

# FFT Monthly Summary: January 2024

Boothstown Medical Centre  
Code: P92605



## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
37	8	2	0	3	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>101</b>						
<b>Responses:</b>	<b>50</b>						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	37	8	2	0	3	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>37</b>	<b>8</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>50</b>
<b>Total (%)</b>	<b>74%</b>	<b>16%</b>	<b>4%</b>	<b>0%</b>	<b>6%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

👍 90% 🗑️ 6% 📁 4%

## 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:

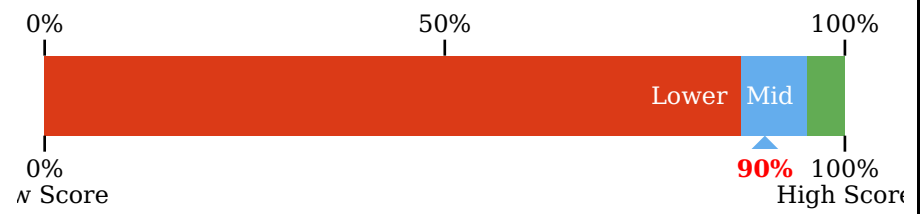
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

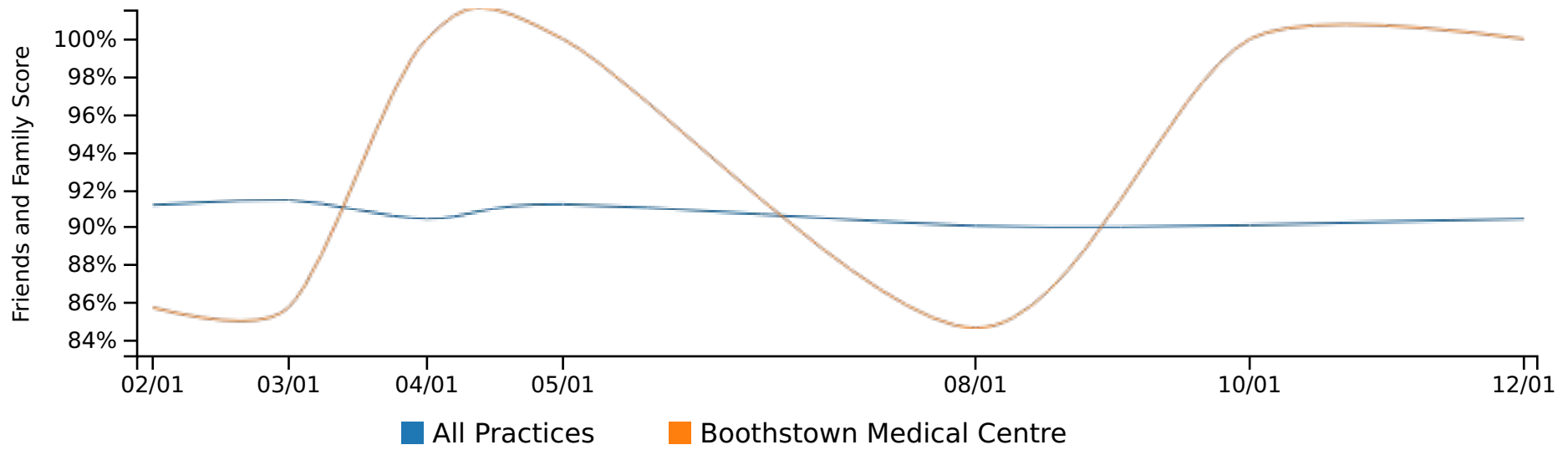
**Your Score: 90%**

**Percentile Rank: 45<sup>TH</sup>**



- 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 45th percentile means your practice scored above 45% of all practices.

### Practice Score: 'Recommended' Comparison



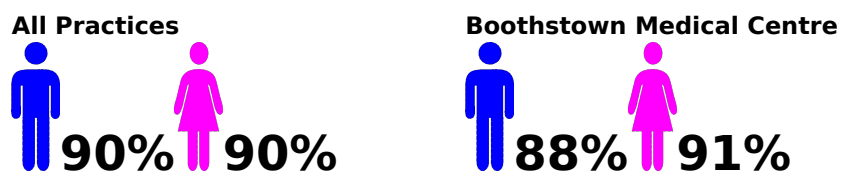
- Notes: 1. Practice score comparison of 'recommended' scores only.  
 2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

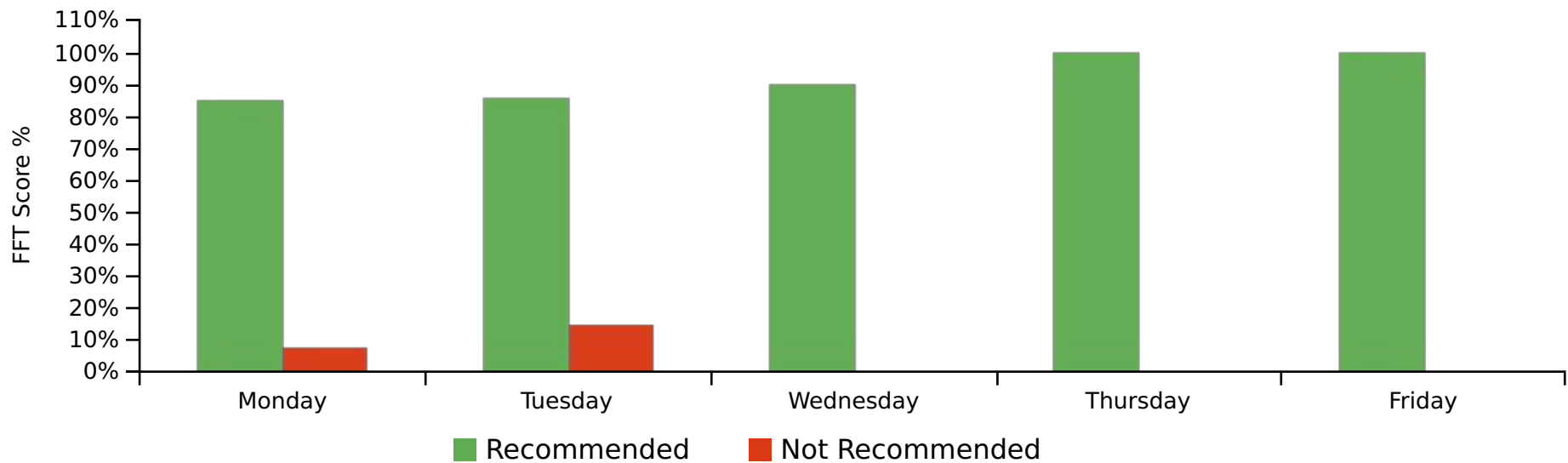
	< 25	25 - 65	65+
All Practices	85%	90%	93%
Boothstown Medical Centre	60%	90%	100%

#### Gender



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

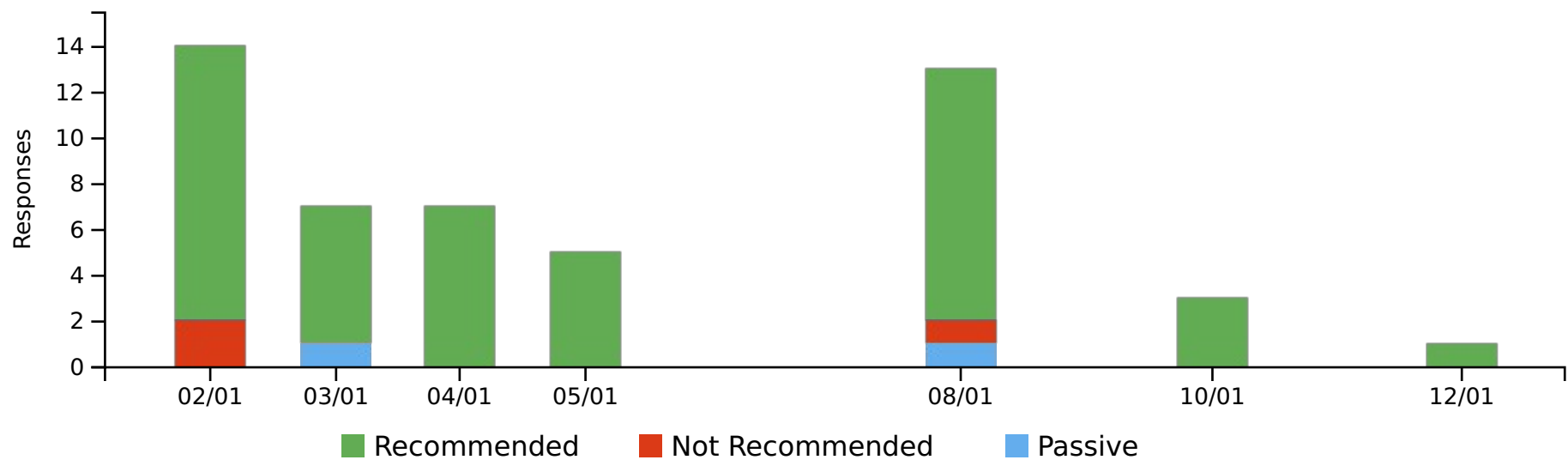
### Practice Score: Day of the Week Analysis



- 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

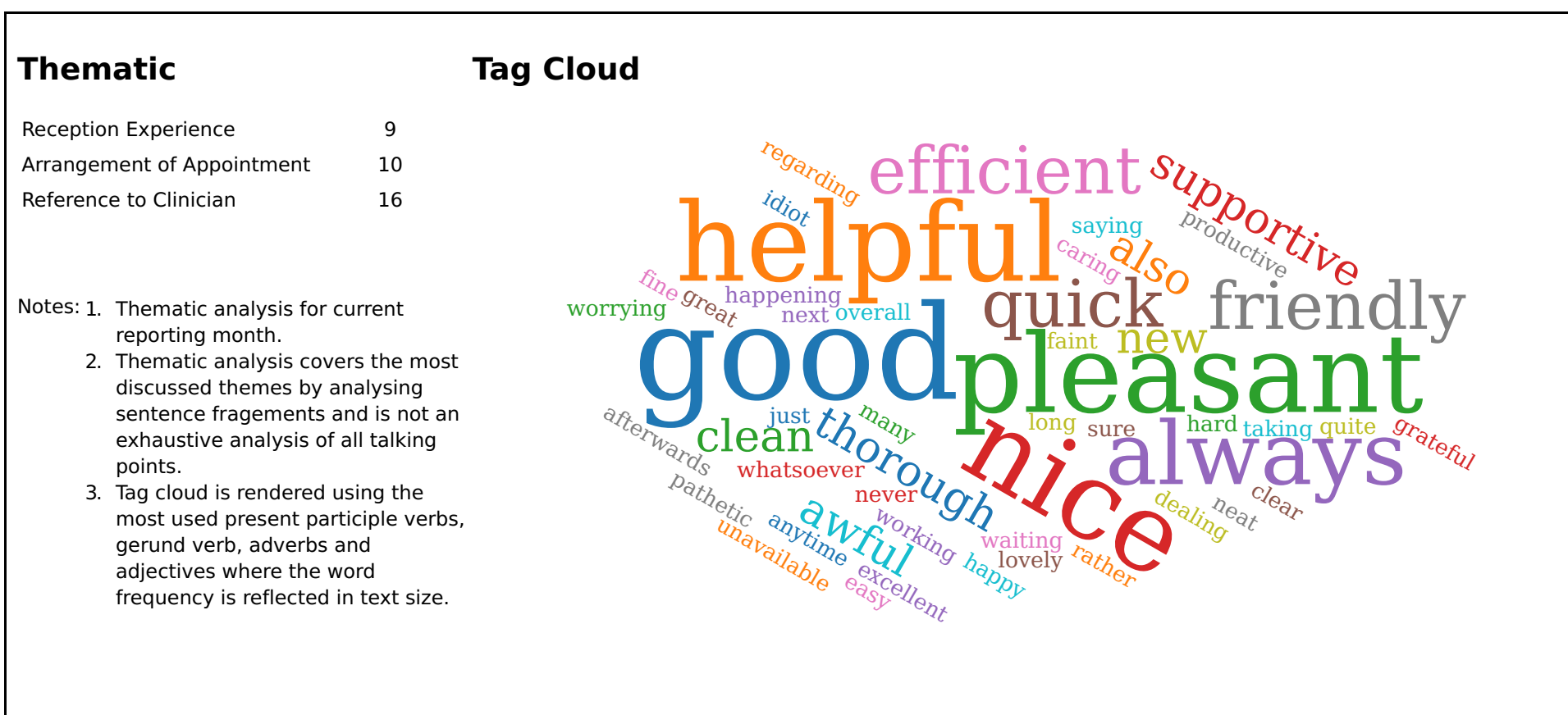
### Patient Responses



- 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

- ✓ Listened to my problem and explained everything that was happening.
- ✓ *The service was quick efficient and the staff were all very helpful and pleasant*
- ✓ The nurse Kathy was great and we was in and out
- ✓ *No queue, no waiting*
- ✓ The staff at reception are always pleasant and good service from Amy the nurse practitioner x
- ✓ *I always get good service*
- ✓ Seen on time Provided with all the information regarding my blood test Lots of information/leaflets around the surgery that assisted with another health issue
- ✓ *I saw the doctor on time and he was very thorough in his examination. Also the doctor said he would see me next week to make sure I'm on the road to recovery.*
- ✓ Good service and friendly staff
- ✓ *Efficient booking process, pleasant nurse, appt on time*
- ✓ Nice clean environment Appointment on time Friendly and helpful nurse
- ✓ *Appointment was fine but afterwards I was dealing with an issue for my daughter at reception which Mary overheard and she saved me an awful lot of time and trouble by taking the time to talk to me and just sort it there and then rather than me having to book an appointment with Dr Anderson. Saved us all time and stress.*
- ✓ Very hard to get Appointments when you need one and Ask My GP never working
- ✓ *The staff are very friendly, helpful, supportive and professional*
- ✓ Appointment was on time. Doctor was clear and professional
- ✓ *Staff were so nice and caring and took time to sort out the problem. Also we're very supportive as I am pathetic and can't faint when blood is taken. They acknowledged this with one saying that she was the same. This made me feel less of an idiot.*
- ✓ Today my appointment was on time and I felt I was listened to!
- ✓ *I had a worrying new health episode over the holiday period and informed the GP on line the first morning of the surgery opening- which was triage and I was asked to go to the surgery for assessment that morning! The doctor gave me thorough examination - so grateful for our excellent doctors!*
- ✓ Nurse was very good. First time met her & made me feel at ease
- ✓ *Staff were friendly and professional at all times. Put me at ease for having my blood sample taken. Thank you*
- ✓ Efficiency
- ✓ *Quick response to my ask my gp request & doctor very nice & helpful. Thanks*
- ✓ Lovely staff always make you feel relaxed.
- ✓ *Very easy access, quick appointment, clean and neat and I trust the GP*
- ✓ Pleasant staff, nice environment and put at ease with nurse.
- ✓ *Everything ok but took quite a while to sort out appointments*
- ✓ Because I was very happy with Lucy she made me feel very comfor
- ✓ *Efficient*

#### Not Recommended

- ✓ Overall experience is not good anytime
- ✓ *Can't get through on the phone Ask my GP always switched off Receptionist less than helpful (lady) Waited 4 weeks for an app (chased 3x) 2 prescriptions not sent over to the pharmacy Misdiagnosed my dad (cancer) Many more reasons too! Awful service, no care whatsoever!*
- ✓ *Doctor was unavailable to see me at my scheduled appointment*

#### Passive

- ✓ It took about 10 days to be contacted for an appointment. The appointment itself was pleasant and professional and productive as you would expect but too