FFT Monthly Summary: September 2024

Boothstown Medical Centre Code: P92605

connecting patients transforming healthcare

SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
35	6	2	2	4	1	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	35	6	2	2	4	1	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	35	6	2	2	4	1	50
Total (%)	70 %	12%	4%	4%	8 %	2%	100 %

Summary Scores

८ 82% ♀ 12% ☜ 6%

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.

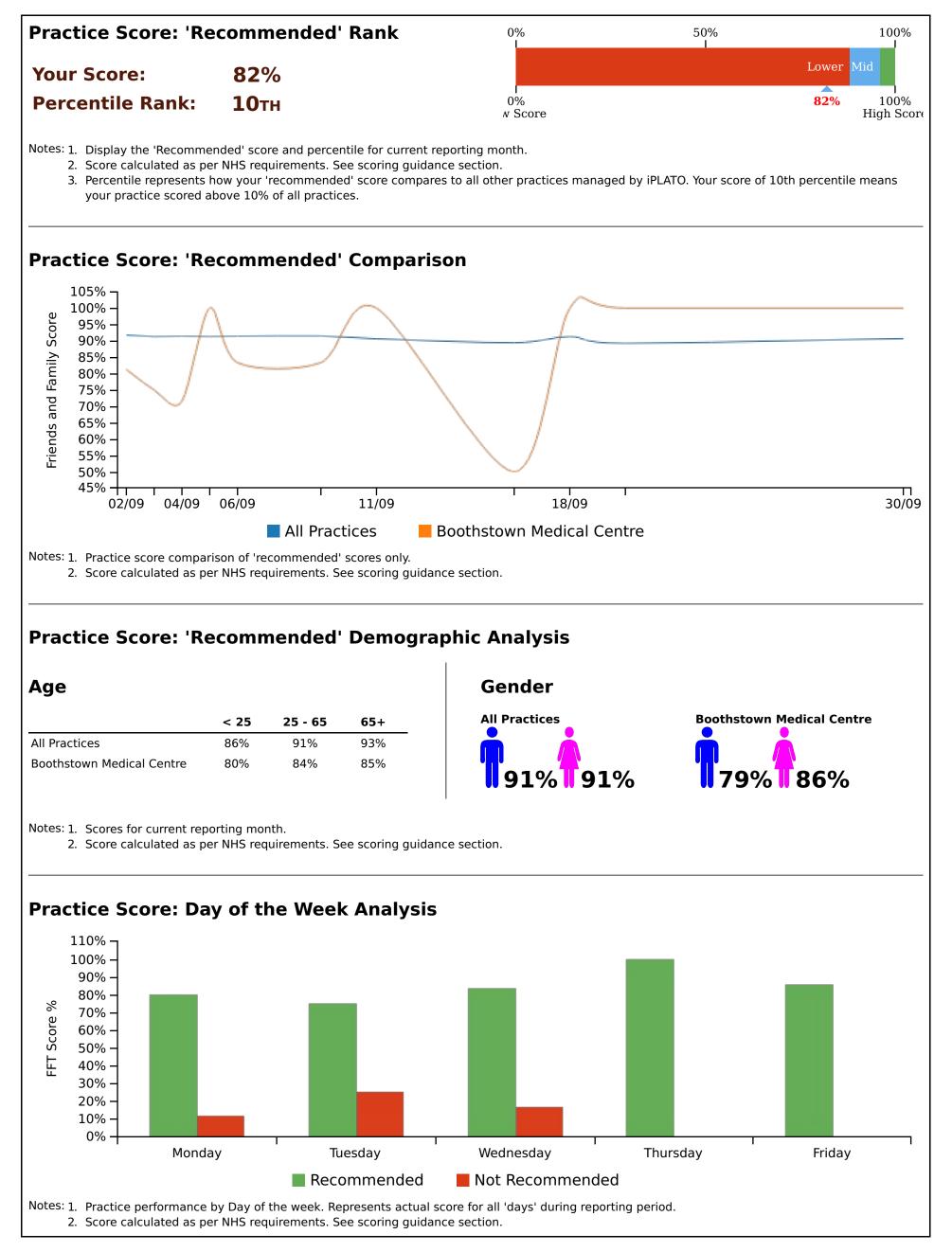
The percentage measures are calculated as follows:

Pacammandad(%) =	very good + good x 10				
Recommended (%) =	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				

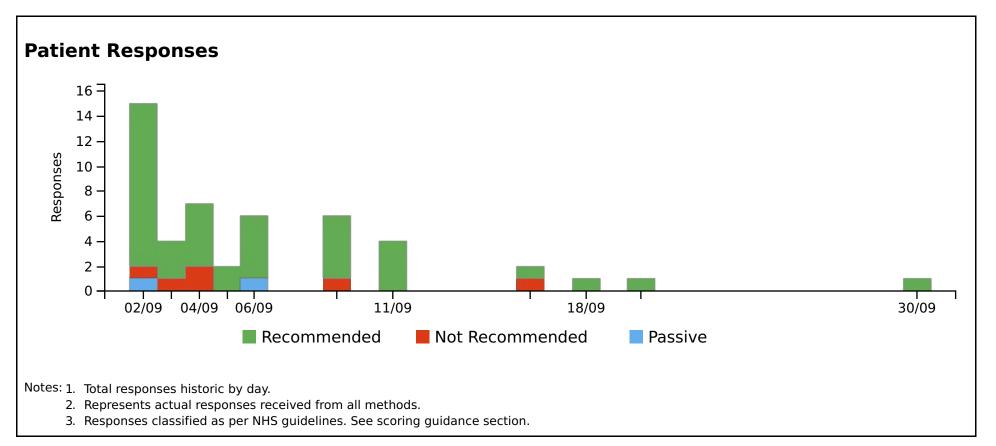
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

✓ Because I have been to the drs a few time with my illments and got nowhere so today I got sorted out x

✓ Excellent service all around. Reception and doctor went above and beyond to help me

✓Nice nurses

✓ The experience was really good

✓ It was true

- ✓ Doctor was excellent- professional, knowledgeable. Great service- thank you
- ✓ Friendly and helpful
- ✓ We were seen within a few minutes of our appointment time. The staff were cheerful and efficient.
- ✓The doctor was very friendly and gave out good information
- ✓ Friendly service. Appt ran to schedule. Follow up arranged
- ✓ The appointment was on time and the doctor provide a great customer service
- ✓ I have been coming to this surgery for 24yrs. Everyone from reception to nurses and doctors. Are all very professional and helpful. I always come away happy with the results and communications.
- ✓Quick.efficient.direct.
- ✓ Very professional
- Amazing support, caring and listened to what I was saying.
- ✓ Dealt with on time
- ✓ Good experience with a sensitive subject and fast referral
- ✓ Took a while for a call back but got me an appointment for the next day when they rang me.
- Lovely staff and explains everything
- ✓ Good Associate Nurse
- ✓ Staff friendly and very professional
- This practice is fantastic, when I need them I get sorted quickly, every issue I've ever had that required going in to the surgery was dealt with.
- It was very efficient not long waiting for appointment, seen on time, nurses pleasant and kind, made you feel relaxed, very good information about injection and side effects, good experience.
- ✓ Was attended to on time . Quickly & efficiently .
- \checkmark In & out in 10 minutes, and explained everything

Not Recommended

Difficult to get an appointment. AskmyGP is never online and is Dr's regularly don't respond. One particular receptionist is rude and unhelpful.

I put a request in on ASKMYGP on the 19th of August. It took 2 weeks for someone to pick the request up and all that consisted of was an appointment being booked without giving me a call, or messaging back to offer advice on the issue. The time the appointment was booked for did not work for me but no one asked if this was a problem. I've replied on ASKMYGP to let you know that I no longer need the appointment as the problem has gone and for you to release the appointment to someone else. The appointment was today but no one has even acknowledged that message either. This is the second or third time this has happened since moving to this practice, if I didn't live so close I'd move practices.

The askMyGP service is terrible from a patient experience perspective. While in the practice today I witnessed a clearly vulnerable patient trying to book an appt only for him to be turned away. He stated that he had tried to use mygp and was unable butbthebreceptioned showed very little empathy with his situation. I have had similar experiences in the past myself when needing urgent appointments for me or my infant daughter

Waited 6 days for a reply from Ask my GP. Phoned to check, and at this point was told that I would need a GP appointment, which was then arranged, and which I have attended today, and been prescribed antibiotics and further tests. A one week delay for this is not appropriate.

Passive

✓ patient was seen same day on this occasion but the place lacks general service levels

I was asked to have a blood sample earlier in the year after my annual check up as my thyroxine levels were slightly low and was given extra tablets for 2 months. I heard nothing from the doctor and called into the surgery to request a telephone consultation. After this I was asked to take another blood test to recheck my levels and I am still waiting nearly a month later for the results!!!Considering my first lot seems to have disappeared, I would have thought I would have had at least a telephone consultation to let me know whether I need extra thyroxine or not.