

FFT Monthly Summary: November 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
38	12	0	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: 126

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	38	12	0	0	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	38	12	0	0	0	0	50
Total (%)	76%	24%	0%	0%	0%	0%	100%

Summary Scores

100% 0% 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:

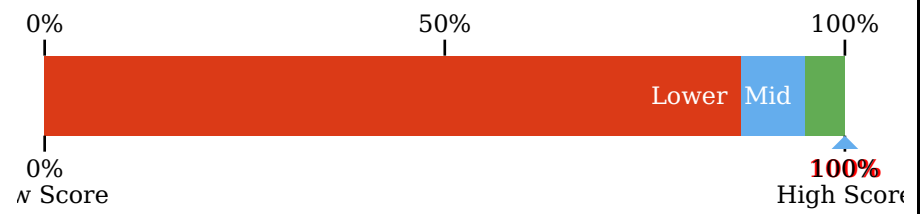
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

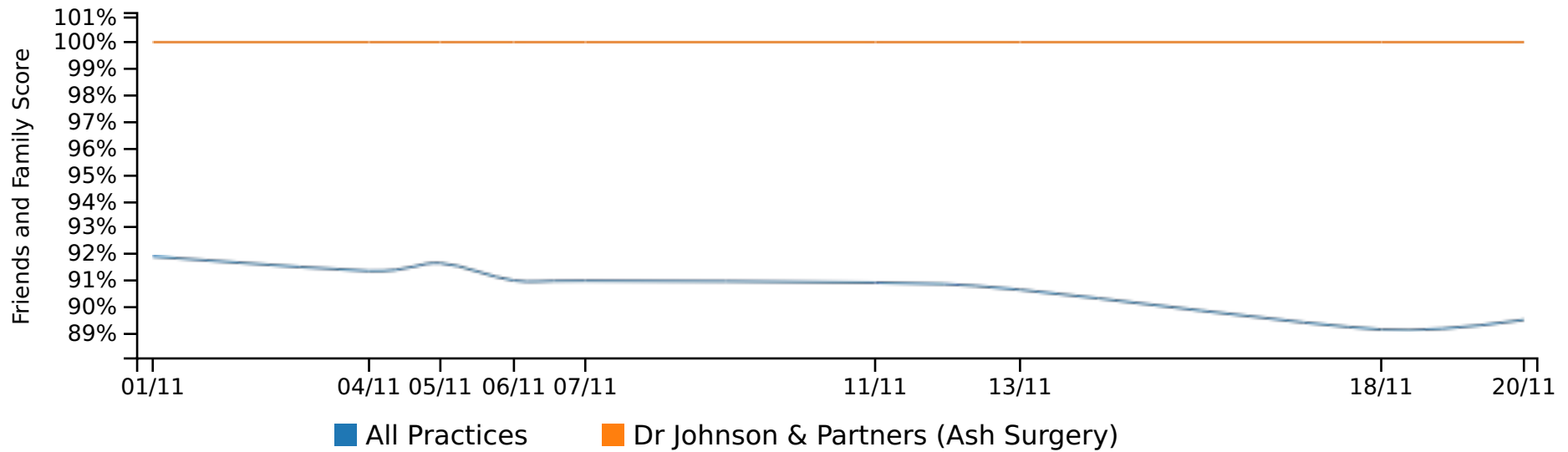
Your Score: 100%

Percentile Rank: 100TH



- 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 100th percentile means your practice scored above 100% of all practices.

Practice Score: 'Recommended' Comparison



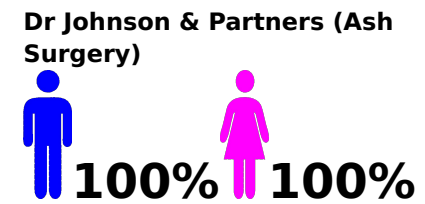
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

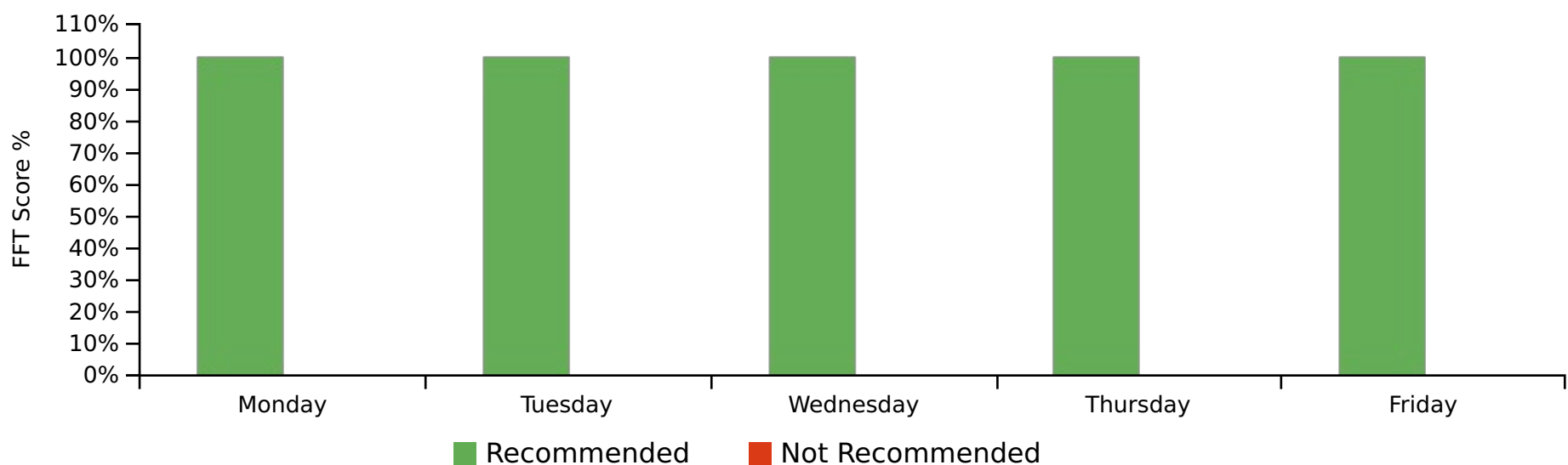
	< 25	25 - 65	65+
All Practices	86%	90%	93%
Dr Johnson & Partners (Ash Surgery)	100%	100%	100%

Gender



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

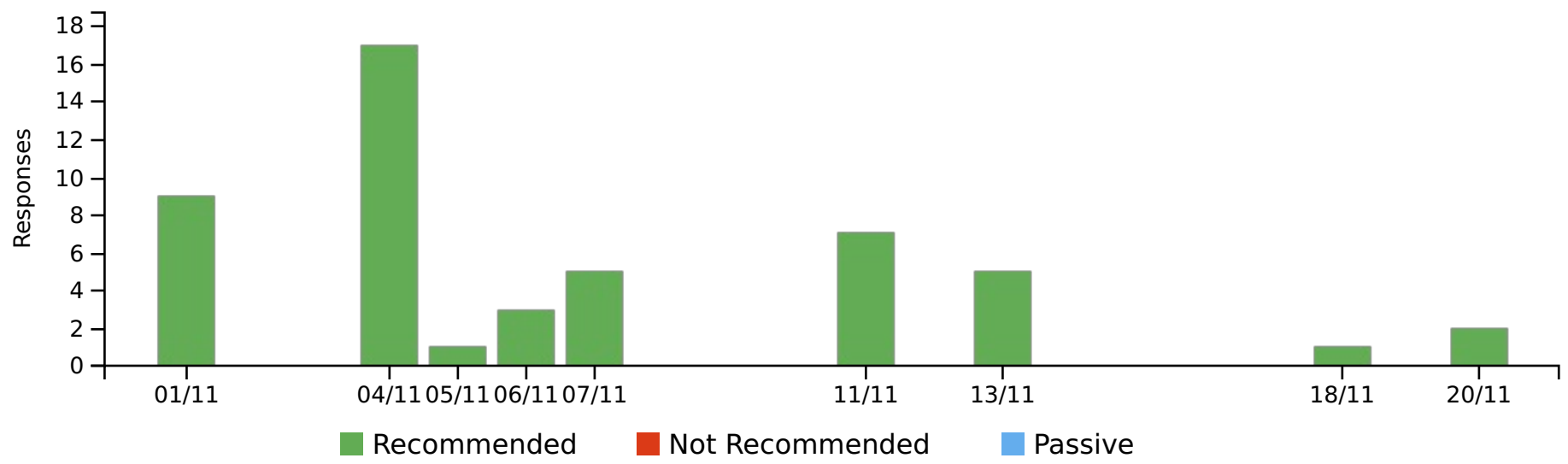
Practice Score: Day of the Week Analysis



- 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

- ✓Went in on TimeInformation , advice and explanations given where excellent Friendly and professional
- ✓I have always found all at the practice very professional, caring and willing to go the extra mile to help.
- ✓I haven't any complaints
- ✓Physio was thorough, explained everything in great detail. Pit me at ease
- ✓Appointment was on time and doctor took time to explain test results and sort out changes to prescription
- ✓Very knowledgeable, very thorough and always a warm welcome!
- ✓On time: diagnosis excellent: treatment plan relevant v helpful
- ✓I had a very good experience at ash surgery. Being an international student I am sure i got the best treatment . My gp at ash surgery is a wonderful doctor and an amazing human .
- ✓I had an appointment with the physio today and he gave me sound advice to manage my pain and muscle control.
- ✓An excellent consultation with Practice Nurse who was professional and made me feel at ease
- ✓Last time I suffered pain in my neck I was sent for physio at Sefton. I got no relief . Ended up paying for an osteopath . Which did work better . The physio gave me exercise sheet s and recommended heat pads . He was very nice man. But my confidence on trying to follow the exercise on the floor or bed at my age is not easy . The time I received my appointment was very fast . I will try the exercise I can do . And buy the heat pads.
- ✓The nurse, Karen was excellent
- ✓Karen was great when I went for a smear test - friendly, reassuring and kind.
- ✓Because that is how I feel about it
- ✓The appointment was later than scheduled. I am unable to drive due to epilepsy and had to keep my lift waiting
- ✓Welcoming and friendly
- ✓Great doctors generally always get Appointments when needed
- ✓Fast & efficient
- ✓It covered all areas of health and wellbeing.
- ✓The Dr was very helpful and explained everything to me.
- ✓Friendly faces well organised practice professional service.
- ✓The nurse clearly explained the reason for the test and the next steps.
- ✓On hold to make an appointment for 15 mins.But physio and Gp were excellent.
- ✓Because it was good
- ✓Can get an appointment when needed
- ✓Didn't appear rushed and had time to talk
- ✓Phoned upto enquire and said they had cancellation so took it and got my jab and information on it
- ✓I was treated with friendliness and respect. I was listened to.
- ✓Dr was sympathetic to my needs and listened to my concerns
- ✓Receptionists are friendly, waiting times are good, it appears to be easier to get an appointment.
- ✓On time appointment, friendly and clear help.
- ✓My appointment was with my midwife Mark and he is brilliant
- ✓The doctor was quick and efficient while still prioritizing my comfort and making sure I knew everything I needed to know. I very much appreciate the high level of care I always get at Ash Surgery!!
- ✓Nurse was friendly, on time and very helpful
- ✓Because treatment received and service delivered always been very helpful
- ✓Very good
- ✓Very professional consultation. Eased my mind, listened to my concerns and taking the right path going forward.

Not Recommended

Passive