

FFT Monthly Summary: December 2024



PELHAM MEDICAL PRACTICE
Code: G82032

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
69	21	3	3	1	1	0	0	0	98	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: 316

Responses: 98

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	69	21	3	3	1	1	98
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	69	21	3	3	1	1	98
Total (%)	70%	21%	3%	3%	1%	1%	100%

Summary Scores

92% 4% 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:

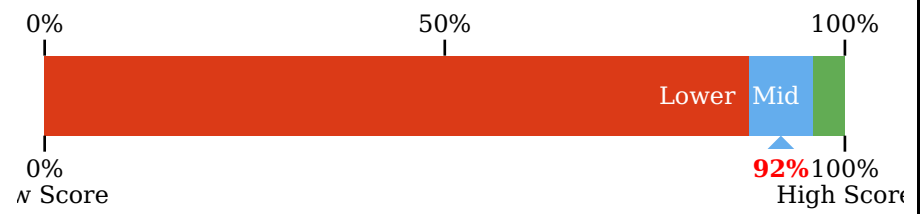
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

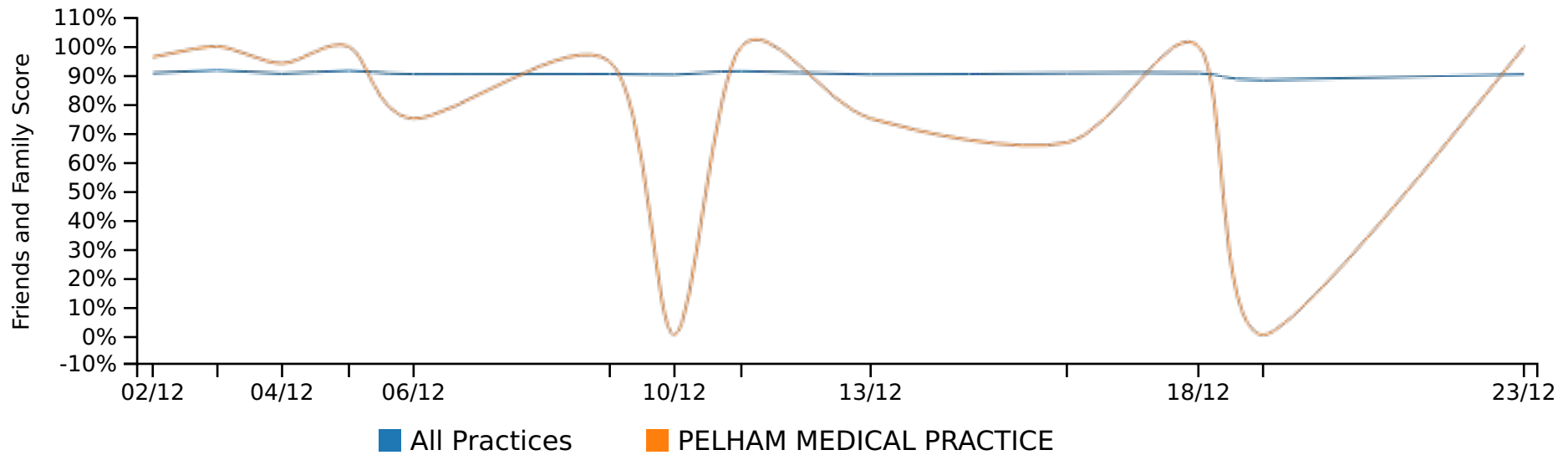
Your Score: 92%

Percentile Rank: 55TH



- 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 55th percentile means your practice scored above 55% of all practices.

Practice Score: 'Recommended' Comparison



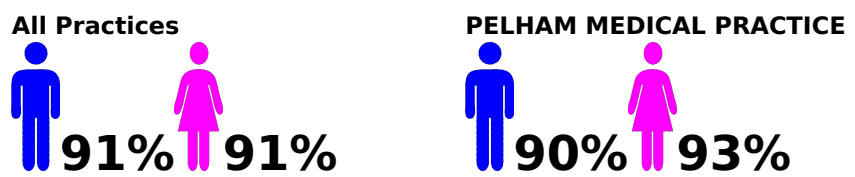
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

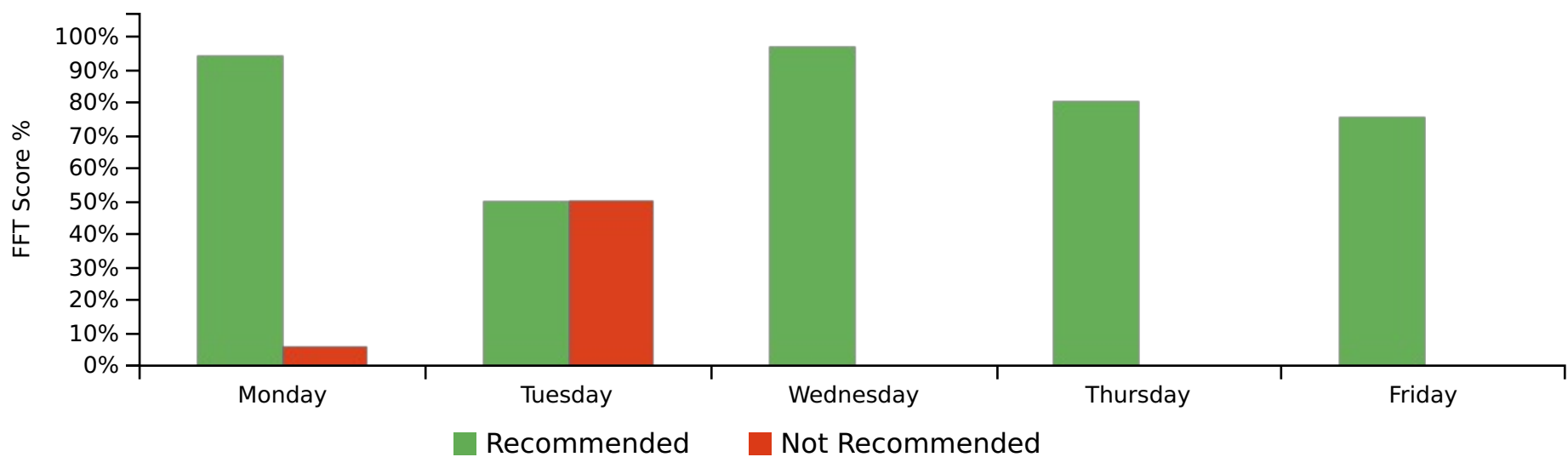
	< 25	25 - 65	65+
All Practices	85%	90%	93%
PELHAM MEDICAL PRACTICE	90%	87%	100%

Gender



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

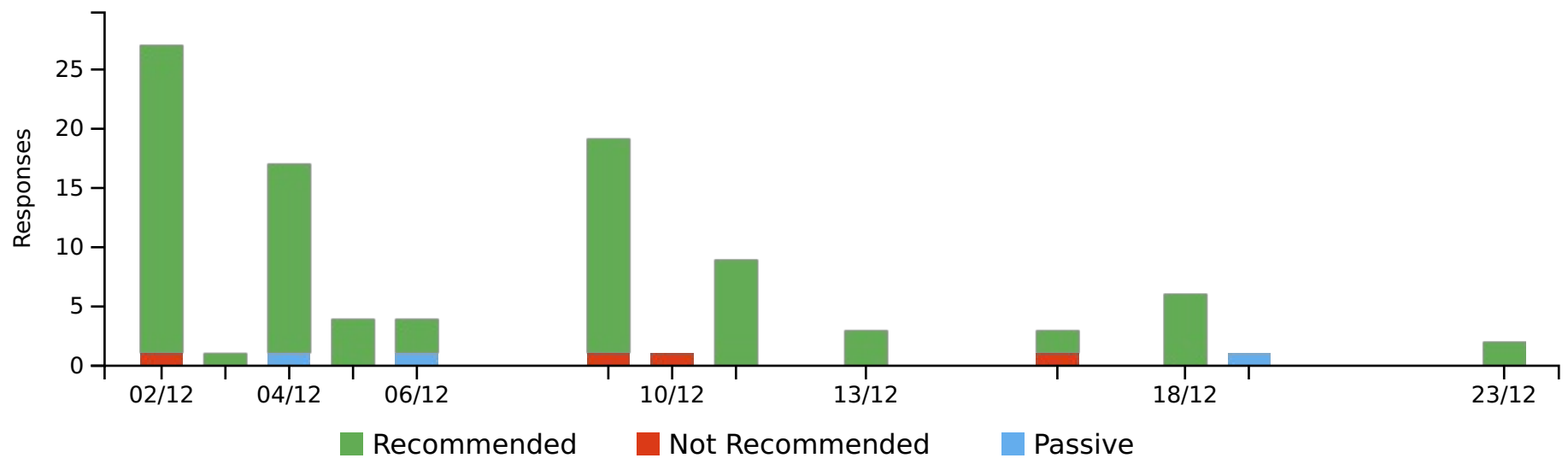
Practice Score: Day of the Week Analysis



- 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.

- ✓ Generally service is very good although there are times when getting an appointment is difficult
- ✓ *I was seen on time of the appointment and staff was helpful and polite*
- ✓ Staff is very friendly and professional.
- ✓ *Excellent staff all very polite efficient and professional*
- ✓ My experience was efficient and I received the help that I needed.
- ✓ *The staff were all polite and professional. I was seen on time if not ahead of time.*
- ✓ Always had good service
- ✓ *GP was helpful without being patronising. Gave reassurance as to what else could be done.*
- ✓ Seen on time and friendly staff
- ✓ *The best service I encountered here than in other GPs, staff is kind and very helpful*
- ✓ He listen to me and help
- ✓ *I was pleased with the service that I received*
- ✓ Almost and always try to sort out my medical issues out
- ✓ *The nurse (Swetha) is always so smiling and accommodating*
- ✓ Everything is straight forward from the receptionist who books the appointment including a text reminder to visit the doctor/nurse who tries to explain things simply so I can understand.A great team!
- ✓ *Because the lady that done my flu and COVID jabs was really nice x very caring*

Not Recommended

- ✓ *I was invited to an appointment which I was not entitled to have*
- ✓ *Very rude and late seeing me*

Passive

- ✓ I go very rarely...no-one ever follows up re a lot of medication