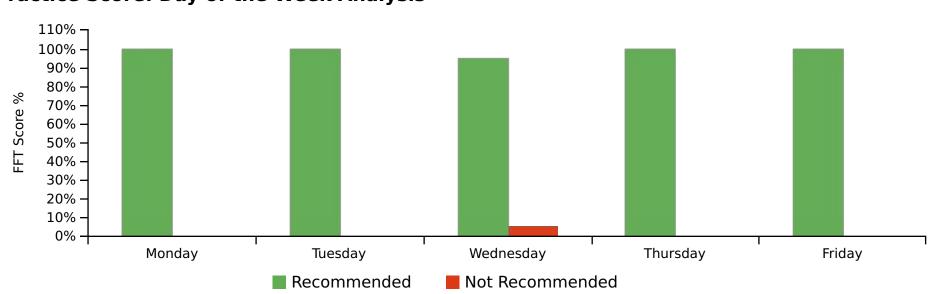
Dr Johnson & Dr Jo

94% 100%

Notes: 1. Scores for current reporting month.

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

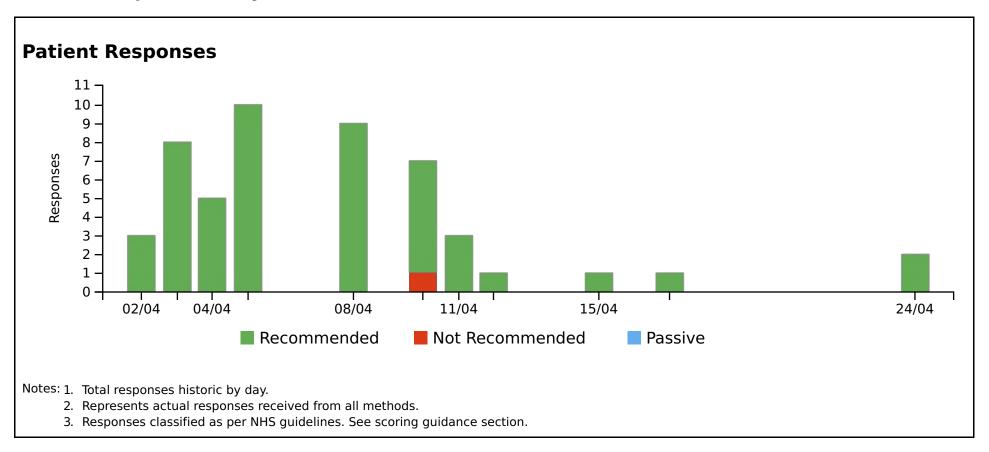
Practice Score: Day of the Week Analysis



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 Free Text Comments: Summary

Thematic Tag Cloud **Reception Experience** 4 Arrangement of Appointment 11 Reference to Clinician 24 approachable Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most discussed themes by analysing sentence fragements and is not an competent me 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.

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

- ✓ See Nurse Karen on regular basis, always friendly even though probably her day isn't always full of friendly ppl (I work for nhs)
- ✓ I have been trying to get help for my mental health and got an appointment straight away with the surgery
- ✓ Dr Wilkinson is excellent. He has been very thorough with any health issues myself and daughter have seen him with. He has been so supportive longer term with mental health and helped me feel confident and listened to.
- ✓ I was able to book an appointment with the nurse that was convenient to myself. My appointment was on time, the nurse was very helpful, knowledgeable and friendly
- ✓ Very good service
- ✓ The asthma nurse I saw listened and was helpful and understanding. She didn't rush me and made good suggestions. Thanks
- ✓ Excellent appointment with the nurse. She went through my blood tests thoroughly and was happy to answer my concerns. Didn't feel rushed.
- ✓ I got an appointment and helpful information which I shall act upon, hopefully with a positive outcome.
- ✓ Was listened to and thoroughly examined with my health concerns
- ✓ The service was great, no complaints
- ✓ Is good not good enough
- ✓ Great experience with Karen the nurse who is really helpful and great with babies for vaccines and putting parents at ease.
- ✓ Nurse was great and put me at ease
- ✓ Happy with her attitude and advice etc.
- ✓ All was explained clearly to me making me feel confident
- ✓ It takes a while to get through on the phone am
- $\checkmark \text{Excellent at getting appointments, doctors very attentive, staff all very helpful} \\$
- ✓ The nurse we saw was personable and kind
- ✓ Dr luke Wilkinson is very approachable, has a lovely approach with our baby and is very respectful of our decisions and choices as parents.
- ✓ It was a positive appointment.
- ✓ My appointment was on time, the examination was all good and I was only there for 15 minutes from start to finish, no complaints!
- ✓ Given a face to face appointment immediately. Seen by a GP who knew my history and made an urgent referral.
- ✓ The nurse I saw was very knowledgeable and explained the procedure to me very throughly and put me at ease.
- ✓ Very satisfied you look after me
- ✓ The nurse, Karen was absolutely lovely and put me at ease as always.
- ✓ Very nice and understanding nurse
- ✓ Because we were looked after particularly by the Surgery Nurse
- **✓** On time and helpful
- ✓ Nothing is perfect But Doctor was good
- ✓ The nurse was very thorough in going through all the health issues.
- ✓ Karen is always very good, excellent service as always.
- \checkmark I could not have had better service from your receptionist and Karon the practice nurse
- \checkmark Because the I got seen to on time with the nurse and she was very nice
- ✓ Staff and doctors / nurses have all been really helpful and kind on all occasions
- ✓ Professional advice and information.
- ✓ 1. Nurse Karen is lovely. Very caring and considerate and always spends time ensuring her patients are OK. She is extremely competent and knowledgeable too and explains things clearly.2. Reception staff are pleasant and helpful and always have a smile.3. Clinical and admin. staff are responsive to patients' needs.
- ✓ Was given an appointment straight away.
- ✓ Doctor was very helpful
- ✓ From what you hear about GP surgeries overall I think it is OK to get appointment
- ✓ Was given appointment in same day as was in severe pain Dr miller dealt with my problem excellent consultation everything explained and dealt with thank you

Not Recommended

