

FFT Monthly Summary: April 2025



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
41	8	0	1	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: 99

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	41	8	0	1	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	41	8	0	1	0	0	50
Total (%)	82%	16%	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:

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

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

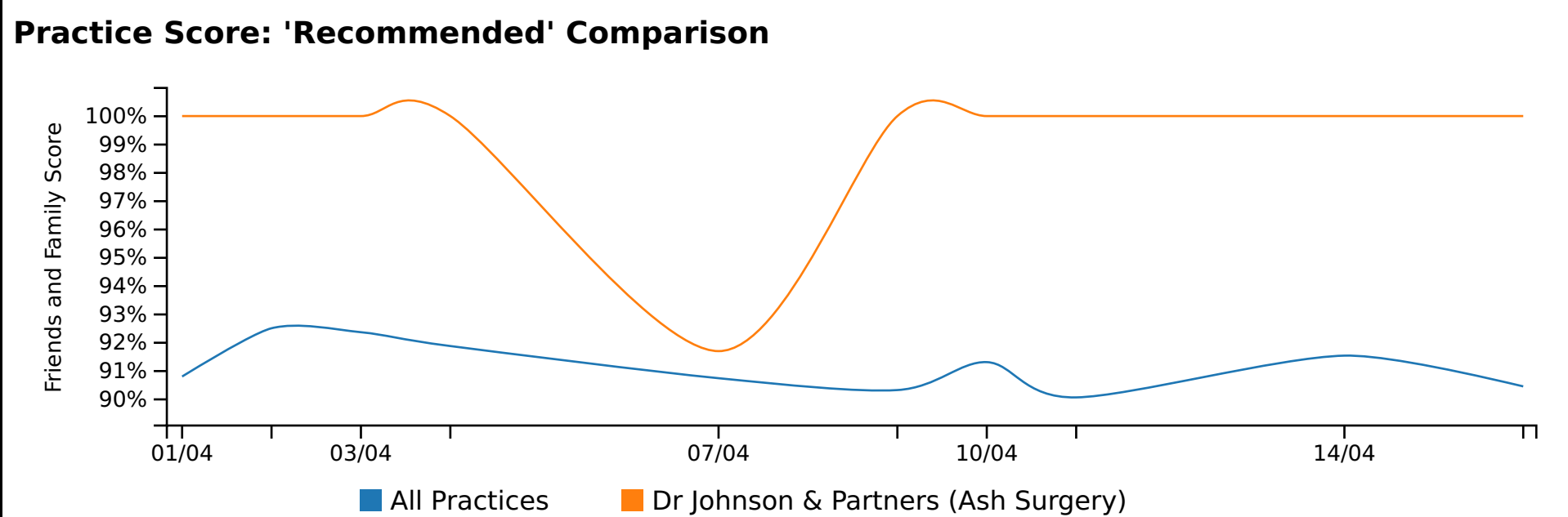
0%50%100%

0% Score

LowerMidHigh Score

98%

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.



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)	0%	100%	100%

Gender

All Practices

91%

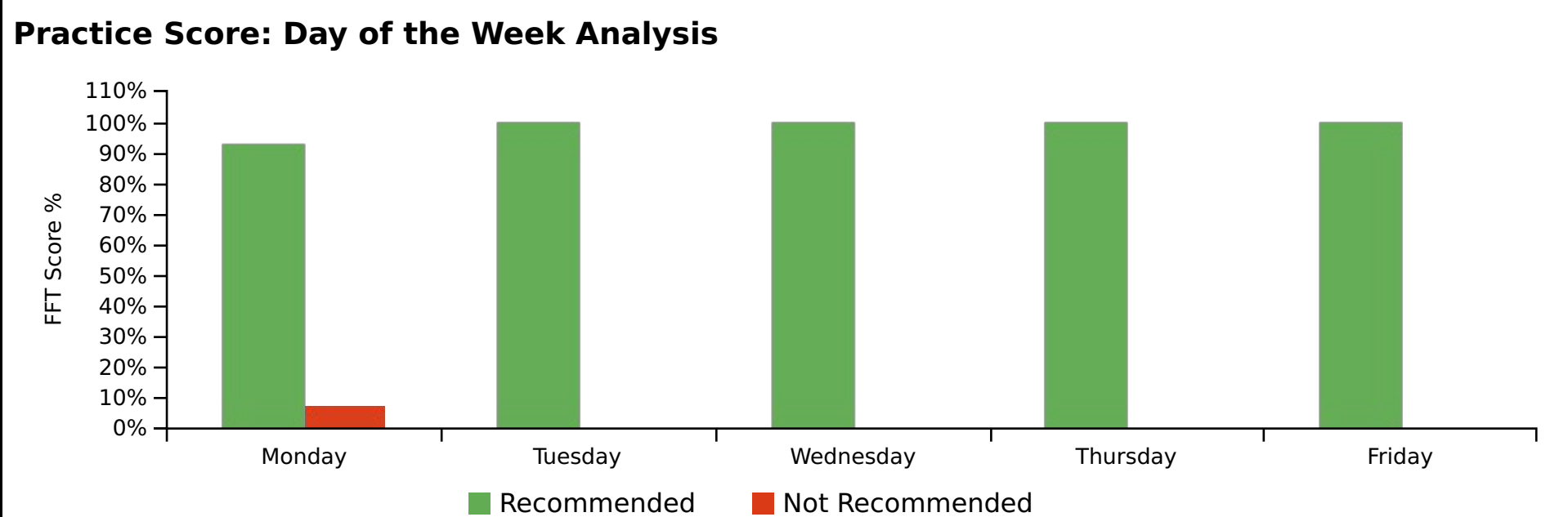
91%

Dr Johnson & Partners (Ash Surgery)

95%

100%

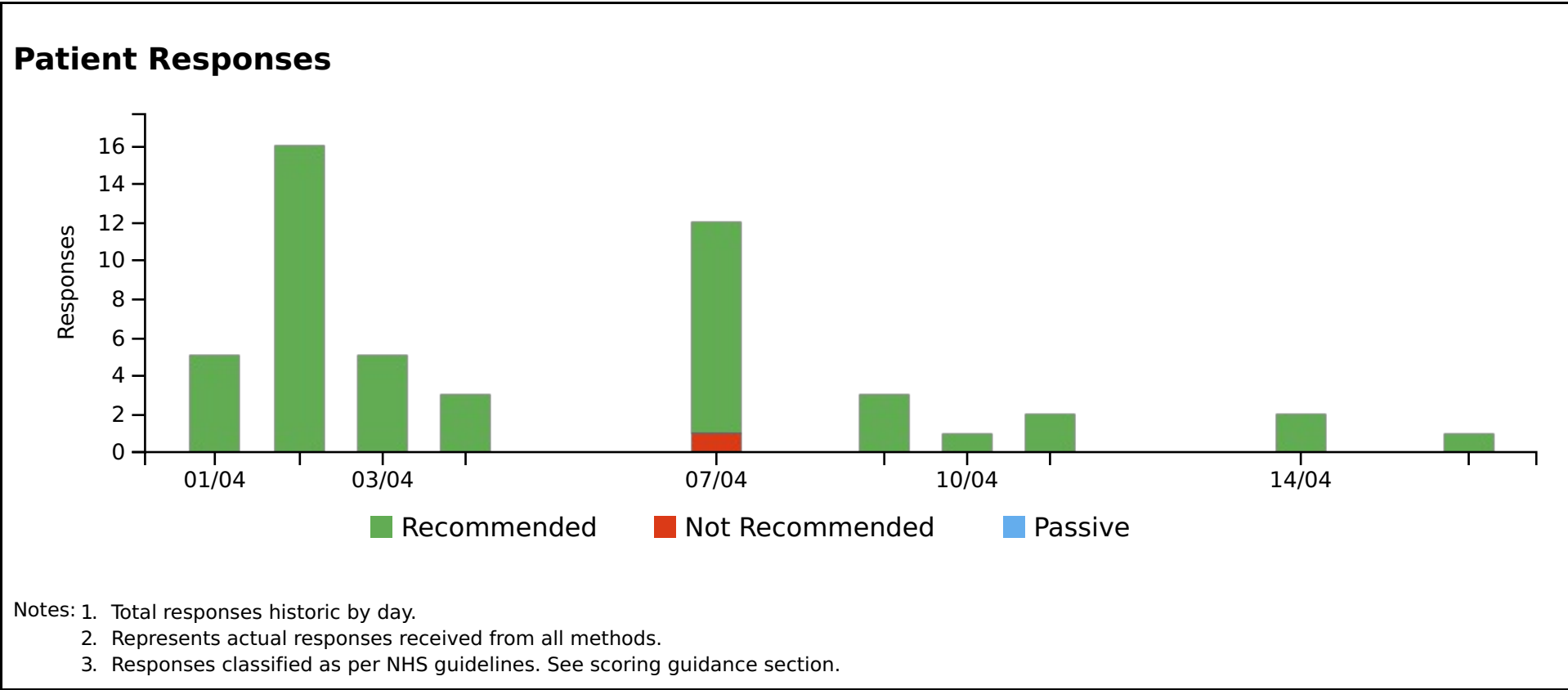
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.



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



SECTION 5

Patient Free Text Comments: Summary

Thematic

Reception Experience	9
Arrangement of Appointment	12
Reference to Clinician	12

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.

Tag Cloud

The tag cloud displays a variety of words related to patient feedback, with 'efficient' and 'friendly' being the largest and most central. Other prominent words include 'professional', 'knowledgeable', 'excellent', 'caring', 'always', 'reassuring', 'fantastic', 'polite', 'thorough', 'easy', 'happy', 'nice', 'well', 'good', 'much', 'brilliant', 'promptly', 'straight', 'really', 'complete', 'making', 'necessary', 'annual', 'efficiently', 'quick', 'regular', 'royal', 'dealing', 'unaware', 'compassionate', 'overall', 'back', 'instead', 'poor', 'apt', 'never', 'elderly', 'supportive', 'finding', 'great', 'full', 'pleasant', 'away', 'holding', 'ever', 'trying', 'comfortable', 'getting', 'early', 'completely'.

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

- ✓ Everything I needed was done very efficiently and promptly and the appointment system at 8am is so much improved from how it was before
- ✓ *Because I always get well looked after. All the staff are polite and do their best sorting out appointments. I am very lucky to be a patient at the Ash Surgery*
- ✓ Pleasant and helpful front of house, kind and knowledgeable. Dr and Nurses very professional and thorough
- ✓ *Helpful, quick, efficient*
- ✓ Quick, efficient, helpful and friendly
- ✓ *I was happy the way my appointment went, Everything was explained in detail. Doctors patient Attitude was very good Satisfied*
- ✓ Little late with appointment
- ✓ *No delays with appointments and all my concerns were answered*
- ✓ I'm treated with respect and I feel I am listened to. I get referred to hospital when necessary. Trying to phone before 10am for an appointment is stressful for me. The offer of a phone back instead of holding on in a queue is an improvement.
- ✓ *Dr. Wilkinson was kind, caring and compassionate. He was very thorough, helpful and supportive. I felt very comfortable with him and I trust him completely to manage my care. He's the best doctor I've ever had!*
- ✓ Excellent follow up to blood test results from Dr Morris and knowledgeable advice from Mr Gosling, physiotherapist.
- ✓ *Receptionist was very helpful when making my apt to see the Physiotherapist. Apt reminders sent via GP app . Arrived 15 minutes early and was seen straight away . Full examination & problem identified. Email sent on exercises to complete to improve the problem identified .*
- ✓ The receptionist had a nice manner. Karen the practice nurse also has the same, if you have to work isn't just nice to be nice to everyone and enjoy your day . I am a volunteer at the royal hospital, have been for 23 years, love dealing with people.
- ✓ *Because I was very happy with my treatment. Thank you.*
- ✓ Because the pharmacist was very knowledgeable, kind, patient and reassuring. I would have put excellent, had that been a category. He is a credit to his profession and the Surgery.
- ✓ *Felt relaxed & easy to talk to*
- ✓ All the doctors are very good and helped my son yesterday while he was in discomfort.
- ✓ *The actions of the GP led to the finding of a medical problem of which I was unaware, which is now being treated. NHS app is helpful for accessing notes and comments.*
- ✓ Very efficient and reassuring.
- ✓ *Fantastic professional staff and doctors, well done!*
- ✓ physio Doctor was brilliant nothing too much trouble checked my shoulder and my leg lots of confidence in him receptionist fitted me in to see doctor after physiotherapist so I didn't have to rebook Doctor appointment Great team been with Ash over 40 years never a problem
- ✓ *Helpful staff*
- ✓ All the staff were very helpful and efficient
- ✓ *Always easy to get an appointment and regular reviews of health and medicine for elderly patients. Very kind helpful staff*
- ✓ some really good communication over getting bloods and annual review but also poor communication re the same - also waited -15 mins for appointment but it was the first of the day
- ✓ *Physio was helpful and caring*
- ✓ Efficient check in, friendly and helpful reception staff and friendly and professional physiotherapist. Overall appointment and all interactions within the surgery were excellent
- ✓ *They care about their patients and always find the time to arrange appointments*
- ✓ Dealt with politely and promptly.
- ✓ *Helpful and polite staff*
- ✓ I was able to pre book the appointment, was seen within a couple of minutes and nurse Karen is fantastic
- ✓ *Excelled caring services*
- ✓ Friendly service

Not Recommended

Passive