# **FFT Monthly Summary: November 2023**

**Boothstown Medical Centre** Code: P92605



### SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
39	6	1	2	2	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:	133						
Responses:	50						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	39	6	1	2	2	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	39	6	1	2	2	0	50
Total (%)	<b>78</b> %	12%	2%	4%	4%	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.

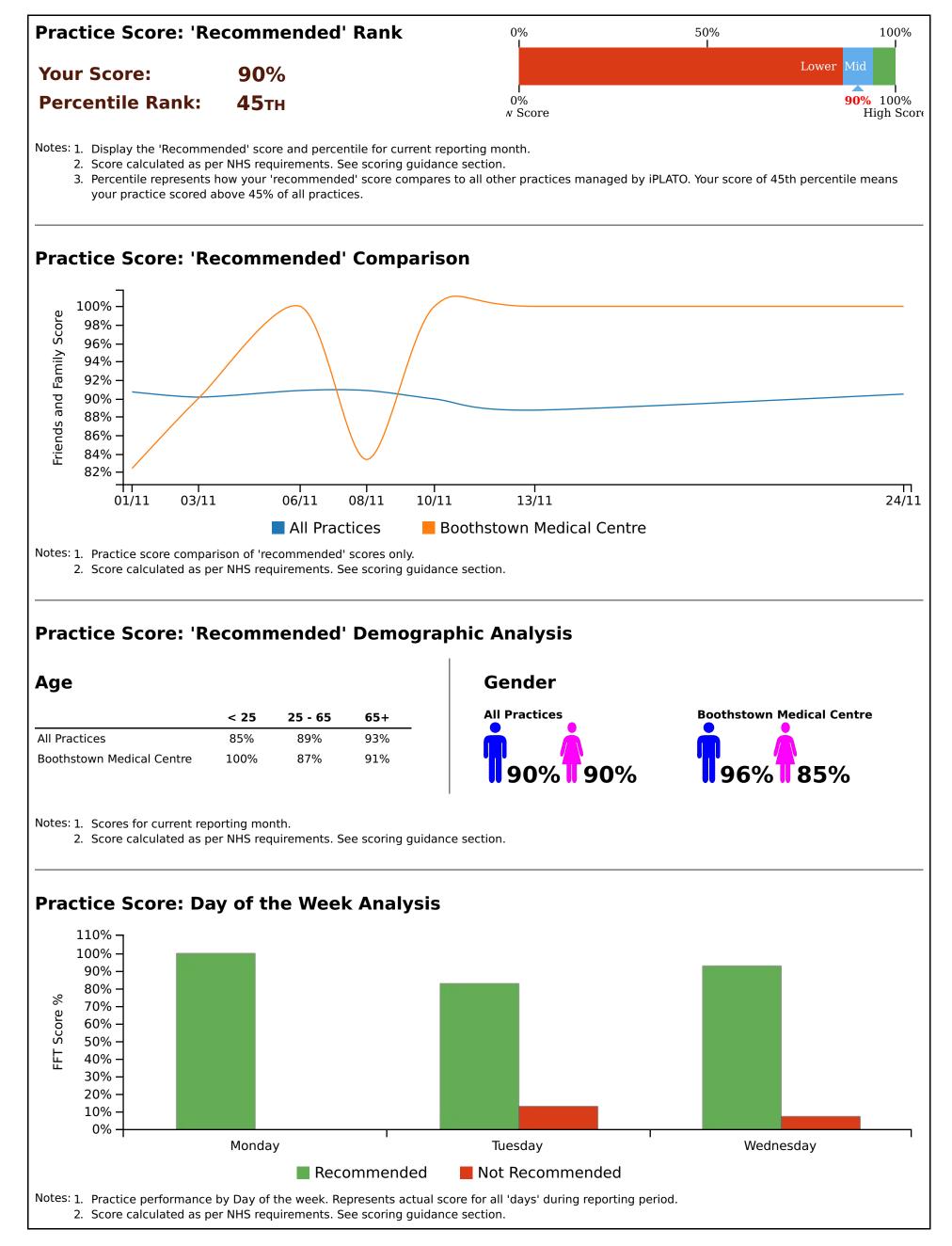
The percentage measures are calculated as follows:

Recommended (%) =	very good + good x 100					
Recommended (76) –	very good + good + neither + poor + very poor + don't know					
Not Recommended (%) =	very poor + poor x 100					
Not Recommended (%) –	very good + good + neither + poor + very poor + don't know					

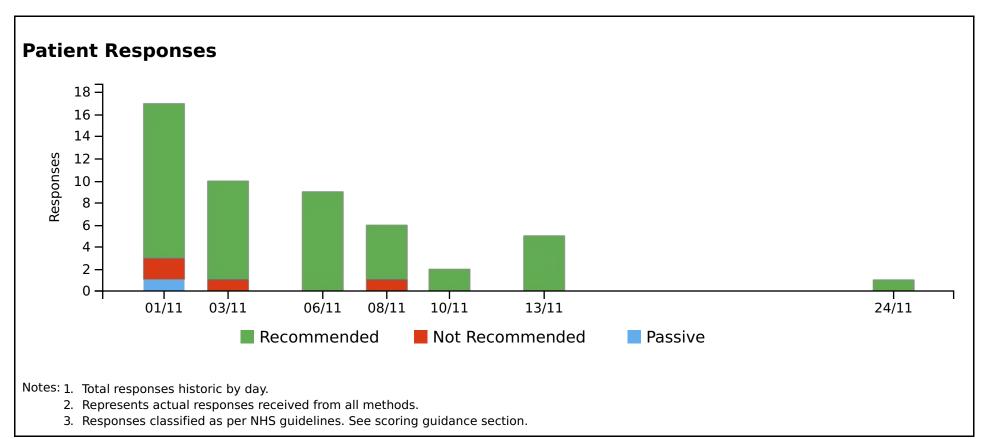
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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 / ✗ No consent to publish comment

#### Recommended

- ✓ Kathy is always great. Clear and reassuring.
- ✓ Excellent service from staff and Sr Anderson as always
- ✓ Very caring and sympathetic and prompt appointment
- ✓ calm with efiye respect and love, thank you for your attention
- Everything was perfect, and Amy was very supportive in what she
- ✓ The nurse was lovely and very helpful.
- Everything was prompt and efficient except I had to make an appointment to see the doctor and they couldn't give me one without a doctor first telephoning

#### me.

- Professional and friendly
- ✓ Good experience
- Got me an appointment straight away
- $\checkmark$  Fast appointment, thorough check for my toddler
- ✓ Punctual, no fuss, helpful advice
- My appointment was on time
- ✓ Patience, Friendly
- $\checkmark$ Yes I came today receptionist very kind at greeting you appointment 10.40 in and out for 11
- ✓ It was a friendly atmosphere. The nurse I saw was very nice friendly
- ✓ Quick and efficient
- Apart from being on hold for 20mins to be cut off making my appointment the service was good. Once my appointment was made through askmygp the doctor saw me on time and a referral was made a few hours later.
- ✓The nurses made my 3 year olds vaccinations as pain free and pleasant as possible
- ✓ Professional, pleasant , on time, always seen when needed
- Very helpful staff with various issues. In particular Dr Anderson, Mary and the new gentleman receptionist. Dr Anderson has always been a favourite of ours dealing with matters swiftly and reassuringly. We always trust his opinion.
- From arriving the receptionist and the practitioner were lovely professional and assisted me with my concerns thoroughly
- The visit was on time and very informative Top marks
- When you manage to speak to the medical staff they are always very helpful, kind and interested in supporting you. It is just very hard work getting to speak to them.
- ✓ Professional and individualised attention given by all members of staff. A patient feels well cared for
- ✓ I have had guite a few Dr. Appointments recently and have not had any problems

When I finally did get an appointment the doctor and separately the nurse were very helpful. The triage process to get an appointment was very poor
*Easy check in, appointment on time and friendly staff*

✓ The staff were very helpful, polite and I received the help I needed

#### **Not Recommended**

The doctor was already 10minutes late then the nurse went in and they was chatting and laughing taking my appointment then 25 minutes late

*V* No issues with the practice or reception. The doctor I saw was abrupt and quite rude and dismissive. I will be avoiding appointments with her going forward.

- Since moving to new premises askmygp app has been down, phone lines constantly busy so have had to drive to centre to get an appointment. Also gp appointments are always running very late.. last one was 30minutes late.
- Because I have been waiting for an appointment since the 6th October and it took me call and getting upset to get listened to. Your advice was to go to the walk in centre which I did twice then you refused to accept their clinical opinion!!

#### Passive