FFT Monthly Summary: May 2024

Boothstown Medical Centre Code: P92605

connecting patients transforming healthcare

SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
38	8	0	3	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:	121						
Responses:	50						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	38	8	0	3	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	38	8	0	3	1	0	50
Total (%)	76 %	16%	0%	6 %	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.

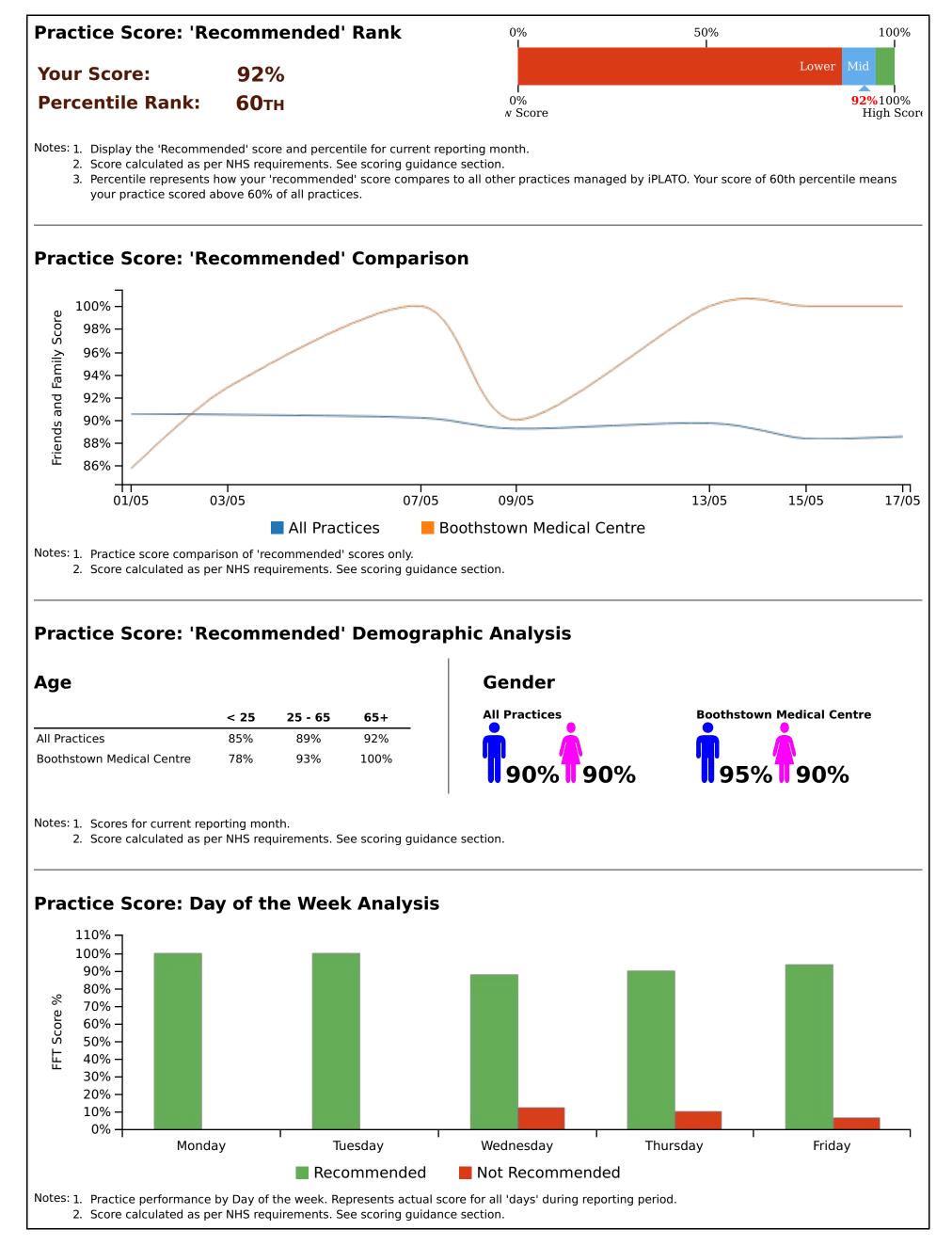
The percentage measures are calculated as follows:

Recommended (%) =	very good + good very good + good + neither + poor + very poor + don't know × 100				
Recommended (%) –					
Not Recommended (%) =	very poor + poor x 100				
Not Recommended (%) –	very good + good + neither + poor + very poor + don't know				

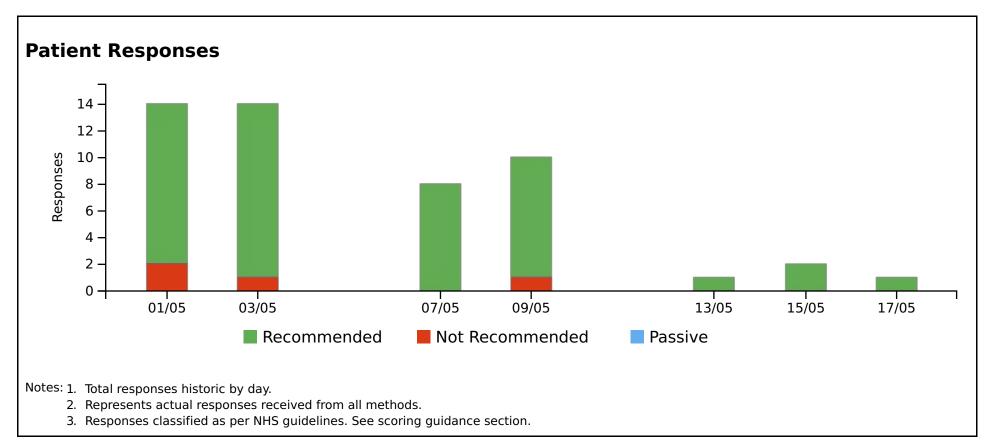
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring



SECTION 4 Patient Response Analysis



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 / X No consent to publish comment

Recommended

Because you asked.

- ✓ A really professional team.
- ✓ Very efficient and helpful
- ✓ Very pleasant people
- ✓ Amy was great, resolved my problems and was very happy, welcoming and attentive. Appointment was made with ease.

✓ Service and staff are excellent

Appointments running on time and friendly staff

In Anderson is a fabulous Doctor

✓Kathy and Amy have both been amazing dealing with my stress and blood pressure. Very caring and great listeners.

✓ I initially spoke to Shelagh who listened to me and filled in my request on my behalf and passed it to Mary to triage. Mary contacted me very promptly and offered to either give a prescription for antibiotics or to make an appointment to speak to a member of staff. I opted to have an appointment. I promptly received a phone call offering me an appointment the same afternoon which I attended. The Dr treated me promptly and made me feel that my request was legitimate.

Helpful and accommodating access issues

✓ The staff are very nice, but askmygp response very slow, I had experience 3 days still yet to follow up, I need walk in to follow up.

The doctor I saw was very professional, understanding, informative and d reassuring

✓ Friendly and great service

- The practice has improved a lot since moving to new premises, not yet very good.
- ✓ Appointment on time and all matters dealt with satisfactorily.

✓ Good staff members

✓ Always excellent once there but struggle to get an actual appointment

- Perfect staff Always professional Listen to problems. Kathy is so caring and helpful. Dr Anderson listens and reassures with his knowledge and time
- Excellent service from Mary from making the appointment to today.
- ✓ Diagnosed quickly and explained the next steps with the problem , no waiting time straight into the appointment

✓ Today my daughter requested an appointment for me as she was worried about me. The surgery got in touch with me to say I had appt that afternoon with dr Anderson I couldn't ask for more.

Lovely doctor who listened and understood

✓ Helpful, friendly staff

✓ Amy was fantastic Answered questions and have education like I have never received before Amy was friendly, caring, relatable and personable. I felt confident that I was getting the help neededAmy is fantastic

Checking in was easy using the screen, wait time was less than 5 minutes and Cathy was really lovely and friendly helping to distract me from the injections I had

Because the GP and medical centres get such a bad review, and good experiences are not talked about as much.

✓ It was near perfect but I had to wait 10 minutes

Not Recommended

Not got an appointment yet

✓ Difficult to get answers to basic queries using askMyGP. Arranging routine appointments is fine, but trying to arrange anything that doesn't fit in the standard form is difficult. Requests are closed without updates. No call backs after filling in different forms on the website, two weeks of waiting with no updates.

Your receptionist staff are very rude and lack customer service skills. The GP do not want to see the patients. Awful, you need to train them properly

Passive