FFT Monthly Summary: October 2023

Boothstown Medical Centre

Code: P92605



SECTION 1 **CQRS Reporting**

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
37	10	3	0	0	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: 90

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	37	10	3	0	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	37	10	3	0	0	0	50
Total (%)	74%	20%	6 %	0%	0 %	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 (%) =
$$\frac{\textit{very good} + \textit{good}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$
Not Recommended (%) =
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

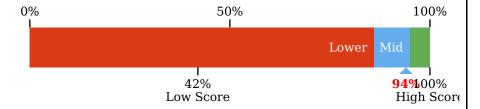
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

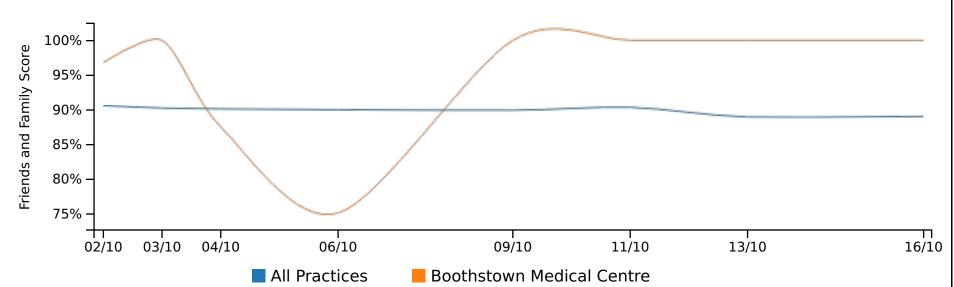
Your Score: 94%
Percentile Rank: 75TH



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	85%	89%	92%
Boothstown Medical Centre	100%	91%	94%

Gender

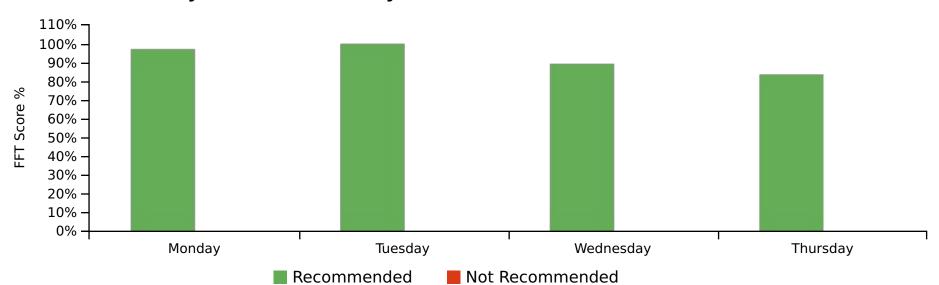




Notes: 1. Scores for current reporting month.

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

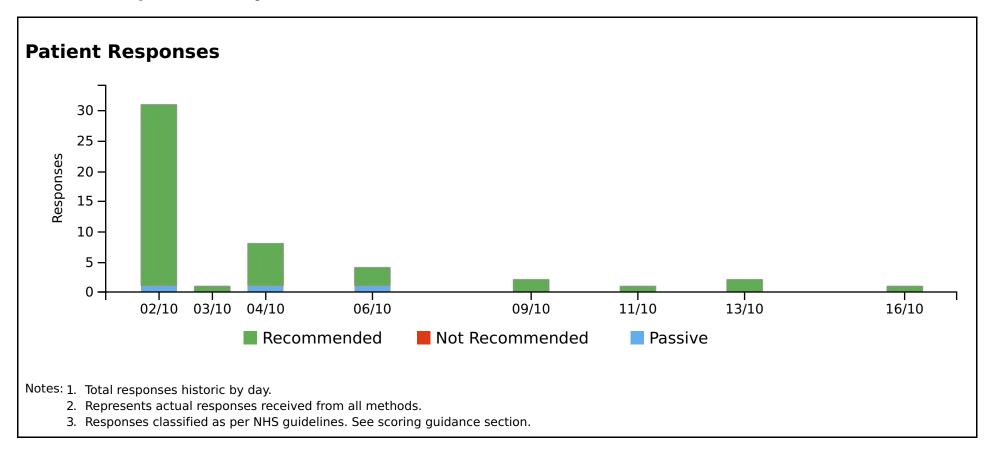
Practice Score: Day of the Week Analysis



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 Free Text Comments: Summary

Thematic Tag Cloud **Reception Experience** 9 Arrangement of Appointment 4 7 Reference to Clinician Notes: 1. Thematic analysis for current reporting month. ordering 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

- ✓ Good speedy and helpful
- ✓ Efficient and we'll organised
- ✓ Because it's perfectly true, I, ve been with Boothstown practice for many years and they've always provided a first class service.
- ✓ Receptionist was very helpful when she rang me and as always Dr Anderson was very understanding and helpful
- ✓ Go a appointment and was helpful
- ✓ I was seen on time and Kathy, the Nurse I saw was very polite and kind.
- ✓ Very pleasant young receptionist. I was dealt with on time (a bit early, I think). Staff were efficient and did what was needed
- ✓ Timely, pleasant, helpful staff.
- ✓ Very pleasant and informative ladies
- ✓ I felt the Dr. did all he could for my problem and is continuing to help resolve the problem
- ✓ Fast efficient polite service
- ✓ No car now.rely on bus. Other patient with no appointment was put first causing us to complain . The nurse said that our appointment was not untill 5 minuets to go but took us for our yabs caught the bus
- ✓ Very professional best jab yet
- ✓ Very pleasant team.
- ✓DID WHAT WAS REQUIRED QUICKLY
- ✓ Had to cancel an Appointment due to Covid and the receptionist couldn't have been more helpful.
- ✓ Very good staff
- ✓ Excellent service nice clean and spacious centre and also smooth process also very caring and attentive staff
- ✓ Cannot fault the wonderful service. Nothing is too much trouble & we are are always treated with nothing but kindness and care. Thankyou.
- ✓ They were very friendly and I'm a nervous person and they put me at ease
- ✓ Very polite and friendly
- ✓ I was seen on time. The staff were friendly and I felt at ease.
- ✓ Just waiting for my name to be called
- ✓ Sympathetic staff who were most helpful
- ✓ Excellent receptionist
- ✓ It would have been a 1 if your appointment booking service was easier to access and negotiate. I can't see the point of subscribing to various apps when you are unable to access any services, including appointments. 'Ask my GP' is always off-line and 'Patient Access' in only really useful for ordering meds. All of which can be done via the NHS app.
- ✓ Very helpful and efficient and informative
- ✓ I was in for appt and wasn't waiting long.... that being said it was flu jab.

Not Recommended

Passive

- ✓ Very difficult to get through to doctors have to hang in for ages and my gp not working
- ✓ Access is encouraged online but Askmygp is generally offline so you can't make appts or add symptoms etc and then to get through can take upwards of half an hour
- ✓ Time wasted having to come home without being able to sort out what I wanted and phone for appointment to go back to where I have already come from