FFT Monthly Summary: August 2023

St Giles Surgery
Code: G85042

SECTION 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
40	7	0	1	1	0	0	0	0	49	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: **172**

Responses: **49**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	40	7	0	1	1	0	**49**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**40**	**7**	**0**	**1**	**1**	**0**	**49**
Total (%)	*82%*	*14%*	*0%*	*2%*	*2%*	*0%*	*100%*

Summary Scores

👍 96% 👎 4% 👈 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:
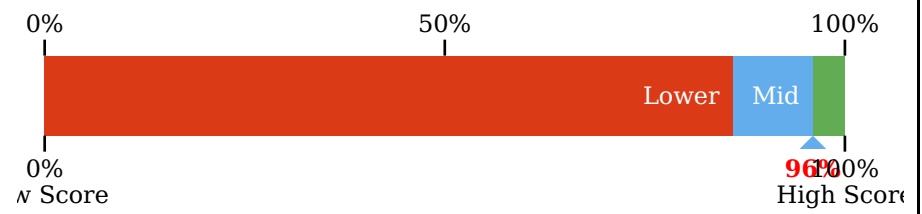
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Practice Score: 'Recommended' Rank

Your Score: **96%**

Percentile Rank: **85TH**

0%   50%   100%

| Lower | Mid |

0%   96%100%
ɴ Score   High Score
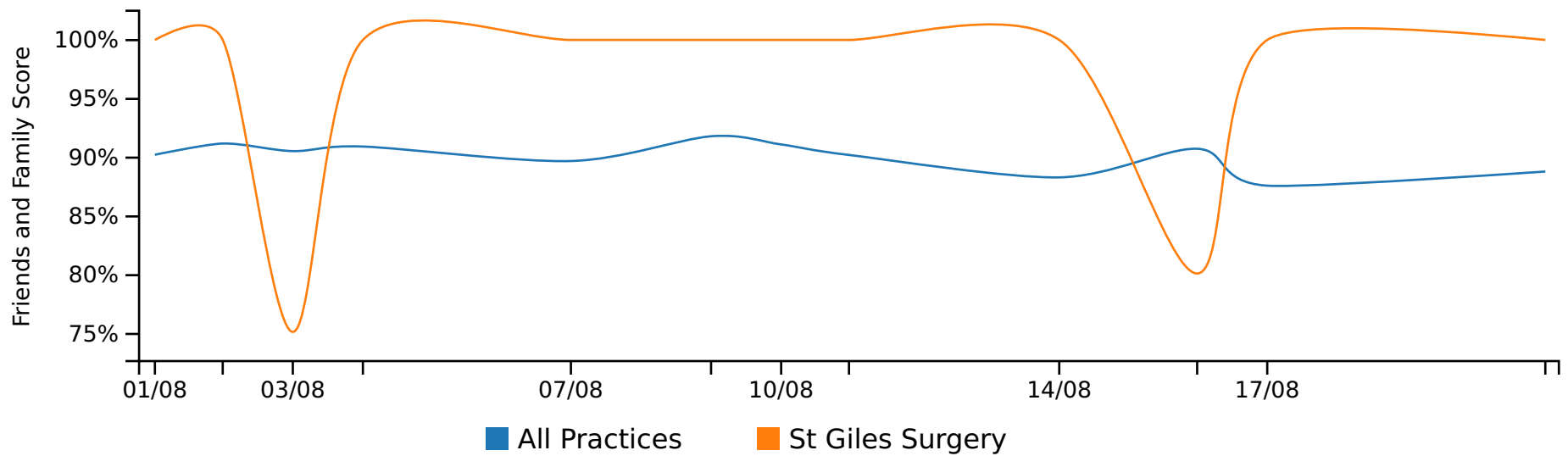
Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 85th percentile means your practice scored above 85% of all practices.

Practice Score: 'Recommended' Comparison

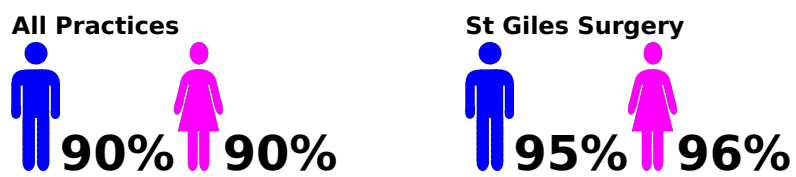■ All Practices   ■ St Giles Surgery

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

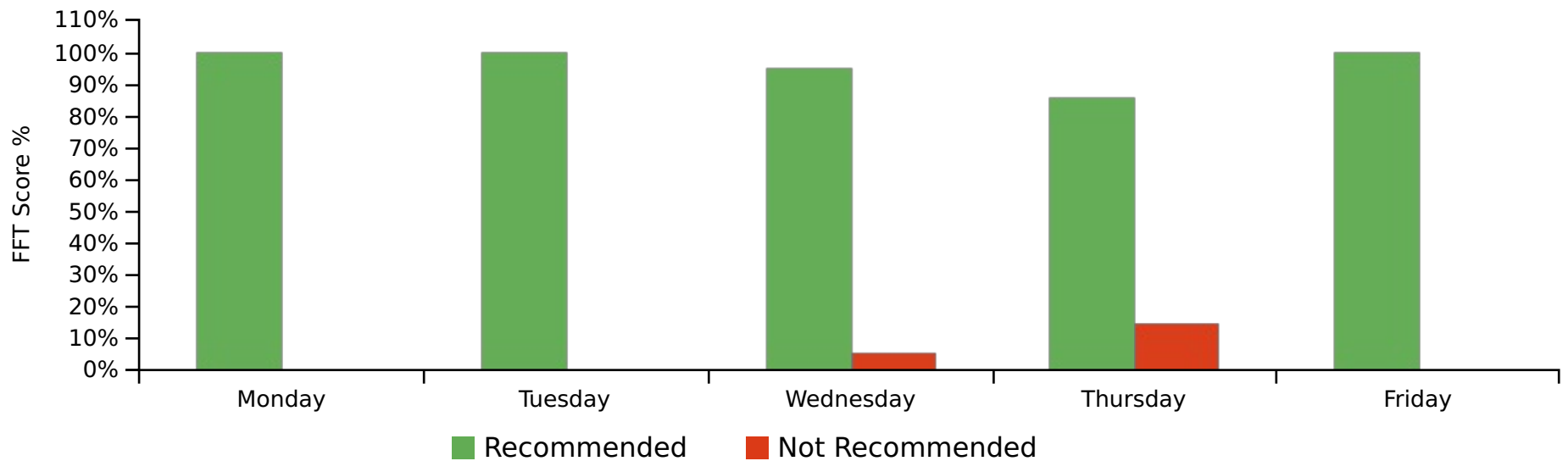## Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	85%	89%	92%
St Giles Surgery	80%	97%	100%

Gender

All Practices   **St Giles Surgery**

90% 90%   95% 96%

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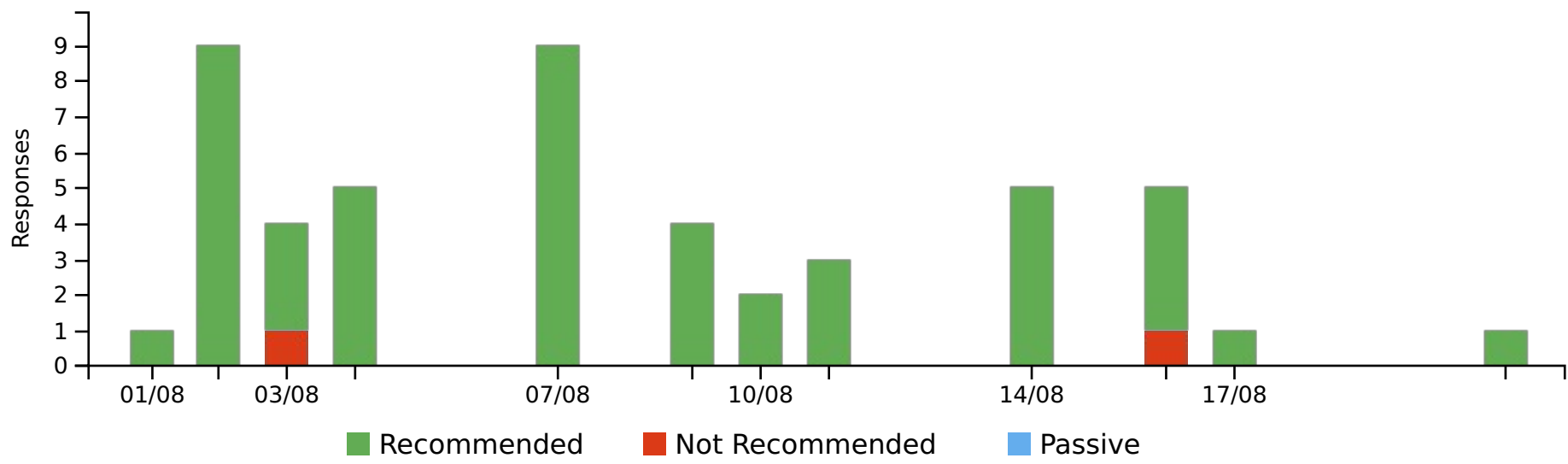2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis

■ 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

Reception Experience	3
Arrangement of Appointment	3
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

helpful warm great lovely sorry deaf excellent clearly young pleasant really safe proud informative amazing good polite friendly brilliant quick waiting easy well mannered rushing long later nice happening efficient professional

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

✓I felt very at ease and the doctor was very friendly and explained what was happening.

✓*Later*

✓Any time I have an appointment it will take long for someone to attend to me.

✓*Because he was well mannered young person.*

✓Dr Pandey is very informative and provides a great device

✓*The nurse that saw me yesterday has an excellent communication skills. She explained to me clearly and made me feel safe with the procedure. She is a very good nurse.*

✓1) send reminder to book pre- diabetes check2) send reminder to attend appointment3) not rushing patients because of time constraint4) replied to request quickly5)no waiting time for appointment.

✓*From the receptionist Brendan to Nurse Allison I had an amazing service... these are bunch of warm people.*

✓The man good easy to me because I am deaf he nice talk to me well

✓*The student I saw was very polite and knew his stuff*

✓The person who received was very friendly. He spent time to discuss my situation. He understood my situation

✓*My appointment is on time and everyone were helpful as well.*

✓Really appreciate your help

✓*The appt went well*

✓The receptionist was friendly, & smiled. Didn't have to wait long to be Seen by Doctor.

✓*Staff very friendly and helpful.*

✓Efficient

✓*I was attended to at the right time and the nurse was very patient and explained what I needed to know*

✓I saw Nurse Allison Otchere and she was really lovely, professional and efficient.

✓*The doctor I saw was very kind and listened to what I said. She explained everything very clearly.*

✓Friendly, professional, efficient

✓*Because you asked,*

✓Both Jackie the nurse and Dr Monika were very efficient and pleasant

✓*Brilliant service*

✓No Need to

✓*Quick to book and be seen*

✓I'm proud of the room 10 Doctor.She got time and explain my problem.

✓*Service was on time The number se explained all that would happen Made me feel at ease.The nurse was pleasant*

✓Both the Doctor and the practice nurse listen, understand and gave the best advice and act like professionals.

✓*Very efficient and professional service*

Not Recommended

✓Sorry I meant 1

Passive