

FFT Monthly Summary: September 2023



Boothstown Medical Centre
Code: P92605

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
44	2	1	2	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:	99						
Responses:	50						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	44	2	1	2	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	44	2	1	2	1	0	50
Total (%)	88%	4%	2%	4%	2%	0%	100%

Summary Scores

92% 6% 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:

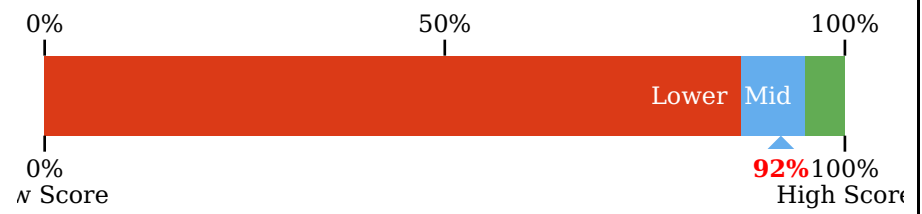
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

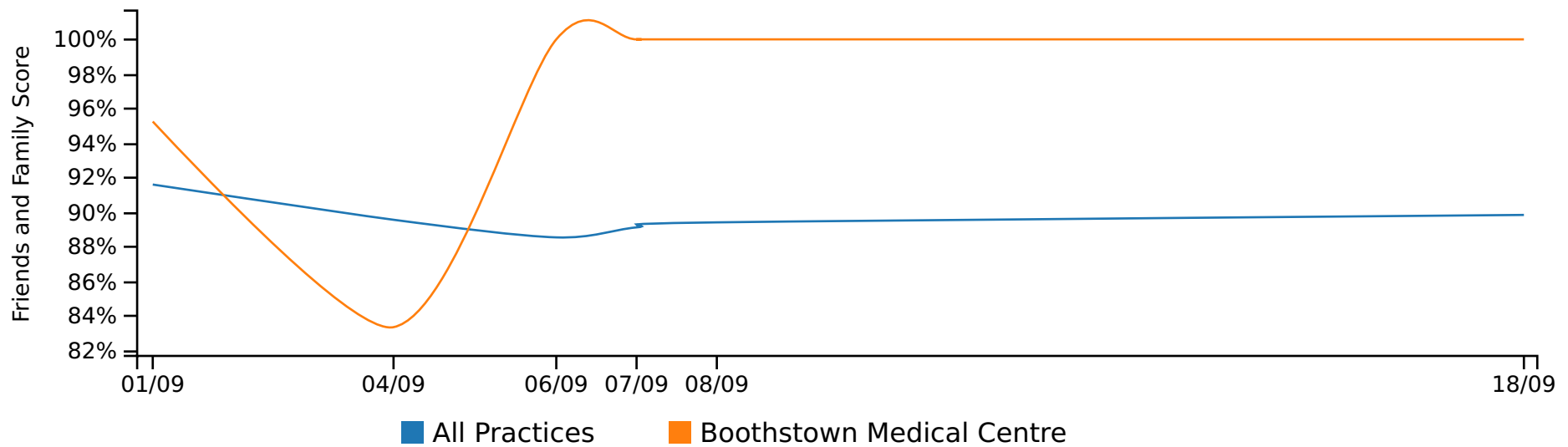
Your Score: 92%

Percentile Rank: 60TH



- 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 60th percentile means your practice scored above 60% of all practices.

Practice Score: 'Recommended' Comparison



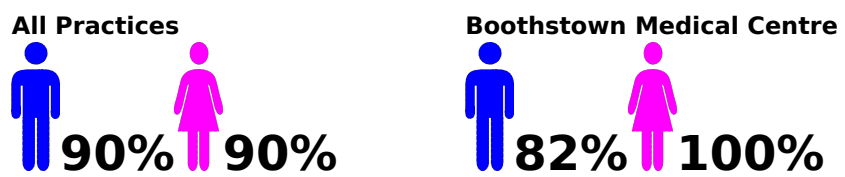
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

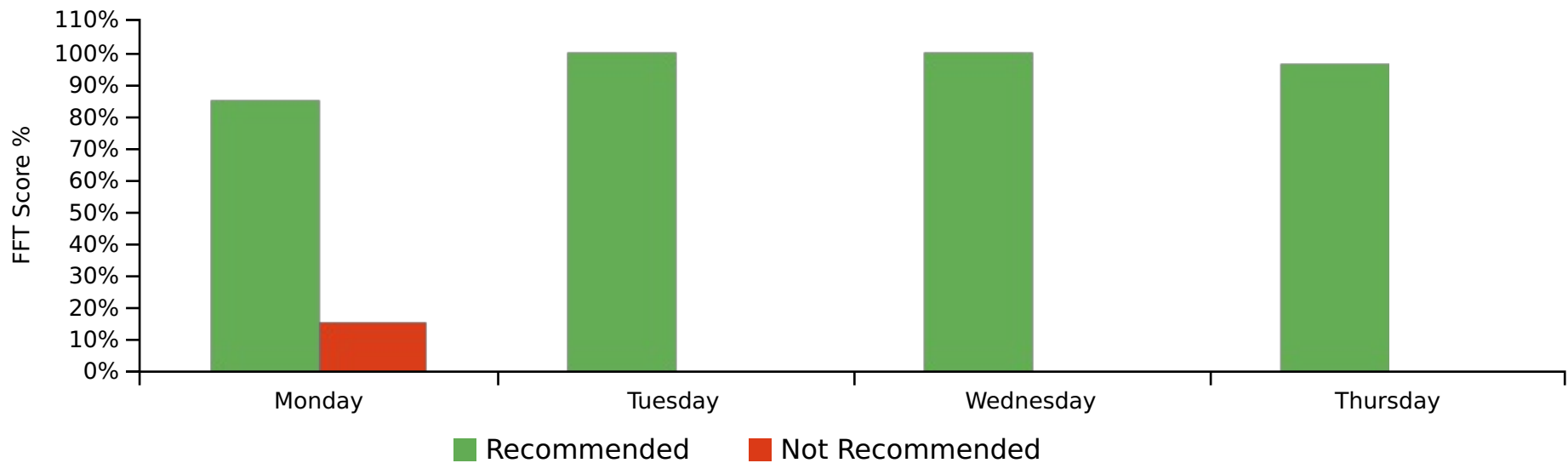
	< 25	25 - 65	65+
All Practices	84%	89%	93%
Boothstown Medical Centre	100%	91%	100%

Gender



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

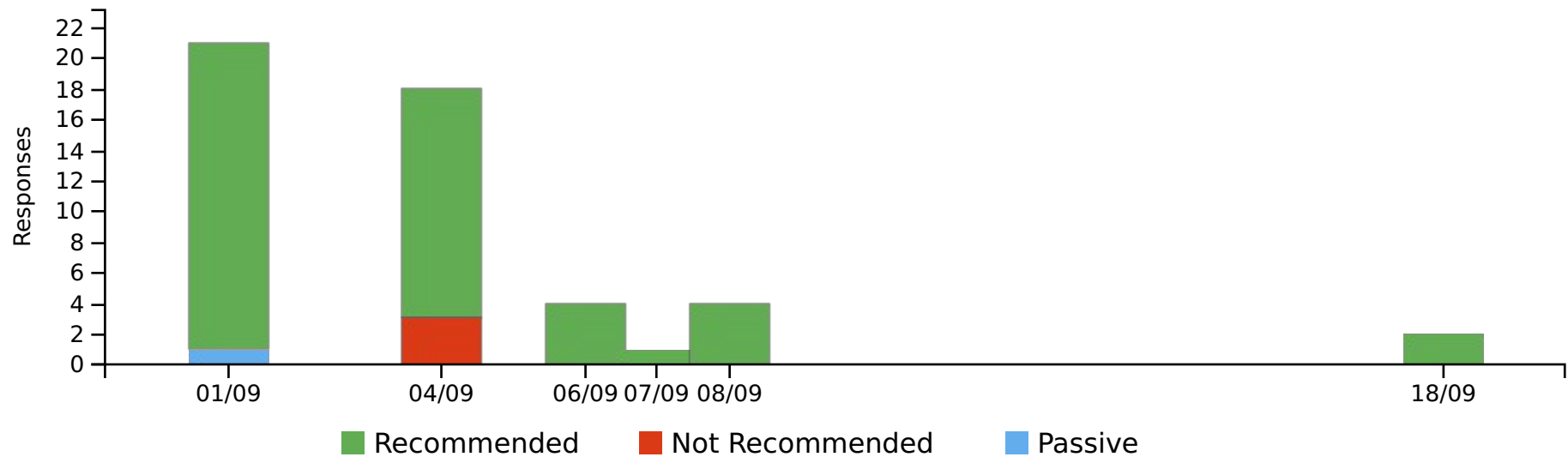
Practice Score: Day of the Week Analysis



- 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

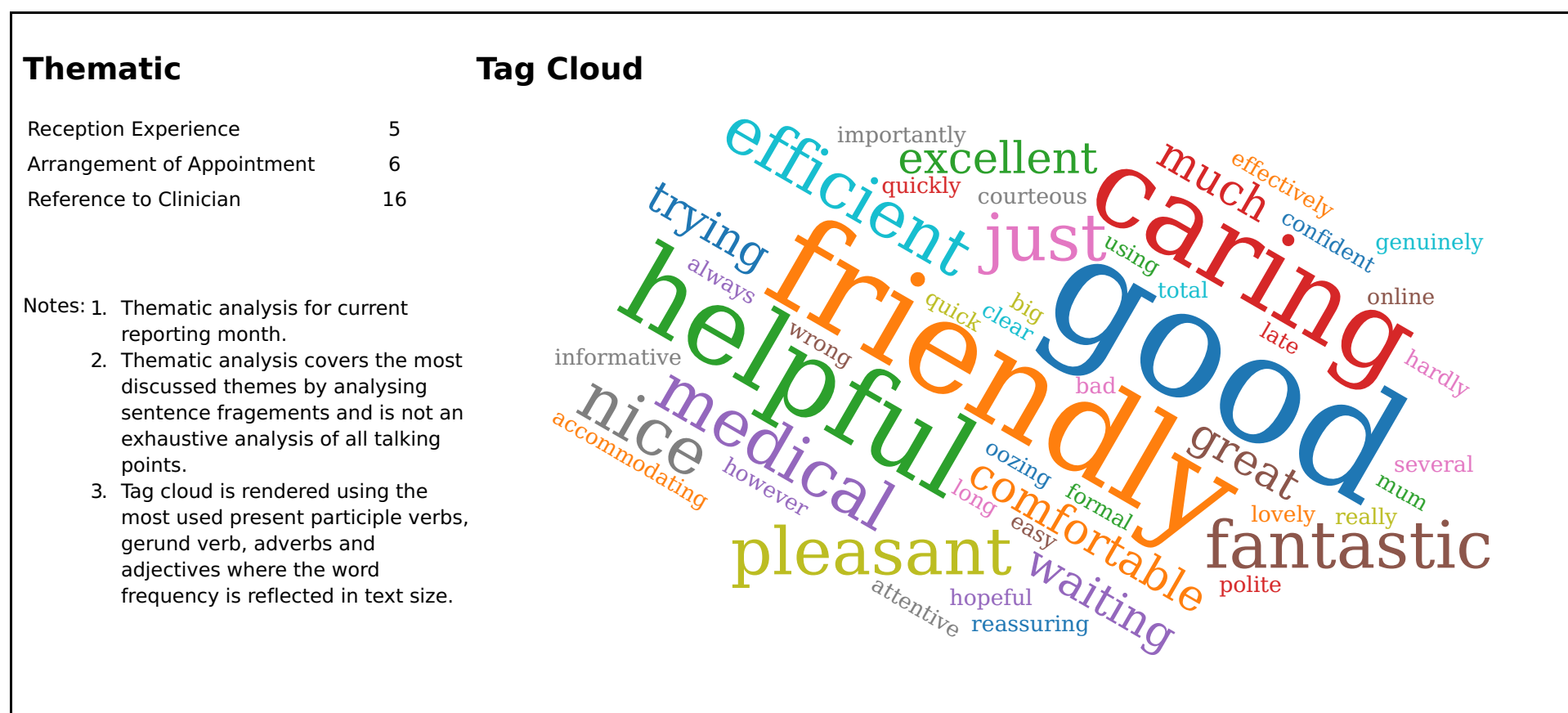
Patient Responses



- 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

- ✓ Didn't have to wait very long & the nurse Suzanne was very friendly
- ✓ Made me feel relaxed good listener very informative very very good nurse
- ✓ Quick service and clear medical advice
- ✓ Appointment on the day for me and my child and Dr Begum was fantastic with help, advice and reassurance
- ✓ Very nice place, friendly staff and lovely experience with Suzanne walker and Dr Begum, felt very comfortable and all my needs dealt with
- ✓ Prompt appointments of late.
- ✓ GP who listens to you.Helpful reception staff and pleasant
- ✓ My nurse was so helpful, she made me feel very looked after and hopeful that I will find out what is wrong with me. So nice and didn't feel rushed at all she had so much time for me. Very pleased with my appointment.
- ✓ Ms Kathy Haggan is very professional and good at her job.
- ✓ Lucy was very professional and friendly
- ✓ Nurse Kathy was fantastic she put my mind at ease. Helped me with information. And made the experience pleasant
- ✓ Because I did
- ✓ good service, reduced appointments waiting times, kind staffs and good Management
- ✓ I just good attitude and didn't make me feel bad
- ✓ Attentive, no waiting time for appt, went above and beyond during the appt
- ✓ Friendly knowledgable staff
- ✓ Amy was kind caring and professional. I felt like the really listened to me. She is an asset to the practice
- ✓ Total confidence in Doctor, felt comfortable during examination & confident that my medical issue was dealt with discretely and effectively
- ✓ It was a good experience but trying to get through on the phone is direAlso using my gp app is not what it should be
- ✓ Polite nurse, helpful
- ✓ The nurse, Mary was fantastic and gave great customer care throughout the appointment
- ✓ On time, efficient, pleasant.
- ✓ Courteous helpful understanding of my situation caring showed a big interest in my situation. Just a very caring lady who genuinely wanted to help as much as she could
- ✓ Very efficient
- ✓ Friendly, punctual and helpful
- ✓ Very patient @ caring @ understanding.Thanks
- ✓ Dr was very reassuring, understanding and accommodating for a first time mum
- ✓ Seen very quickly once I arrived and the practitioner was very friendly.
- ✓ Efficient + professional as always.
- ✓ Caring easy to talk too nurse
- ✓ The service was excellent

Not Recommended

- ✓ I was seen about my scar which was torn and oozing, it was taped over by the doctor which led me to struggle with it on my own trying to peel off the latex tape for days, she just made everything worse.
- ✓ I had to make a formal complaint before I managed to get an appointment- GP's and Medical staff are excellent
- ✓ Because it took several phone calls before I got through. And more importantly the hospital sent them a letter about an injection I need and they hadn't dealt with it, and I was left to deal with it and chase it which isn't right.

Passive