FFT Monthly Summary: October 2024

Boothstown Medical Centre Code: P92605

SECTION 1 CQRS Reporting

CQRS Reporting												
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012	
34	9	2	3	1	0	0	0	0	49	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:	138						
Responses:	49						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	34	9	2	3	1	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	34	9	2	3	1	0	49
Total (%)	69 %	18 %	4%	6 %	2%	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:

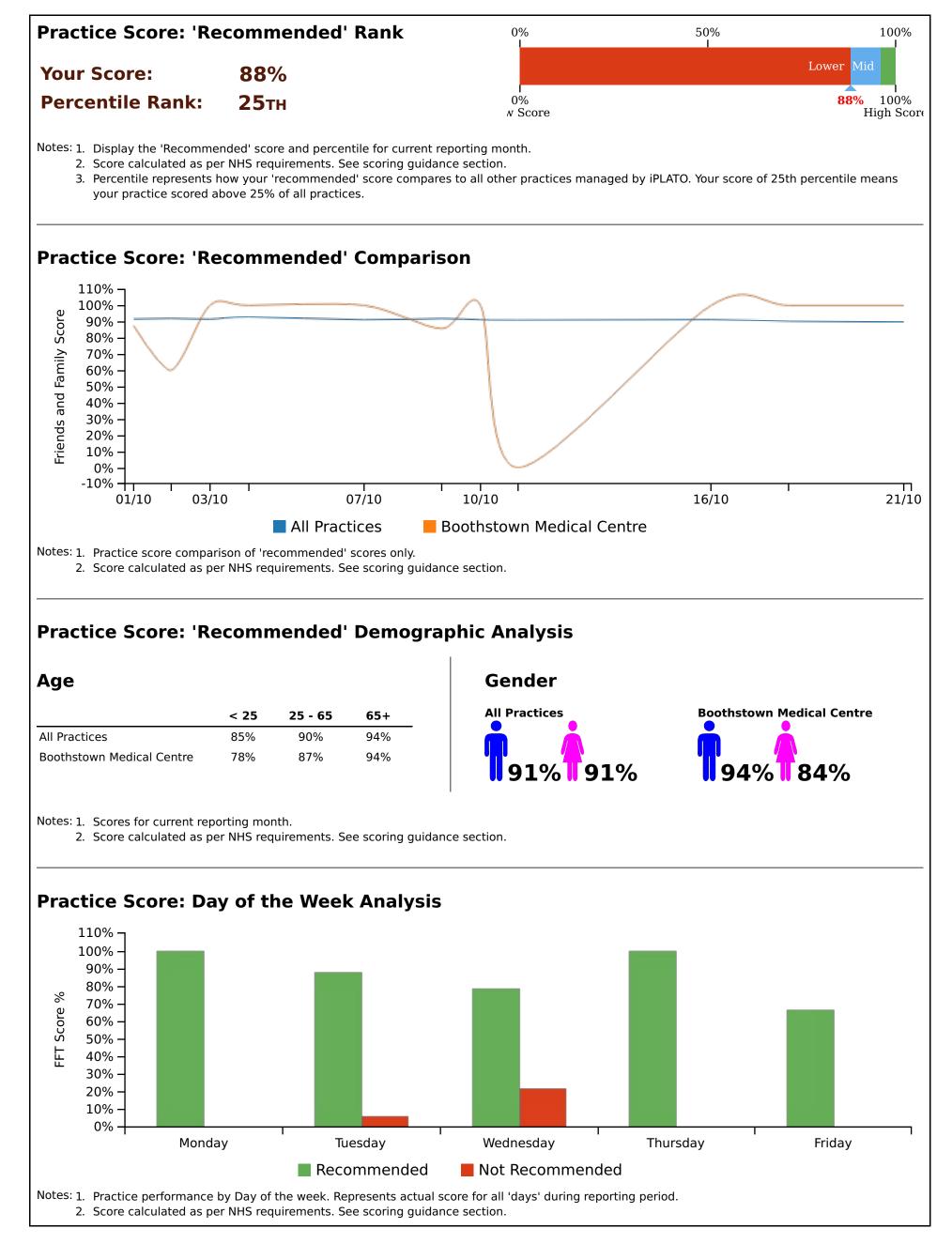
Recommended (%) =	very good + good x 10				
Recommended (%) –	very good + good + neither + poor + very poor + don't know				
Not Recommended (%) =	very poor + poor x 100				
Not Recommended (%) –	very good + good + neither + poor + very poor + don't know				

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

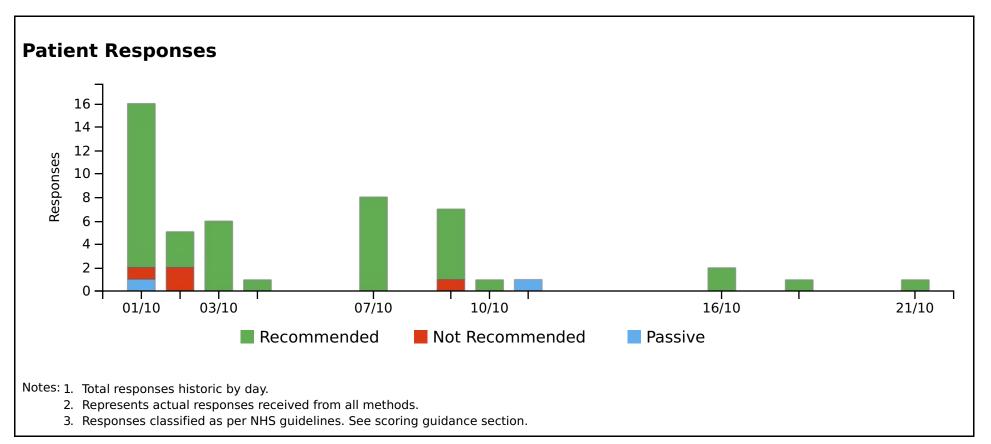


http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

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 / X No consent to publish comment

Recommended

Friendly, efficient, timely

✓ Mary is always on time with her appointments, and always so helpful and efficient. Always feel at ease with her and knowing my appointment is with her.

✓ Staff has been very cooperative and responsible

- ✓ Got through easily on phone. Receptionist very helpful. Appointment same day.
- Quickly seen for flu jab, bang on time
- ✓ Quick and efficient
- ✓ allways help full
- ✓ Staff are all very friendly and I was in and out within 5 minutes
- On time, very professional
- ✓ Pleasant, professional
- ✓ Mary Mawdsley is so helpful and knowledgeable. She always goes
- ✓ Fantastic service
- ✓ Excellent service
- ✓ Happy with everything no issues at all
- Got an appointment when requested without waiting too long. Would prefer to book via receptionist rather than ask my gp and await call back as restricted times to access ask my gp difficult when working full time to the times set out
- ✓ Got my appointment pretty quick and my blood test on time very early so all good
- He was very nice and understanding
- ✓ Dr was very kind and listened
- ✓ Cos u aked me too
- Excellent doctor
- ✓ Kathy is brilliant. She goes out of her way to help me. I get appointments at times that are convenient with work. They appointments themselves are really productive. So so grateful for your help and support.
- ✓ Excellent advice given
- ✓I didn't need a face to face appointment, just a telephone one would have been better as I only need a blood test so felt like this was a waste of time
- ✓ Quick efficient friendly
- Everyone has tried to help me and I appreciate it alot.
- ✓ Hard to get an appointment and to get through to surgery but once actually have an appointment it's much higher score as lovey place and staff very
- helpful Because today's gp takes extra care of me

The initial treatment was good but subsequently was very abysmal. Brought my daughter who was in severe pains and couldn't sleep for days, no recommendation was made until we rushed her to emergency after some attempts. I They need to step up. Thank you

Explained the process of appointment. And explained and gave advice regarding results

✓ Efficient service over the 2 appointments

✓ Dealt with situation efficiently and quickly

✓ Very good experience. Quick check in and pleasent/helpful nurse

Quick and painless

Not Recommended

Long wait on phone. Limited time access to MyGP even though it's an online service. You then have to wait for your request to be triaged. Which can take a couple of days. The practice seems to be managing their performance by putting hurdles in front of their patients

Rude reception staffNever see the same DrEverything's a viral infection Can't get an appointment

Been a patient for 24 years and now it seems your a second class citizen and they care more about all the new patients no time for loyal people

I because it took 2 weeks to get the appointment, after putting in the MyGP request , I had to phone the surgery after a week to see when I was going to get an appointment and was on hold for 30mins. To be told they were waiting for appointments to be released, but they had one for today, 2.10.24, another week later. My issue was a simple one. I had asked the pharmacy for advice, and they told me I had to see a GP. They told me what I needed, but they couldn't give it to me.A simple phone call could have sorted this. My appointment took less than 3 mins.

Passive

I often have to chase for a reply or an answer to an appointment / request - and even then it can take a long time for a reply. The phone lines are always busy but when you go in there's no patients there and it's quiet, but you can never get through, or you're often waiting for 20-30 minutes. Appointments can take weeks to get. The staff and doctors are lovely but the waiting times and lack of replies and having to chase for things is letting you down.
Medical issues should be investigated to the later. No stop gap during emergency. The appointment procedure should be more simplified.it appear to be time

wasting as no medication nor test was prescribed. The attitude of staff was OK.Thank you