

# FFT Monthly Summary: January 2023



St Giles Surgery  
Code: G85042

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
41	5	0	1	0	0	0	0	0	47	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

**Surveyed Patients: 174**

**Responses: 47**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	41	5	0	1	0	0	47
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>41</b>	<b>5</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>47</b>
<b>Total (%)</b>	<b>87%</b>	<b>11%</b>	<b>0%</b>	<b>2%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>

### 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:

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

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

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

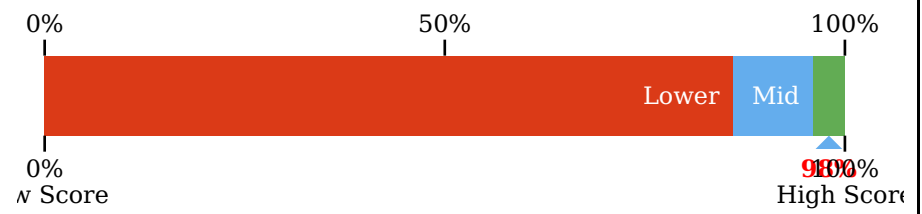
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

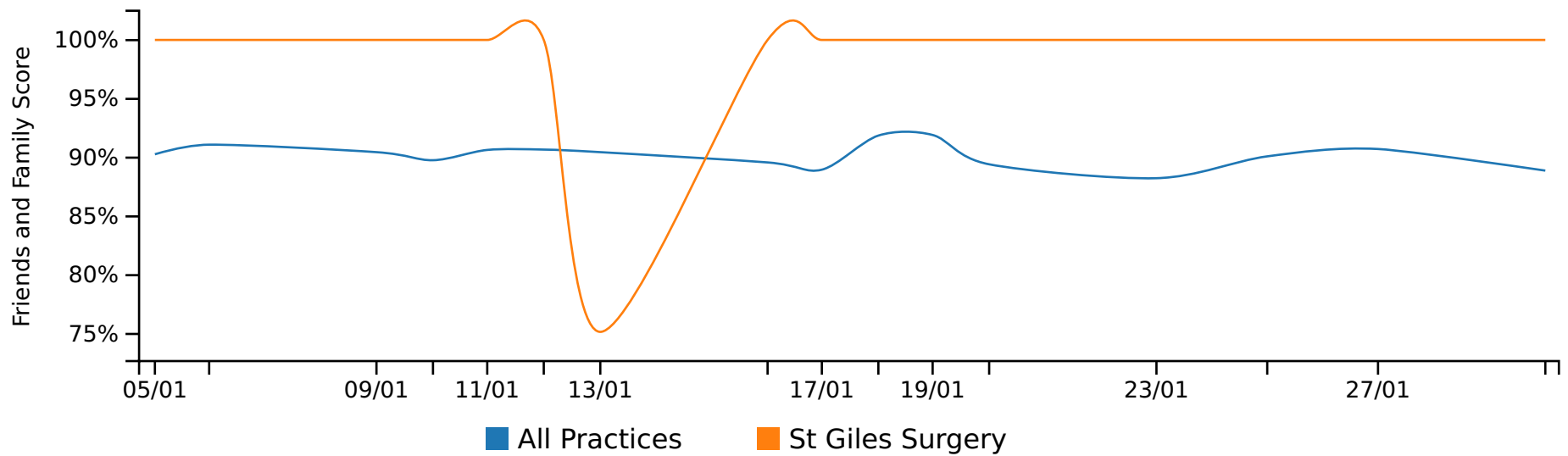
**Your Score: 98%**

**Percentile Rank: 90<sup>TH</sup>**



- 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 90th percentile means your practice scored above 90% of all practices.

### Practice Score: 'Recommended' Comparison



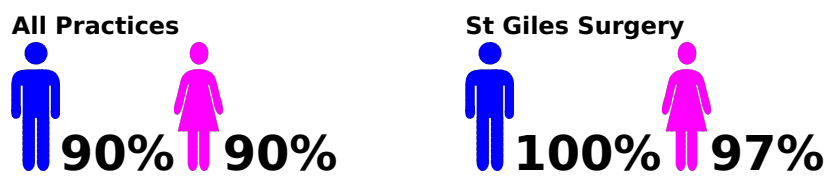
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

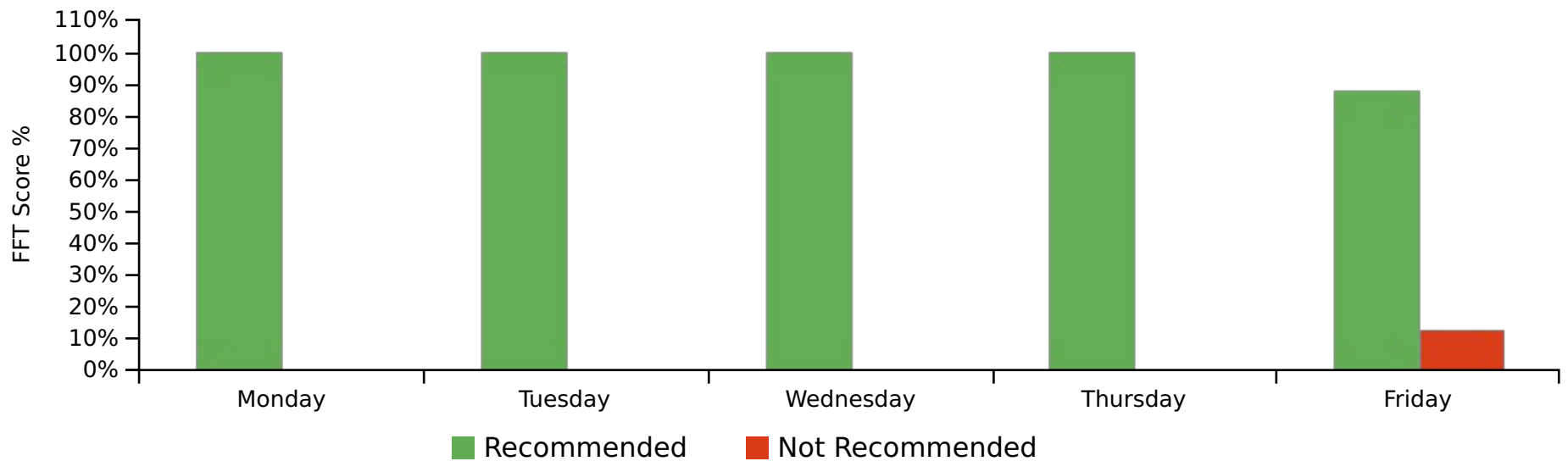
	< 25	25 - 65	65+
All Practices	87%	90%	92%
St Giles Surgery	100%	97%	100%

#### Gender



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

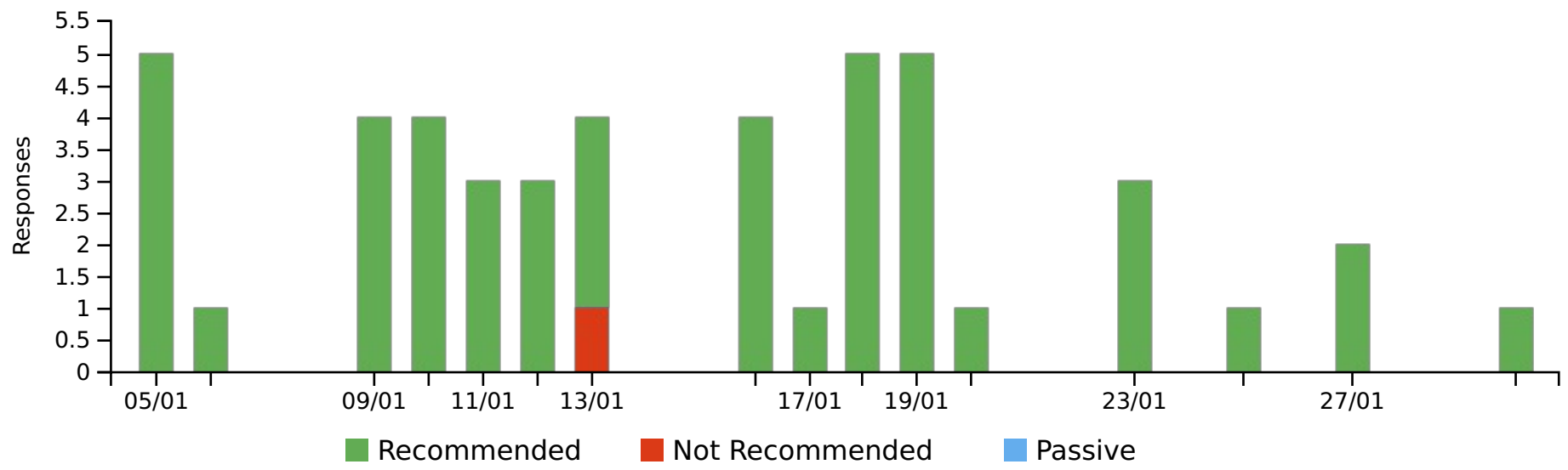
### Practice Score: Day of the Week Analysis



- 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

- ✓ GP very helpful.
- ✓ *Dr Pandey really treats me like a person. I feel very seen and heard by her.*
- ✓ Very quick, got the prescriptions I needed
- ✓ *Efficient*
- ✓ Have been at the surgery all my life and have never had a problem except for during covid which was understandable
- ✓ *Well the doctor listened to my sickness and gave me good advice*
- ✓ I was seen within a reasonable time period. The Dr was professional, empathetic and helpful at all times
- ✓ *Boos*
- ✓ Effective attention. Not long waiting time.
- ✓ *Seen very quick and the nurse was very nice*
- ✓ Great service!...polite and patient when confused about situations.
- ✓ *Best blood test I have had. Doctor and nurse were both friendly and thorough*
- ✓ Because you asked
- ✓ *Dr Pandey gave a clear diagnosis and explanation to my query*
- ✓ Efficient, friendly, got what I came for
- ✓ *Because they understand My language I like My GPS thank you godgod*
- ✓ Time keeping was good. My Gp understands my needs and is very professional.
- ✓ *Can always get an appointment they are always on time and very helpful.*
- ✓ Overall, the staff are courteous and helpful with any enquiries I have when I call. I'm always able to secure an appointment with my GP when I need one. @one. If she isn't available, I'm able to see one of the other GP's at the practice. My current GP is extremely caring and has been very helpful in helping m@ing me manage my ongoing health problems. She listens attentively and respects my opinions and feelings. I'm extremely happy with St Giles practice and it's@ it's staff.@taff.
- ✓ *Doctor Monica was lovely*
- ✓ Nice receptionist and Dr too thanks for all the help.
- ✓ *Friendly and professional*
- ✓ Because St Giles Surgery helps me all the time Dr and Nurse and receptions and advice me.
- ✓ *Amazing*
- ✓ Nurse Jackie was very thorough
- ✓ *I received good treatment*
- ✓ A minor hiccup but the app I was using I assumed made my appointment over the phone when it was face to face in reality which delayed the phone call by @l by an hour. But besides that it was okay. @kay.
- ✓ *The receptionist was welcoming, and the nurse was great.*
- ✓ Was actually seen before my appointment time and I found the nurse very helpful
- ✓ *It was very quiet, I was not waiting long and was seen very efficiently. The staff were very welcoming, friendly and put you at ease. I don't come to the@o the GP often but this has been my experience for many years, best GP I've had in London. Thank you. @you.*
- ✓ By your attention
- ✓ *1-very good*
- ✗ organise, not chaotic gp, ontime and and well experienced doctors

#### Not Recommended

#### Passive