FFT Monthly Summary: October 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
42	7	0	0	1	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: **114**

Responses: **50**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	42	7	0	0	1	0	**50**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**42**	**7**	**0**	**0**	**1**	**0**	**50**
Total (%)	*84%*	*14%*	*0%*	*0%*	*2%*	*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:

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

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

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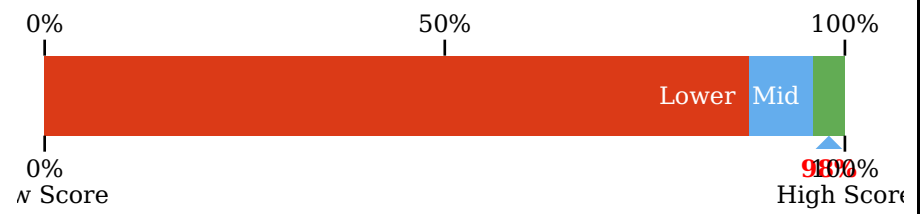
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Practice Score: 'Recommended' Rank

Your Score: **98%**

Percentile Rank: **95TH**

0%   50%   100%

Lower Mid

0%   100%
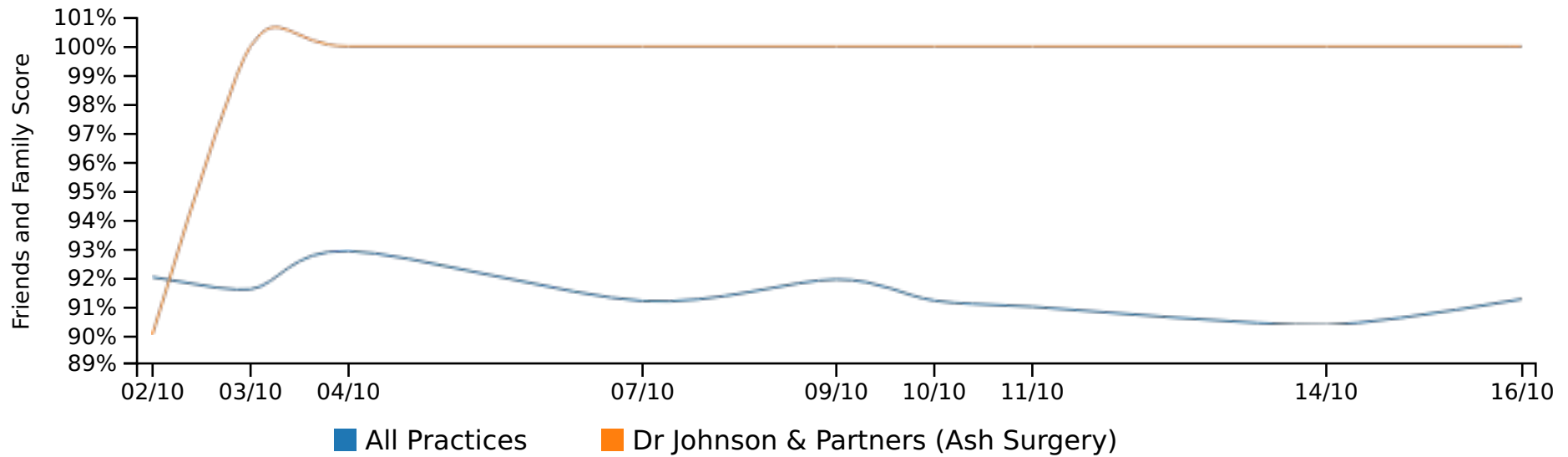_N_ Score   High Score

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

Friends and Family Score

101%
100%
99%
98%
97%
96%
95%
94%
93%
92%
91%
90%
89%

02/10 03/10 04/10 07/10 09/10 10/10 11/10 14/10 16/10

■ 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.

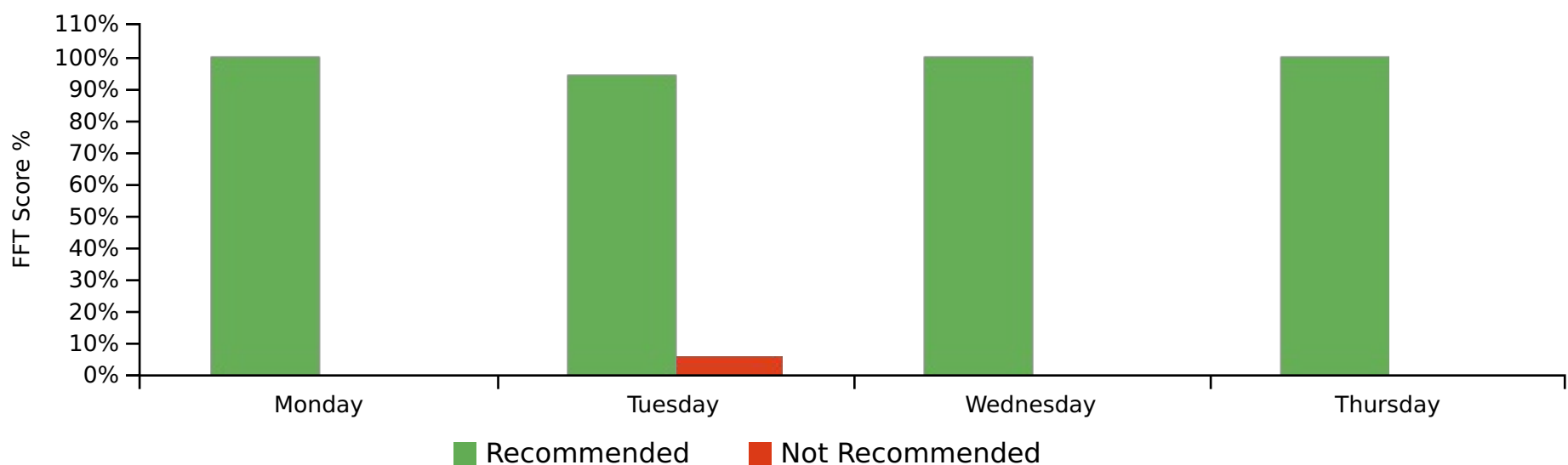### Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	85%	90%	94%
Dr Johnson & Partners (Ash Surgery)	0%	94%	100%

Gender

All Practices

91% 91%

Dr Johnson & Partners (Ash Surgery)

100% 97%
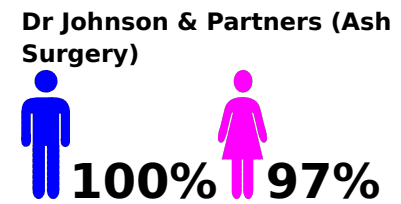
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

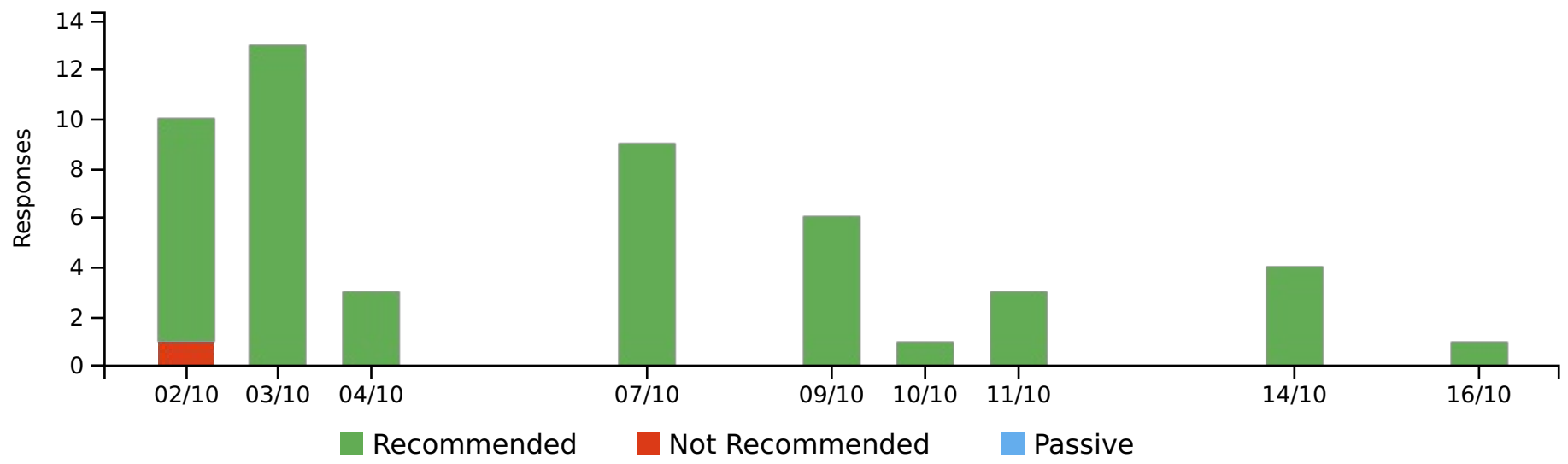### Practice Score: Day of the Week Analysis

FFT Score %

110%
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%

Monday Tuesday Wednesday Thursday

■ 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

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.

Patient Free Text Comments: Summary

Thematic		Tag Cloud
Reception Experience	6	
Arrangement of Appointment	8	
Reference to Clinician	10	

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.

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

✓*Because i felt well looked after.*

✓Appointment on time with the nurse. Very friendly chat, explained blood test results clearly. Planned next steps

✓*I didn't have to wait long to see the nurse who was very efficient*

✓Very thorough with questions. Forward planning about health.

✓*Despite a 40 minute wait, I felt that Dr Jermin gave me the attention I needed*

✓The whole practice is helpful and courteous.They listen to what you have to say.

✓*Very good service and patient care.*

✓Because the service was very good and the only number which correlates to VERY a GOOD is number 1, I would think that is obvious from my answers earlier!May I ask a question please?Who is checking these answers and asking me why I answered as I did?I think it is my right to know who, which person or what authority or organisation is querying my responses and then querying me further?My best regards from a very interested patient Peter keen

✓*No waiting and docter was very clear and precise*

✓Impressed by visit to frailty clinic today.

✓*Was seen quickly, staff personable and friendly*

✓Went in on time and staff pleasant as always.

✓*Easy to book appointment.All on time. Friendly service.*

✓Fast, efficient and service with a smile

✓*Always very good service !*

✓Kind and compassionate treatment

✓*Done everything I needed can't thank them enough*

✓Easy making appointment,

✓*Very clear communication, very good interpersonal skills, very good knowledge. Simple appointment process. Friendly receptionist. Could do with the bike racks being put back in use would my only very minor criticism.*

✓Generally reasonable waiting times, team always engaged and willing to help, never feel I'm putting them out with questions or draining their time

✓*I had an appointment this morning with Nurse Karen which ran on time, all my questions and concerns were dealt with in a professional manner .*

✓Efficient receptionist and nurse

✓*Excellent service abd treatment*

✓The appointment was on time we were seen very quickly

✓*The nurse was friendly , lovely and explained what would happen next during the consultation. The receptionist was also lovely and very helpful. Thanks*

✓Very quick to respond

✓*I always get an appointment when I call the surgery, the receptionists, doctors and nurses are always kind and helpful.*

✓Both girls very friendly, had bloods taken , which didn't hurt, very informative fella very relaxed.

✓*Becouse thay ar so nice and you can have a good chat with them thay listen to what you to say x*

✓Appointment was on time and efficient. Nurse was friendly and understanding and also very efficient

✓*Because it was a very informal and relaxed atmosphere*

✓Everything was fine waiting time very reasonable nurse excellent prescribers team pleasant and informative altogether happy experience

Not Recommended

✓Karen was very understanding and careful .

Passive