

FFT Monthly Summary: September 2023



St Giles Surgery
Code: G85042

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
41	6	1	1	0	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:	161						
Responses:	49						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	41	6	1	1	0	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	41	6	1	1	0	0	49
Total (%)	84%	12%	2%	2%	0%	0%	100%

Summary Scores

👍 96% 👎 2% 🗳️ 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:

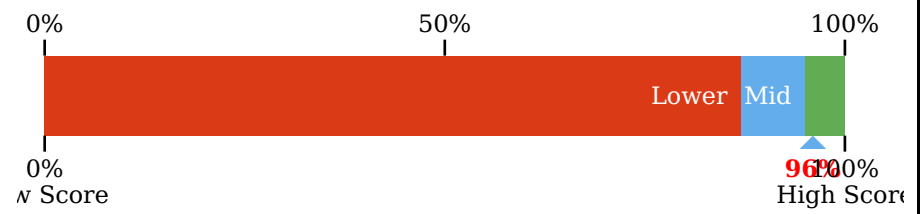
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

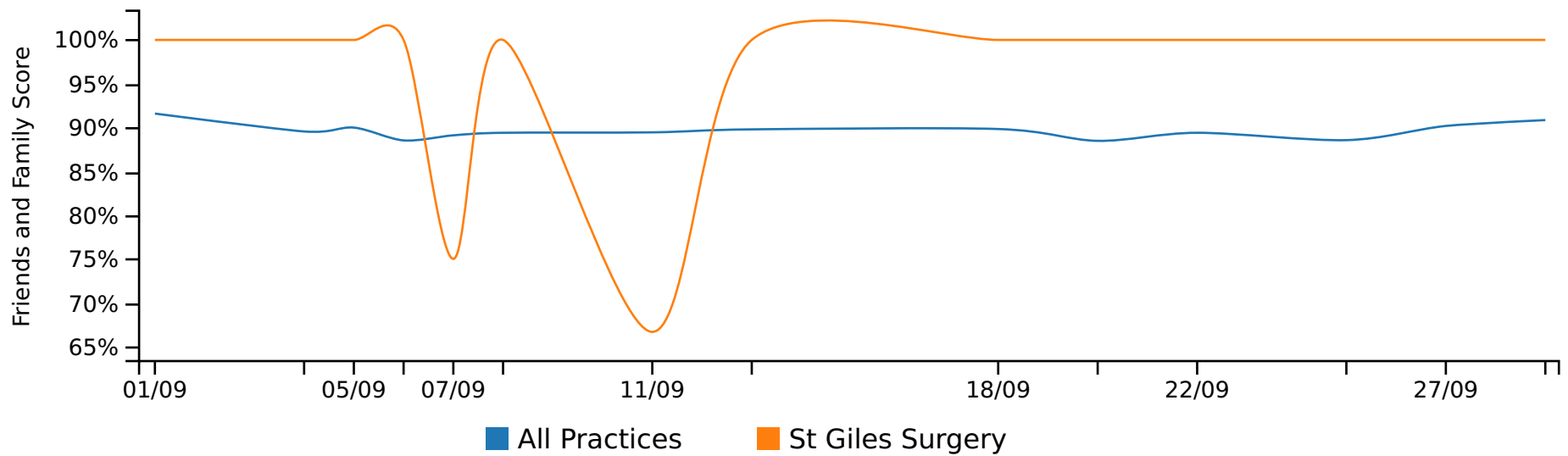
Your Score: 96%

Percentile Rank: 90TH



- 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 90th percentile means your practice scored above 90% of all practices.

Practice Score: 'Recommended' Comparison



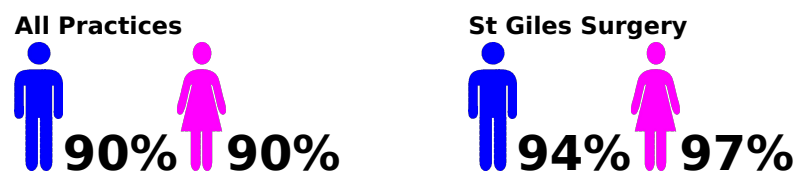
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

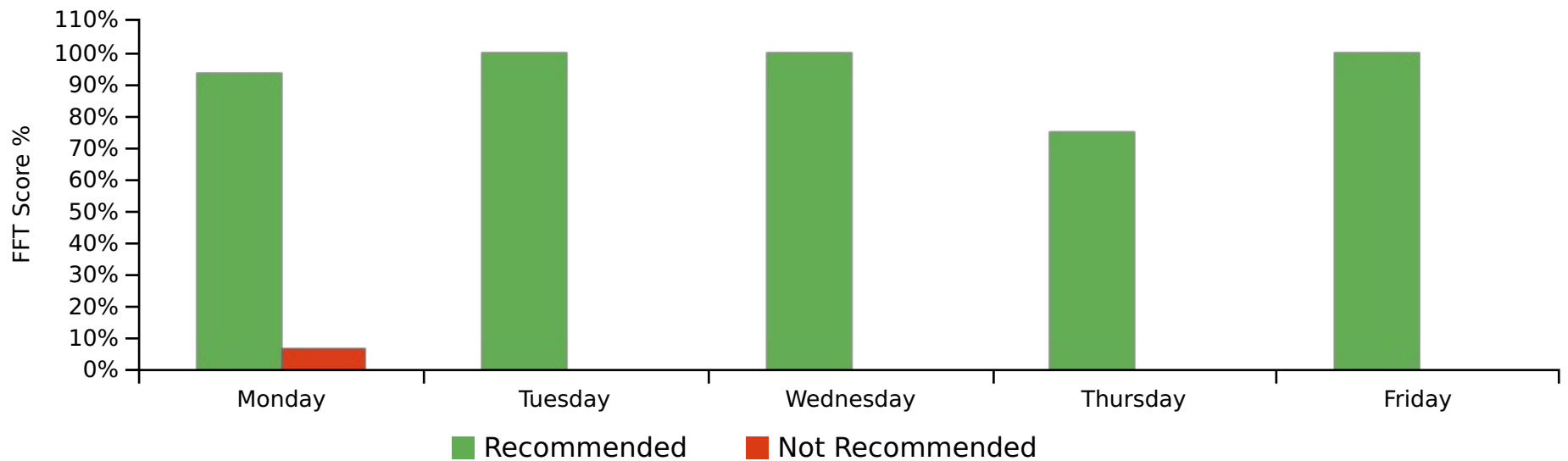
	< 25	25 - 65	65+
All Practices	84%	89%	93%
St Giles Surgery	75%	100%	100%

Gender



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

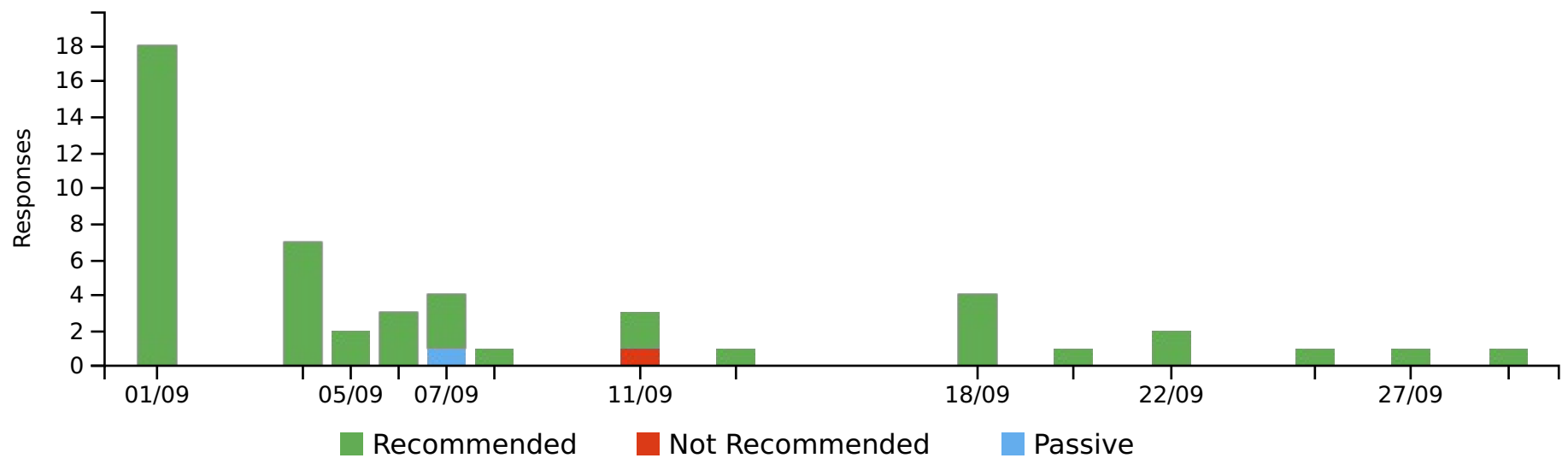
Practice Score: Day of the Week Analysis



- 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

Thematic

Reception Experience	1
Arrangement of Appointment	6
Reference to Clinician	16

- Notes:
1. Thematic analysis for current reporting month.
 2. Thematic analysis covers the most discussed themes by analysing sentence fragments and is not an exhaustive analysis of all talking points.
 3. Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and adjectives where the word frequency is reflected in text size.

Tag Cloud



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

- ✓ SORRY
- ✓ *Because Jackie was excellent in her approach, carrying procedure in a very professional way.*
- ✓ *Excellent service from the nurse*
- ✓ *Apart from Dr Pandey he was very caring and understanding took time to explain my test results*
- ✓ *Cause the service was good*
- ✓ *My doctor is so kind and helpful*
- ✓ *I did 3 checks in 1 go, asthma review, smear test and full blood tests. The nurse was very nice and informative*
- ✓ *Appointment was on time and the doctor was helpful*
- ✓ *dr pandey was really lovely.*
- ✓ *Surgery is clean, people are polite, doctors and nurses are friendly*
- ✓ *Appointment on time and nurse very friendly and efficient. Receptionist also very friendly.*
- ✓ *The nurse was very friendly and professional.*
- ✓ *The nurse was pleasant and helpful*
- ✓ *Friendly doctors who listen and are helpful. The wait time for an appointment is just far too long.*
- ✓ *Because the attention is very good*
- ✓ *Same day in person appointment. Dr Pandey knows my history and provides personal, friendly and professional service. Best doctor I've ever had.*
- ✓ *There was only a short wait, and Doctor West was very approachable, listened and was proactive.*
- ✓ *Quick and efficient, kind and good hospitality*
- ✓ *The practice nurse (Allison Otchere) was friendly and professional. She was helpful in talking through the concerns we had about giving our baby the second dose of Rotarix given her response to the first dose. She sought a second opinion from the doctor who came and spoke to us a few minutes later.*
- ✓ *Allison was very lovely, helpful, quick and informative*
- ✓ *Dr Pandey is amazing*
- ✓ *I was attended late*
- ✓ *I was able to secure a face-to-face appointment within a day via the Patient Access app.*
- ✓ *Felt listened to and a plan of action was made for treatment*

Not Recommended

- ✓ *I called and asked at 8 AM for an emergency appointment for my 14 years old son who has been sick a few times during the night. I was given an appointment at 10.20 am. I rushed to be there with him being very sick and weak and we signed in at 10.19. We were seen at 11.05, with no one to know what was going on, not even an update on what was going on. I informed the GP who saw my son that I would file a complaint and she was ok with that. She apologised for being late. Nearly an hour late is not being late, it's bad management, it's prioritising and neglecting patients at the expenses of others. I then went to Asda to pick up the prescription at 1 pm and the prescription was not there.*

Passive

- ✓ *I was booked in for my daughter's pre school booster... on arrival I was told 'now looking at ur records I would suggest come back next week so it's exactly a year'*