

FFT Monthly Summary: July 2024



Boothstown Medical Centre
Code: P92605

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
41	6	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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients: 148
Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	41	6	1	1	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	41	6	1	1	1	0	50
Total (%)	82%	12%	2%	2%	2%	0%	100%

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:

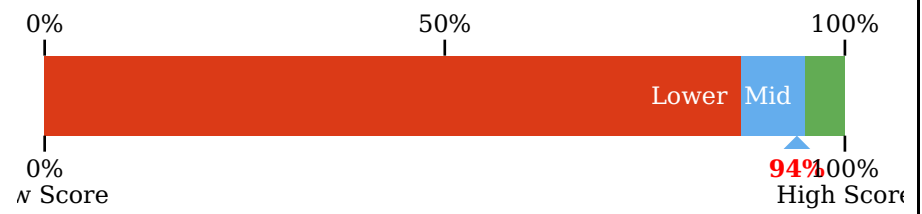
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

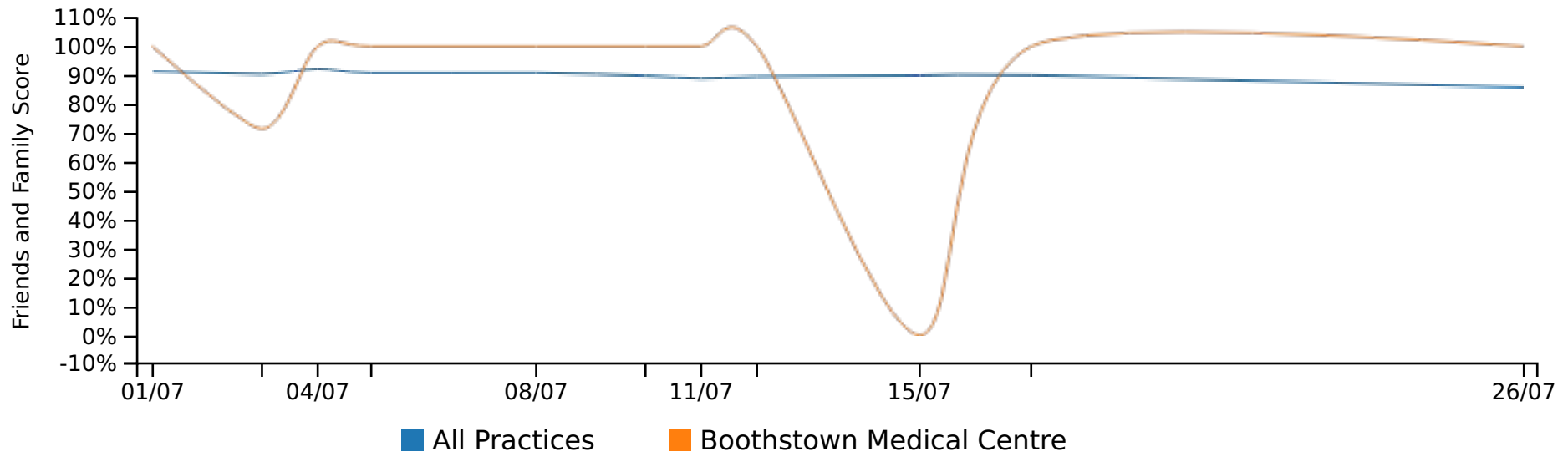
Your Score: 94%

Percentile Rank: 70TH



- 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 70th percentile means your practice scored above 70% of all practices.

Practice Score: 'Recommended' Comparison



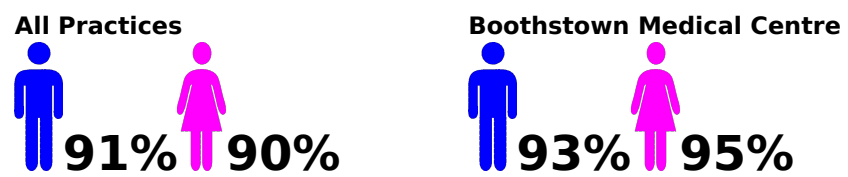
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

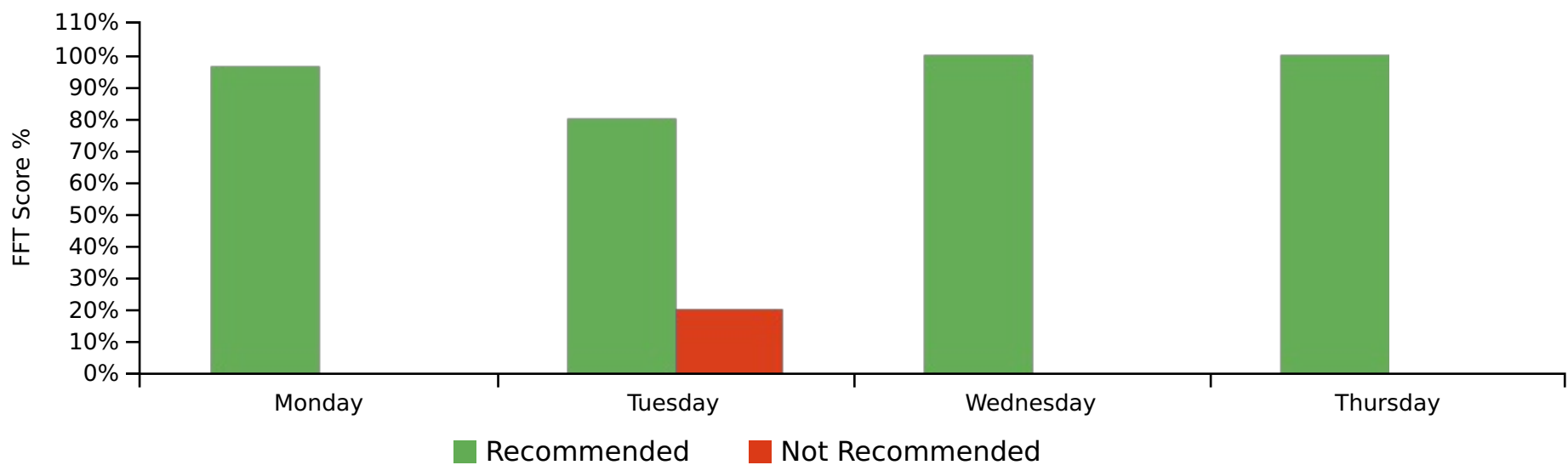
	< 25	25 - 65	65+
All Practices	85%	90%	93%
Boothstown Medical Centre	83%	93%	100%

Gender



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

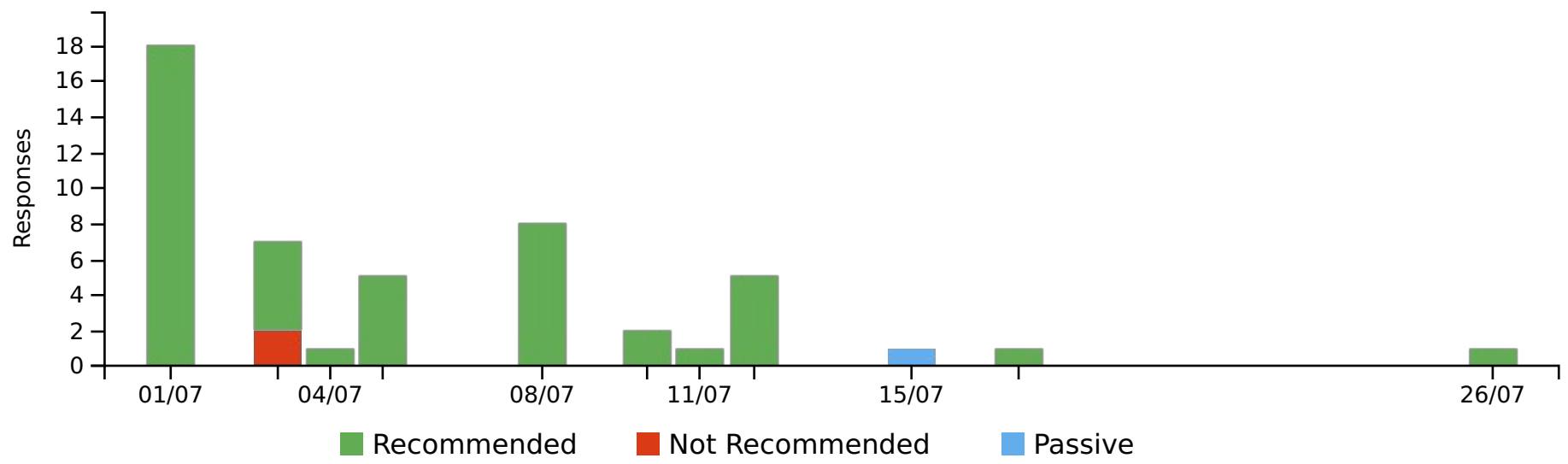
Practice Score: Day of the Week Analysis



- 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

- ✓ On time appointment and well looked after, painless blood test all good
- ✓ Responded to My GP message within hours and given an appointment the following day. The appointment was on time and the doctor was excellent
- ✓ Seen on time Amy was very good
- ✓ Receptionist team are so efficient. The doctor was thorough!
- ✓ Appointment same day of request. Minimal waiting time
- ✓ Because Mary has taken care of my husband well
- ✓ Great doctor. Saw my little girl quickly
- ✓ Lovely nurse
- ✓ Had to wait a while for appointment but once given appointment doctor was very helpful, I felt listened to and got an outcome I hoped for
- ✓ Everything on time in immaculate surroundings. Kathy was so professional and kind.
- ✓ Efficient professional service no waiting
- ✓ I was met on time and the nurse I saw was great, explained everything and was dealt with quickly.
- ✓ Very good service from booking process to appointment reminder to professionalism of HCA Smooth experience
- ✓ Seen on time. Doctor pleasant manner.
- ✓ Quick response
- ✓ Appointment was on time, the nurse was very friendly, explained the process and what happens next
- ✓ On time appointment. Seen this swiftly. Professional friendly service
- ✓ Dr Anderson is the best the practice has to offer thank you
- ✓ Happy result
- ✓ My appointment was for routine bloods and pneumococcal vaccine. It was easy to book in at reception, I was seen on Time. Amy was very courteous and professional. The surgery was clean and tidy. Health and well being information was showing on a TV screen which I found helpful.
- ✓ Very good service, pleasant doctor as well
- ✓ Very friendly practitioner, talks you through everything and asks how I am. Very professional
- ✓ Always friendly and kind and helpful
- ✓ Very informative
- ✓ Great service.
- ✓ The receptionist was very helpful and respectful when helping me to reset my password and triaging me. I received a same day apt with the doctor and was seen very promptly I'm happy I moved back to my original doctor.
- ✓ Made my appointment, arrived on time, treated on time, Amy was excellent!
- ✓ Staff helpful, Doctor listened to what I wanted, and was then very thoughtful the way he treated me
- ✓ Treatment was good once you can get an appointment
- ✓ Requesting treatment via phone or AskMyGp is convenient and works.
- ✓ Couldn't have got a better service and she specialised in what I went in for.
- ✓ Thorough examination, findings fed back to me and dealt quickly with medication to be ready at chemist.
- ✓ Very quick and easy to book an appointment
- ✓ Nurse was very good and made me feel very relaxed

Not Recommended

- ✓ Doctor dismissed my concerns, after producing my own research by telling me he'd never heard of an issue. Didn't even want to research the issue. After giving all my symptoms, I asked him what else could be and he just said "I don't know" he was dismissive, useless and infuriating.

Passive