

FFT Monthly Summary: March 2023

Boothstown Medical Centre
Code: P92605



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
41	4	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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients:	100						
Responses:	50						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	41	4	2	0	3	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	41	4	2	0	3	0	50
Total (%)	82%	8%	4%	0%	6%	0%	100%

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:

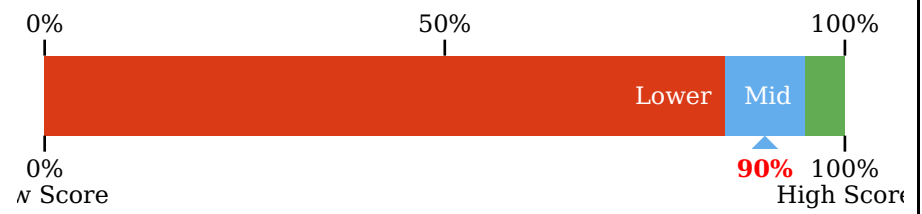
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

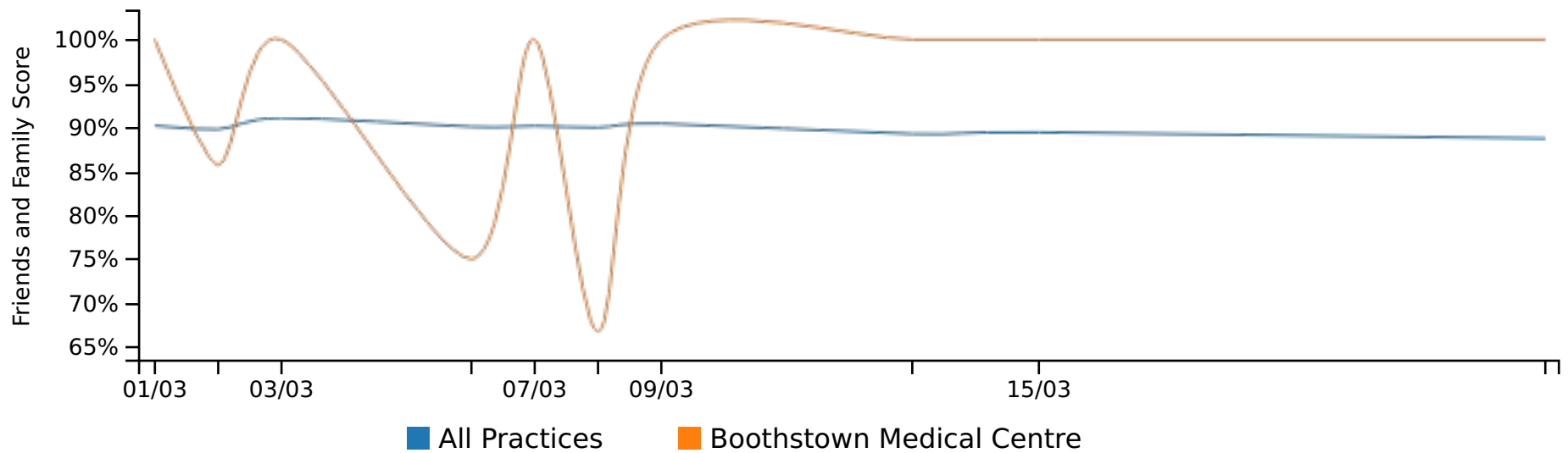
Your Score: 90%

Percentile Rank: 50TH



- 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 50th percentile means your practice scored above 50% of all practices.

Practice Score: 'Recommended' Comparison



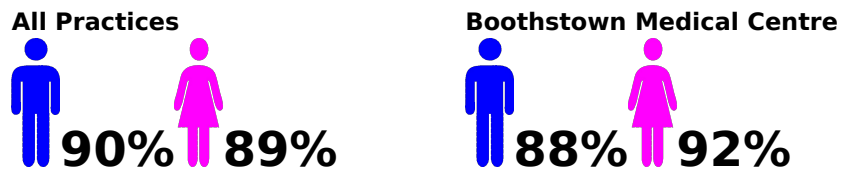
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

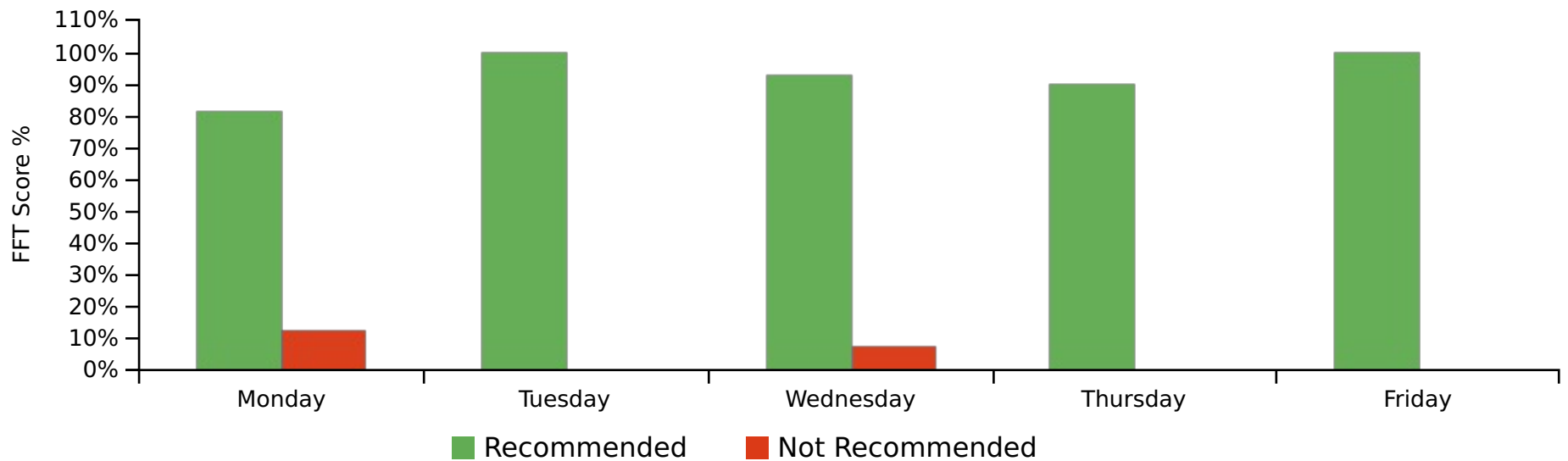
	< 25	25 - 65	65+
All Practices	85%	89%	92%
Boothstown Medical Centre	83%	86%	100%

Gender



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

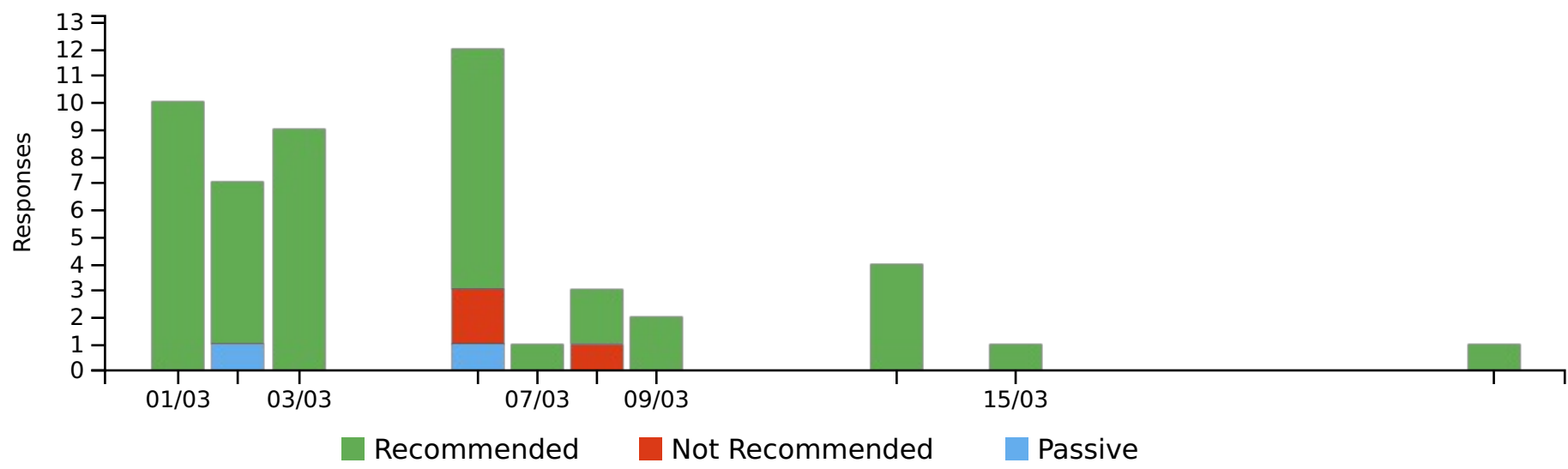
Practice Score: Day of the Week Analysis



- 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

- ✓ Amy the nurse was very helpful
- ✓ Because of my treatment from Dr Anderson and Mary which is first class
- ✓ I was listened to in the appointment and my request actioned
- ✓ Always friendly staff and hardly have to wait to be seen
- ✓ Because of efficiency.
- ✓ Nurse made me feel at ease
- ✓ Getting the appointments - I've had 2 recently - were easy, and everyone was absolutely great.
- ✓ Easy booking in on diy screen. No unnecessary waiting. Went in on time.
- ✓ Appointment very quickly. Waiting time minimal. Good check in facility. Knowledgeable and very helpful doctor and assistant. Both were lovely and really @ally put my mind at rest whilst having coil fitted. Both a credit to the practice.@tice.
- ✓ Well taken care of and felt satisfied with our conversation.
- ✓ Very professional and on time appointment
- ✓ Found booking appt by text very easy. Nurse Kathy was very good n very nice. In and out no problem.
- ✓ My first visit and felt quite at ease, Amy the nurse was very professional
- ✓ The health care ladies were very friendly and booked me an appointment with Amy there and then Also Dr Khan is a gem
- ✓ Pleasant and efficient service.
- ✓ Very friendly and pleasant person that did my blood pressure
- ✓ Appointment was on time . The nurse I saw was excellent and very knowledgeable
- ✓ I have been with this doctor for 35 years doc Anderson has seen me through lots of issues one major being ovarian cysts and cancer plus 19 years with my @h my disabled daughter who's had many an operation and complications all overseen by Dr Anderson and his amazing team I trust my life with him the team are fr@re friendly kind considerate and care about us like family. Couldn't have gotten through the years without his support xx @t xx
- ✓ My appointment was only a couple of minutes late and my nurse was fab
- ✓ Because I thought the service was very good
- ✓ Excellent and professional advice from gp
- ✓ The nurse and receptionist were patient and went over and above to accommodate my difficult veins and last minute request
- ✓ The visit was seen by my wife as being warming and after explanation she began to see the reason for the change in her prescription. Dementia is a horrib@orrible disease. Thank you for all your patience.@ence.
- ✓ Helpful, friendly
- ✓ Receptionist was very welcoming and the nurse we saw was very accommodating to my daughters needs and gave stickers to her to calm her down thankyou very@ very much to Sarah the nurse we saw @ saw
- ✓ Was treated very well and was in a very friendly comfortable environment
- ✓ Helpful staff. They have always been able to accommodate and give urgent appointment when needed. Dr. Anderson- Kind, attentive GP providing patient cen@t centered care in spite of the difficult times NHS is facing. @ing.
- ✓ Helpful staff, felt listened to and understood by Dr Anderson who always goes above and beyond.
- ✓ Very clear conversation and took time to explain
- ✓ Friendly staff very welcoming surgery clean
- ✓ I received a quick response to my original enquiry the follow up action was speedy and efficient and the consultation informative
- ✓ So far always available if needed
- ✓ Appointment with nurse was on time . A very satisfactory appointment .

Not Recommended

- ✓ I didn't receive the call I was waiting for from the nurse.
- ✓ The reception women need to learn to be helpful and have manners...not very welcoming

Passive

- ✓ Response from surgery took 24 plus hours. And rather than getting an email, I get an email asking me to login to myGP app to read the email. It might be @t be easier for surgery that way but it's not for patient. Surgery too easily closes off myGP conversation without giving enough detail or opportunity to resp@ respond or query. @ery.

