FFT Monthly Summary: December 2024

Dr Johnson & Partners (Ash Surgery)

Code: N82073



SECTION 1 CQRS Reporting

CQRS R	eportin	g									
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
44	4	0	1	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

124 **Surveyed Patients: 50 Responses:** Neither Very good Total Good good nor Poor Very poor Don't know poor SMS - Autopoll 1 **50** SMS - User Initiated Tablet/App Web/E-mail

Manual Upload Total 44 0 1 **50** 4 1 0 Total (%) 2% *88*% 8% 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 (%) = $\frac{very \ good + good}{very \ good + good + neither + poor + very \ poor + don't \ know} \times 100$ Not Recommended (%) = $\frac{very \ poor + poor}{very \ good + good + neither + poor + very \ poor + don't \ know} \times 100$

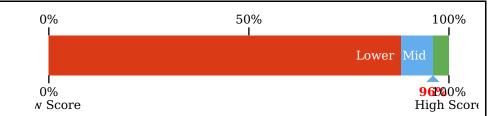
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

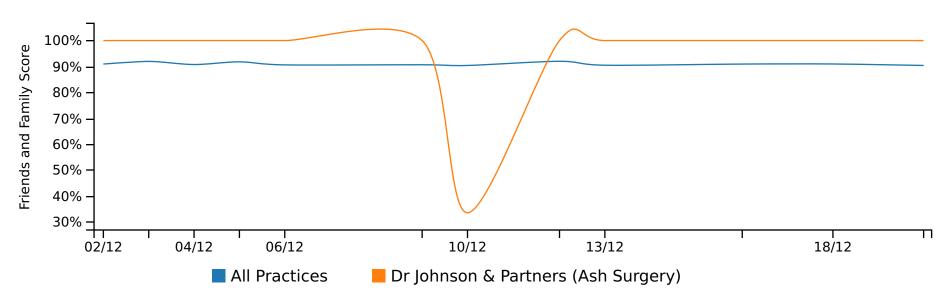
Your Score: 96%
Percentile Rank: 85TH



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 85th percentile means your practice scored above 85% 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%	90%	93%
Dr Johnson & Partners (Ash Surgery)	100%	93%	100%

Gender

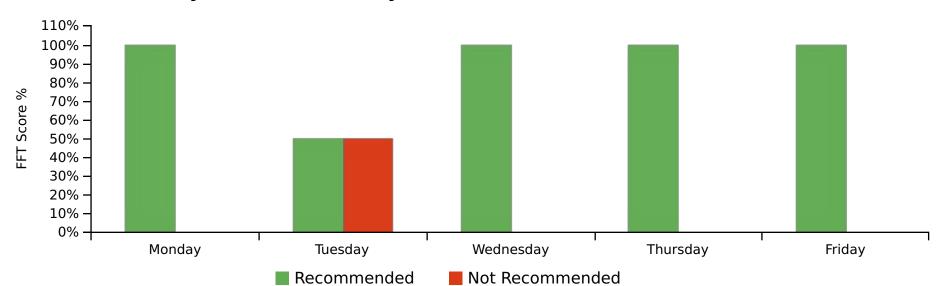




Notes: 1. Scores for current reporting month.

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

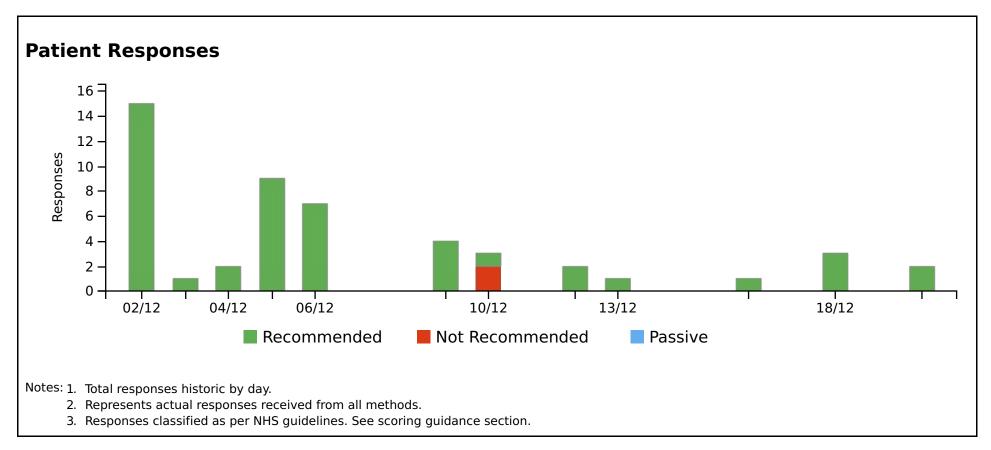
Practice Score: Day of the Week Analysis



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 Free Text Comments: Summary

Thematic	Та	g Cloud
Reception Experience	4	
Arrangement of Appointme Reference to Clinician	nt 5 12	
Notes: 1. Thematic analysis reporting month. 2. Thematic analysis discussed themes sentence frageme exhaustive analysis points. 3. Tag cloud is rendemost used preser gerund verb, advadjectives where frequency is refle	covers the most by analysing nts and is not an is of all talking red using the t participle verbs, erbs and the word	Carino chronic informat

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

- ✓ Nurse was informed and very helpful.
- ✓ Friendly, efficient, effective
- ✓ Because they where respectful understanding and caring
- ✓ The physiotherapist Danishpaul was very thorough and knowledgeable. He talked me through my symptoms and concerns and gave me advice and a detailed follow up program.
- ✓U can get appointment and speedy service. Feels like they care
- ✓ Doctors are very attentive and reception staff have excellent customer care experience
- ✓ Overall the service was great, but I had to wait about half an hour longer because of a computer issue and the chairs aren't that comfortable. I have chronic pain so it was a quite uncomfortable. But I'd still say the service was great
- ✓ We have always been able to get an appointment on the day we rang up which from speaking to friends is a very good service and dr mc cabe who we generally see in surgery goes above and beyond particularly when dealing with my son who has complex needs
- ✓ Received a prompt & professional service.
- ✓ Was able to get flu jab at the surgery
- ✓ Great service by doctor was very thorough in his work
- ✓ Had a health check which was very useful
- ✓ Doctor Parinaz was so helpful, professional and understanding, such a lovely Doctor
- ✓ Because I thought the service was very good. I was dealt with in a friendly manner. Was given the flu vaccine quickly and without pain. Was given clear information about potential side effects.
- ✓ Everything went as I anticipated.
- ✓ Car park spaceEmpty waiting roomNo delays on appt timeNurse Karen has excellent communication skills.
- ✓I gave it a 1. I am always treated with respect, the staff are always very helpful, and it is all done with a smile on their face. You can't ask more than that, can you? Xx
- ✓ Fast, professional and friendly.
- ✓ Have always managed to see doctor / health professional on day of enquiring. Doctors/ health professionals actively listen and do what they can to help/ diagnose and create treatment plan in a timely manner.
- ✓ I was seen on time and mr Baldwin was helpful
- ✓ The care and treatment was so professionally delivered. Thank you
- ✓ Friendly, helpful service and on time
- ✓ V quick and on time
- ✓ I have been with the practice for many years. The doctors are lovely, caring and understanding.
- ✓ The appointment was prompted, the Nurse was very efficient and relaxing and informative
- ✓ I felt listened to, not judged 2 the point I will continue the appointments which will continue 4 the next six months,
- ✓ Staff very attentive and provided an excellent service
- ✓ Good service
- \checkmark Everything was explained, shown how to use inhaler
- ✓ Quick appointment and follow up treatment
- ✓ Friendly, get the job done!
- ✓ From the receptionists, practice nurse's to the surgery doctor's . The service you all give to your patients, is in my opinion, the best in Merseyside
- \checkmark Listened to my concerns. Thorough examinations and gave me treatment straight away

Not Recommended

- ✓ Phlebotomist unable to locate vein and now need to attend another clinic
- ✓ Wasted journey came for bloods that you asked me to attend for and the nurse couldn't find a vein! So I now have to go to Garston walk in to get them done

Passive