

# FFT Monthly Summary: December 2023



**Boothstown Medical Centre**  
Code: P92605

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
38	9	1	1	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>	<b>105</b>						
<b>Responses:</b>	<b>50</b>						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	38	9	1	1	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>38</b>	<b>9</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>50</b>
<b>Total (%)</b>	<b>76%</b>	<b>18%</b>	<b>2%</b>	<b>2%</b>	<b>2%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

94% 4% 2%

## 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:

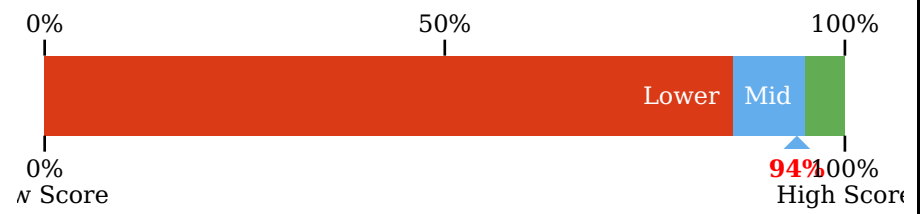
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

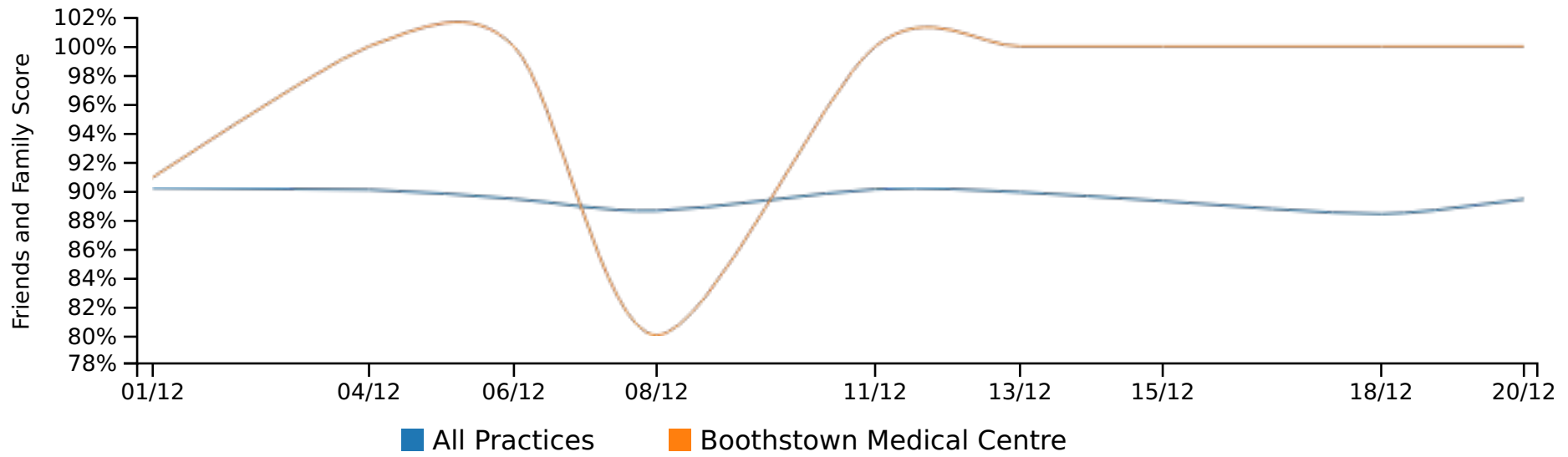
**Your Score: 94%**

**Percentile Rank: 75TH**



- 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 75th percentile means your practice scored above 75% of all practices.

### Practice Score: 'Recommended' Comparison



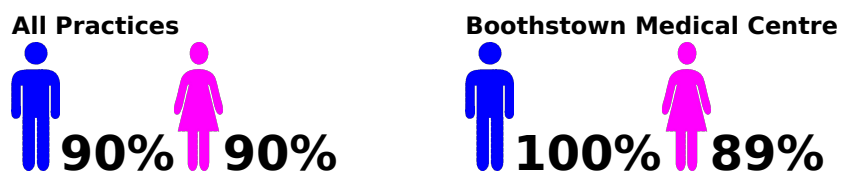
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

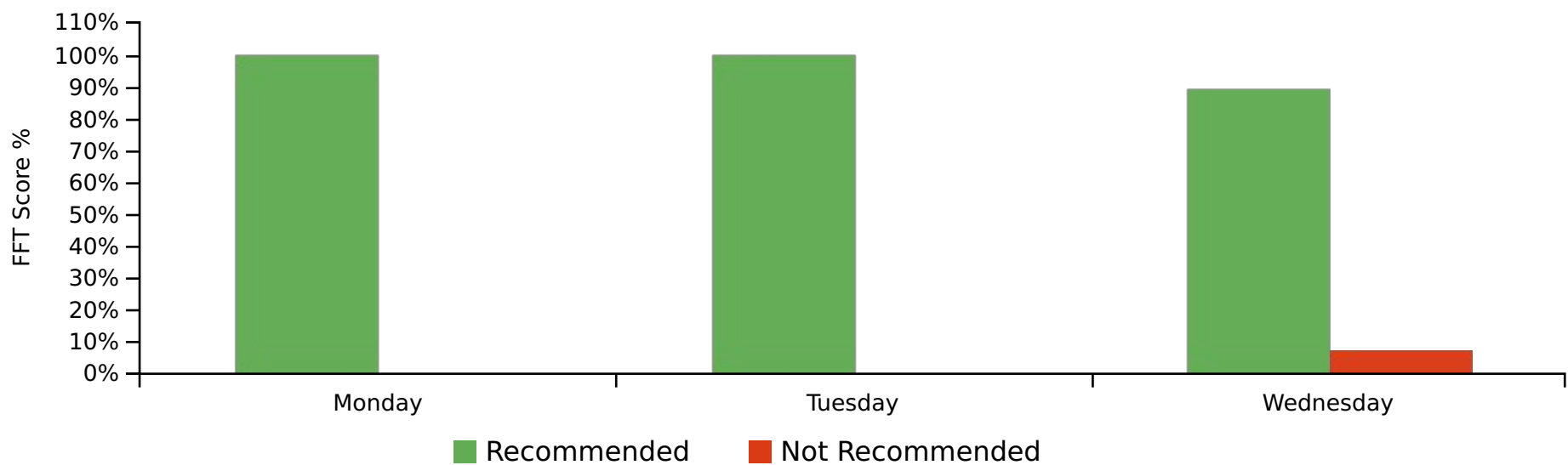
	< 25	25 - 65	65+
All Practices	84%	89%	92%
Boothstown Medical Centre	100%	92%	94%

#### Gender



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

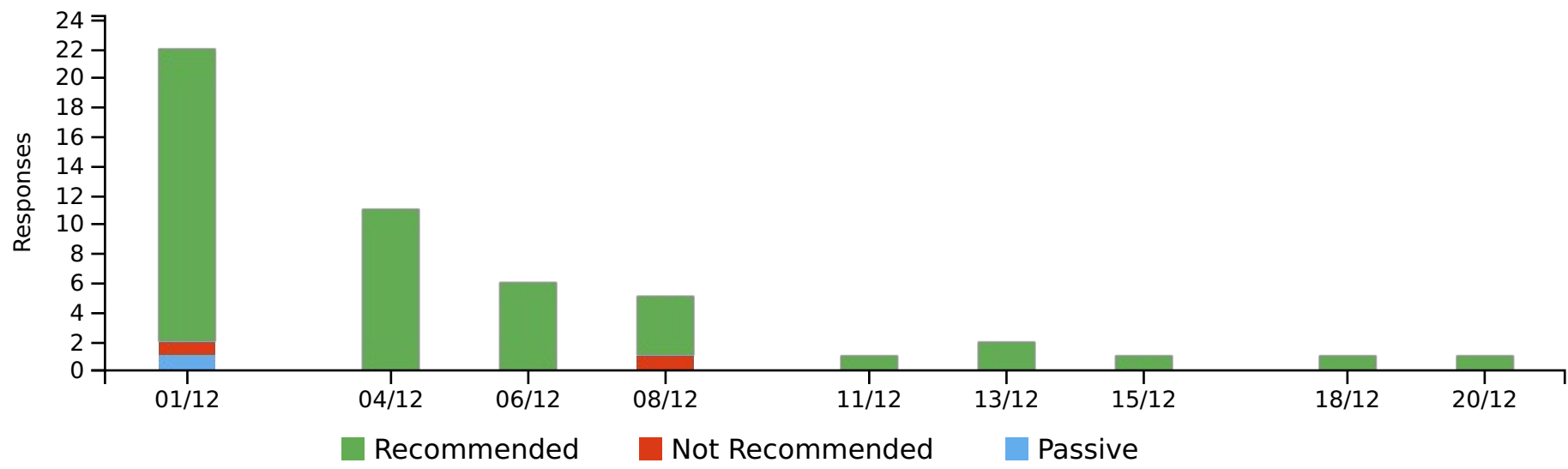
### Practice Score: Day of the Week Analysis



- 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

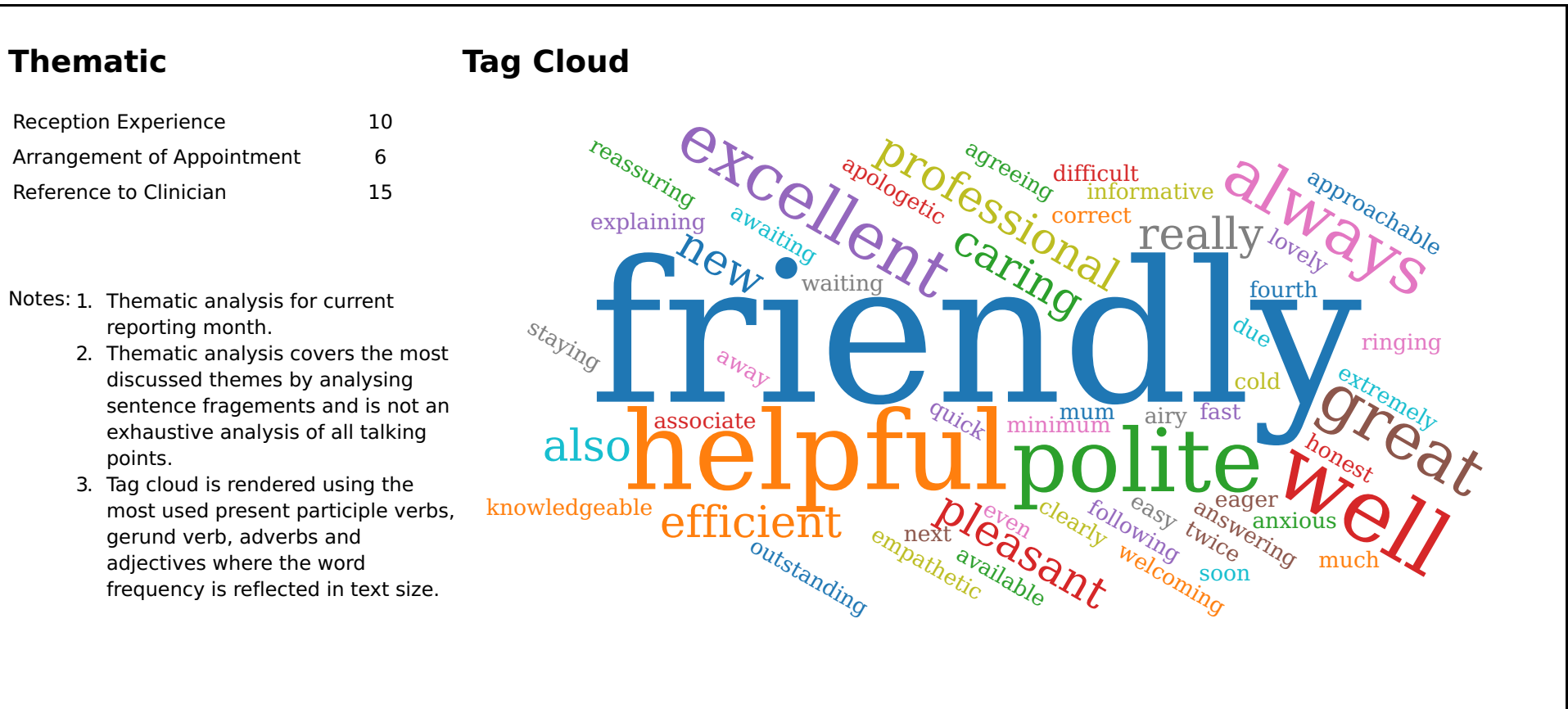
### Patient Responses



- 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

- ✓ Helpful staff and fast responses to issues with my daughter
- ✓ Excellent very thorough
- ✓ Receptionists were friendly and eager to help
- ✓ Because you get seen on time all way polite and friendly
- ✓ Good patient telephone communication. Minimum waiting times. Dr Anderson 10/10. Thank you. Susan Marshall
- ✓ Really good service listened to my issue, gave anti biotic to sort issue and it worked. Mary was professional , polite listened T and sorted problem!
- ✓ Prompt service polite friendly staff great nurses and doctors
- ✓ Prompt service friendly staff
- ✓ The doctor covered all the points raised in our consultation very well. She explained everything clearly and also made changes to our medication to reduce the number of requests for prescriptions.
- ✓ Good and caring
- ✓ Efficient, easy to organise, well-integrated technology
- ✓ Prompt appointments, caring and empathetic staff.
- ✓ The nurse who I spoke with was extremely helpful and pleasant
- ✓ The service Steve and I received for our travel vaccinations was outstanding. The nurse was very knowledgable and when I showed concerns over my chest (asthmatic) she gave me a good examination before agreeing I could have my jabs.
- ✓ Trainee Nurse Associate Lucy was polite, personable & thorough. She went through my blood test results, explaining the results to me & answering any questions I asked.
- ✓ I always come away satisfied from my consultation and service! Thankyou
- ✓ Clan and airy. Staff pleasant Was a bit cold, but that was due to weather
- ✓ Seen prompt and was very patient with my mum who has dementia.
- ✓ James was very thorough and went through each of my medicines and answered all our questions. He changed one of my medicines and explained that there was a better alternative that he thought would suit me better. We discuss my health history and he asked me to come and have a blood test in the new year. A very helpful discussion thank you.
- ✓ Drs listen, welcoming and reassuring. Reception staff friendly and honest. Environment is lovely. Appointments are efficient.
- ✓ Appointment given same day, seen on time, saw nurse practitioner Mary, she is excellent always very thorough, explains everything well, very friendly .
- ✓ Friendly and helpful reception. Caring and professional Mary
- ✓ Dr Aba has been very thorough and very informative
- ✓ Seen on time and Dr Anderson was very good and listened and offered options and assistance .
- ✓ I was kept informed that my appointment was cancelled with GP. The nurse who did the bloods was friendly and I was seen soon.
- ✓ Print appointment Mary is very person centred and approachable and listens
- ✓ All went well as expected
- ✓ I saw Dr Anderson today and he listened. He took onboard what I said and was very thorough , which I appreciated very much.
- ✓ All The staff are very helpful and friendly and the information available is really appreciated.
- ✓ Ask my GP services is always switched off and it can be very difficult to get through to the surgery to request help. The doctors and nurses are great once you get to see them.
- ✓ Good service today
- ✓ Dr Anderson has been great and very quick to see me as I was having chest and arm pain so was worried

#### Not Recommended

- ✗ I waited 4 days for my request to be answered to get an appointment with a GP. I called into the surgery, inquired on the phone another day to be told my request had been trarged and awaiting a clinician to tell them when to make me an appointment. On the fourth day I rang again and the receptionist told me the same thing. I explained my situation and asked was this the correct procedure as I am a new patient and a very anxious one also. She told me she was being flagged down! When she returned to speak to me she was very apologetic and made me an appointment for the following day. The treatment from the GP was excellent and could not fault it . My score was because of the time I had to wait for an appointment. I did not expect to get an appointment the next day but I feel I was overlooked even though I contacted the surgery on three occasions.

#### Passive

- ✓ It took me 4 weeks to see doctor and twice ringing surgery to ask why staying on phone for 20 mins each time

