## **FFT Monthly Summary: June 2024**

**Boothstown Medical Centre** 

Code: P92605



## SECTION 1 **CQRS Reporting**

## **CQRS Reporting**

| FFT001 | FFT002 | FFT003 | FFT004 | FFT005 | FFT006 | FFT007 | FFT008 | FFT009 | FFT010 | FFT011 | FFT012 |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 38     | 5      | 1      | 4      | 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:** 127

**Responses:** 49

|                      | Very good | Good | Neither<br>good nor<br>poor | Poor       | Very poor | Don't know | Total |
|----------------------|-----------|------|-----------------------------|------------|-----------|------------|-------|
| SMS - Autopoll       | 38        | 5    | 1                           | 4          | 1         | 0          | 49    |
| SMS - User Initiated |           |      |                             |            |           |            |       |
| Tablet/App           |           |      |                             |            |           |            |       |
| Web/E-mail           |           |      |                             |            |           |            |       |
| Manual Upload        |           |      |                             |            |           |            |       |
| Total                | 38        | 5    | 1                           | 4          | 1         | 0          | 49    |
| Total (%)            | 78%       | 10%  | 2%                          | <b>8</b> % | 2%        | <b>0</b> % | 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 (%) = 
$$\frac{\textit{very good} + \textit{good}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$
Not Recommended (%) = 
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

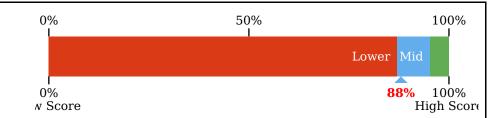
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## **SECTION 3 Practice Scoring**

#### **Practice Score: 'Recommended' Rank**

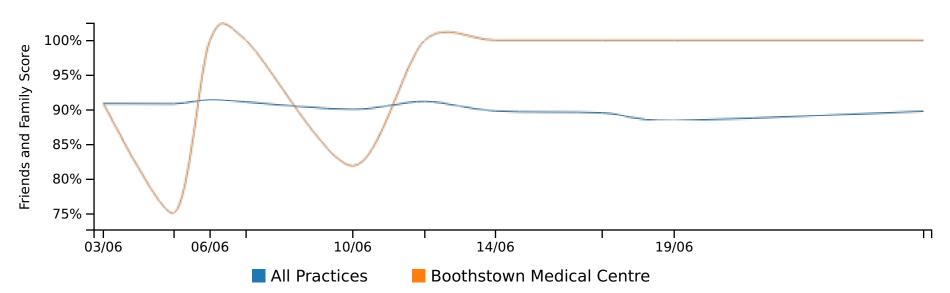
Your Score: 88%
Percentile Rank: 35TH



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 35th percentile means your practice scored above 35% 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             | 84%  | 90%     | 92% |
| Boothstown Medical Centre | 100% | 84%     | 87% |

### Gender

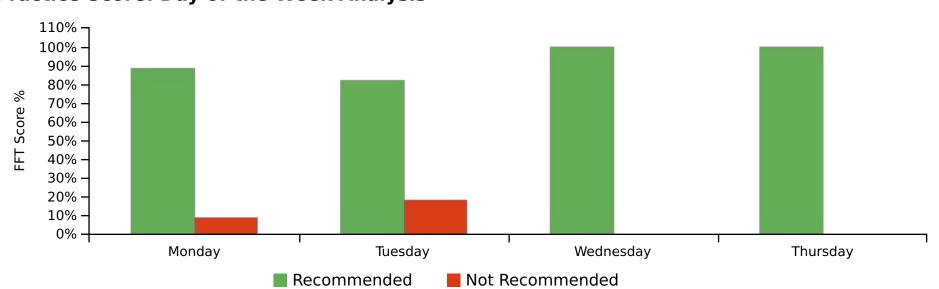




Notes: 1. Scores for current reporting month.

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

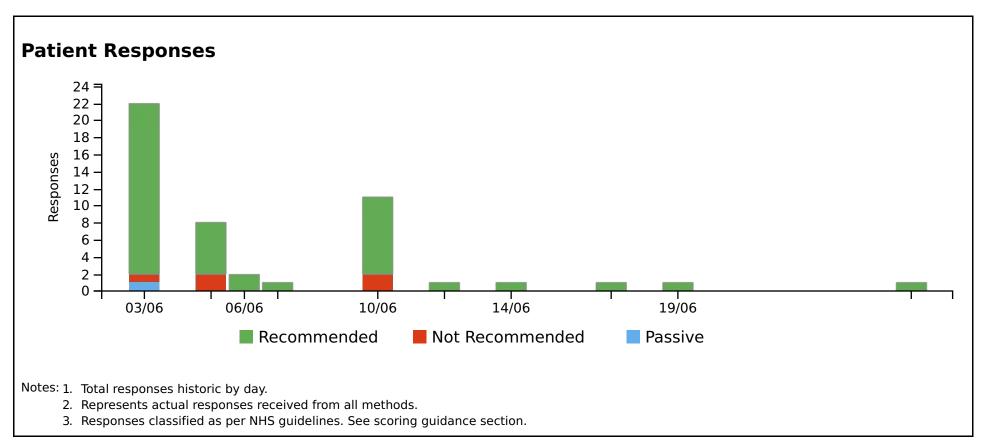
## **Practice Score: Day of the Week Analysis**



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 Tag Cloud 7 **Reception Experience** Arrangement of Appointment 11 Reference to Clinician 13 Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most discussed themes by analysing sentence fragements 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.

#### **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

- ✓Got an appointment on the same day as contacting the surgery, saw a really lovely doctor who was friendly and easy to express my concerns to
- ✓ Because I 'm satisfied with the practices
- ✓ The service was quick and efficient and the nurse I saw was really helpful
- ✓ Just very polite and maid me feel very comfortable
- ✓ Quick and easy
- ✓ Yes very good and prompt no waiting
- ✓I found all staff courteous and efficient , there professional attitude made me relaxed and confident, thank you
- ✓ Promt assistance✓ A perfect appointm
- $\checkmark \text{A perfect appointment, no pain and nice information on how to book in. Thank You. } \\$
- ✓ I was seen on time.
- ✓ Very happy to see GP of choice.
- ✓ Competent, efficient and pleasant service.
- $\checkmark$  Questions and concerns dealt with efficiently and professionally as usual with Dr Anderson.
- ✓ Met all my needs
- $\checkmark$  Well I called this morning and got appointment this afternoon as got sorted as I am in pain
- ✓ Polite, in time, I felt safe.
- ✓ My visit to see Dr Agarwal was a pleasant experience I found it easy to talk to him.
- ✓ Receptionist was really helpful and friendly and supported me by adding in a request to see the GP. When I saw the nurse practitioner for my bloods, again really friendly
- ✓ Excellent service
- ✓ Friendly and professional staff, my appointment was on time and I felt listened to during my appointment too
- $\checkmark$  Very pleasant and informative.
- ✓ Because all ways polite
- ✓ Simple process , no waiting and pleasant Nurse
- ✓ I was pleased with my visit, thank you.
- $\checkmark$  Because i saw the doctor i requested
- ✓ Friendly and made me feel at ease. Came in for a blood test when the practitioner couldn't find a vein she called in someone else and they managed to get some blood who was also friendly
- $\checkmark$  Dr Anderson was very supportive, gave options and fully explained everything we talked about
- ✓ Swift response online and same day appointment very impressive
- ✓ No waiting, lovely staff, and just all round slick experience visiting
- ✓ Dr anderson was very attentive and answered all my questions and concerns
- ✓ Ease of getting an appointment, professional and friendly staff, clean and tidy facilities.

#### **Not Recommended**

- ✓ Ask my GP is a waist off time and you can never get through on the phone
- ✓ I raised the request for an appointment on askmygp and didn't hear anything back for two weeks. I then had to ring in to ask what was going on. Only then did I get an appointment nearly 3 weeks after my original request
- ✓ My wife and myself had a appointment for our annual review after our blood test . We received two reminders to confirm this . We arrived before the designated time and entered our details on your board . We waited and waited without being called . After 46 minutes we went to reception to check how long would it be . We were informed the nurse had not been in for the last two days and wouldn't be in today . The reminder we received was sent yesterday when the nurse was not available . A new date was arranged for another two weeks . We cancelled a visit to my wife's sister who is ill for this appointment . ✓ There's always no appointment anytime I visited even if am in pain that need urgent treatment or attention.
- ✓ Waited far too long to find out if I was booking in to the right place girl on reception needs to sort her customer care out and learn how to work a computer more quickly also waited twenty minutes after my appointment time to see health professional this is after the nearly ten minutes trying to find out where the appointment should be. I don't think people should have to explain why they need to see the doctor when stood in reception as everyone can hear and it can be embarrassing for the person and people in reception area

| ✓ The practice itself is great, the issue is the booking system, askMyGP is not very user friendly, whilst waiting in the practice, I heard several patients commenting that they aren't able to use the system. Couple this with the lead time for appointments, there is a likely correlation between the two |
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