FFT Monthly Summary: August 2023

Boothstown Medical Centre

Code: P92605



SECTION 1 **CQRS Reporting**

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
40	7	0	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: 110

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	40	7	0	0	3	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	40	7	0	0	3	0	50
Total (%)	80%	14%	0%	0%	6 %	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 (%) =
$$\frac{very \ good + good}{very \ good + good + neither + poor + very \ poor + don't \ know} \times 100$$
Not Recommended (%) =
$$\frac{very \ poor + poor}{very \ good + good + neither + poor + very \ poor + don't \ know} \times 100$$

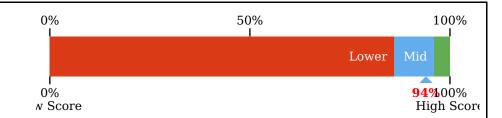
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

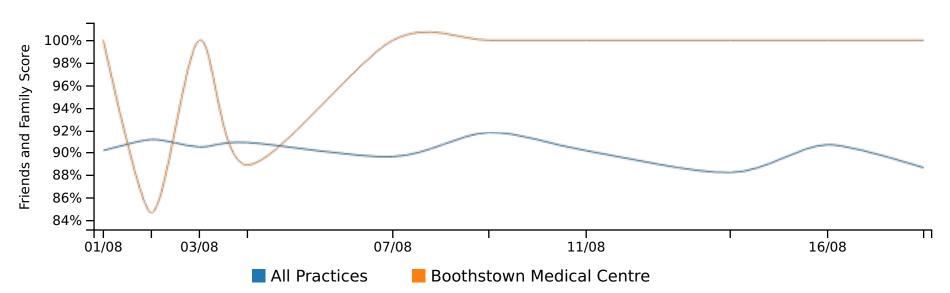
Your Score: 94%
Percentile Rank: 70TH



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%	89%	92%
Boothstown Medical Centre	100%	89%	100%

Gender

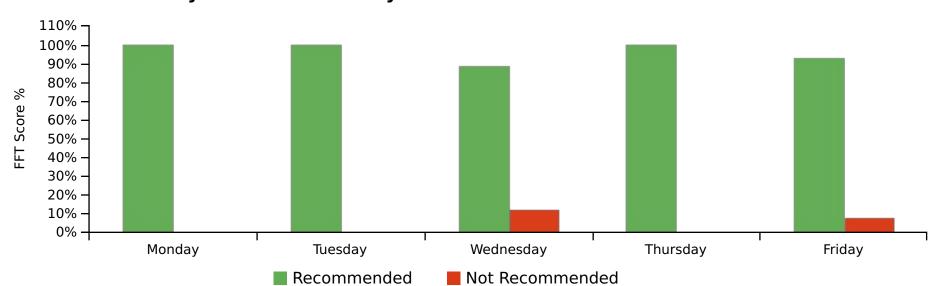




Notes: 1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

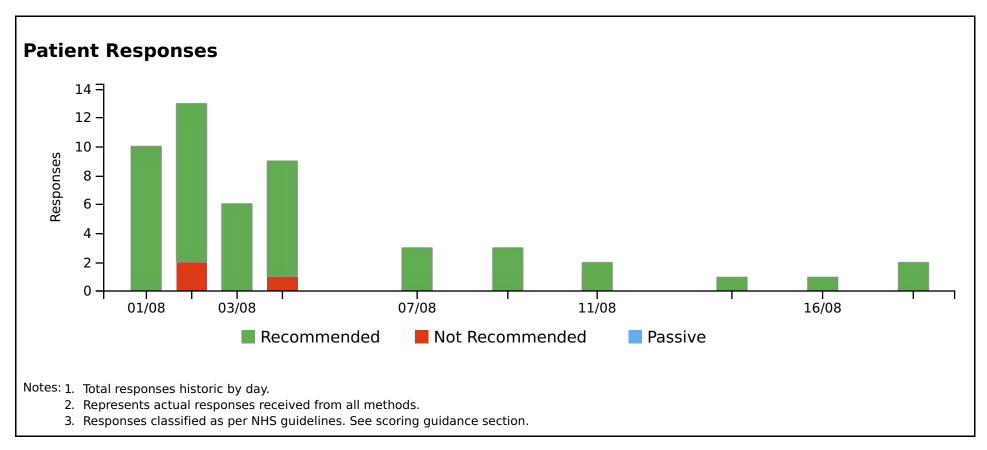
Practice Score: Day of the Week Analysis



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 Free Text Comments: Summary

Thematic Tag Cloud **Reception Experience** 6 Arrangement of Appointment 9 Reference to Clinician 17 Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most discussed themes by analysing sentence fragements and is not an exhaustive analysis of all talking points. 3. Tag cloud is rendered using the huge important most used present participle verbs, gerund verb, adverbs and adjectives where the word frequency is reflected in text size. knowledgeable

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

- ✓I couldn't believe I had to wait over a week to get an appointment, I ask to see a doctor but ended up seeing a nurse, the nurse was very nice she made an appointment to see a Doctor. Thanks
- ✓ Staff are fantastic
- ✓ Excellent care from Mary today
- ✓ I felt very at ease
- ✓ Treated with respect and consideration xx
- ✓ Excellent service from the nurse that we saw she was very welcoming gave excellent advice and gave me a quick pain-free injection.
- ✓ Good service
- ✓ Friendly and helpful. Nice place very modern.
- ✓ Excellent service friendly staff good parking facilities
- ✓ I felt listened to and understood and received excellent patient centred care.
- \checkmark Because the nurse was lovely and I felt comfortable talking to her about everything
- ✓ appointment very helpful and on time, friendly doctor and clean new facility
- ✓ Seen on time, friendly and good advice.
- ✓ Service was great, Lucy was great. Had lots of time to go through things with me
- \checkmark Professional, knowledgeable and supportive experience
- ✓ 1-Very good
- ✓ All communicated via ask my gp within 1 day. Very quick, very easy service x
- ✓ Appointment on time, friendly nurse and all points covered
- \checkmark Doctor very helpful and the clinic tidy , clean. Overall amazing
- ✓ I am new to the practice and since joining I have always found the staff helpful and friendly as they were this morning. There was an issue with my appointment but this was resolved quickly.
- ✓ Seen right away
- ✓ I didn't have to wait long for my appointment and the nurse I saw was very pleasant.
- ✓ Because everything was fine, and she was so helpful
- ✓ No waiting and lovely nurse
- ✓ The staff are very helpful
- ✓ Once I got through on the phone, they helped me rebook my son's jabs as he wasn't well and organise a doctors appointment to diagnose his illness
- ✓ Dr. Khan is excellent and a good communicator. I feel she has compassion & huge knowledge. I felt safe in her hands as did my Mother who has seen her at least twice. She planted confidence and trust in my Mum.
- ✓ New patient Health check with Lucy was really good but my experience on trying to get through on the telephone that morning was a bad one. Going in at number 4 in the queue, I waited 45 mins to get to number 1 then was informed that it was busy and to call back later then cut off....I was livid at this.
- √ The service i received today was very good
- ✓ I was there to have an over 75 test. The nurse was very professional and friendly, she explained everything clearly and put me at ease.
- $\begin{tabular}{ll} \checkmark \end{tabular} \begin{tabular}{ll} \checkmark \end{tabular} \begin{tabular}{ll} Lovely Staff, kind, Professional and interested. \end{tabular}$
- ✓ Very efficient very caring and passionate
- ✓ Good service

Not Recommended

- ✓ Because ask my gp was off line for days. I rang in and concern was taken over the phone. I waited over a week to be messaged and then waited over another week for an appointment. For the appointment to be cancelled an hour before it took place. I appreciate doctors can themselves be ill. Appears not enough staff to provide a satisfactory service
- ✓ Struggling to get an appointment to see a doctor, unfortunately the appointment I had has been cancelled due to sickness. Unable to get an appointment with my named GP and really struggling to get any help in the meantime. Feels like a never ending battle to get help.
- ✓ Yes.... when you want an important appointment and are still waiting after two weeks- poor! Also ask my gp is lazy gp'ing! It's not faster more efficient or better... just lazy! You should be able to go to the gp surgery and make an appointment... what a load of rubbish! Covid has turned most gp surgeries into lazy doctoring! Poor! Poor! Poor! Many lives will be lost due to this and also cancers that could be treated will missed... how can you diagnose cancer via a phone--- if you're lucky! Poor service