

FFT Monthly Summary: February 2024



PELHAM MEDICAL PRACTICE
Code: G82032

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
67	24	4	2	2	0	0	0	0	99	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: 349

Responses: 99

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	67	24	4	2	2	0	99
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	67	24	4	2	2	0	99
Total (%)	68%	24%	4%	2%	2%	0%	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:

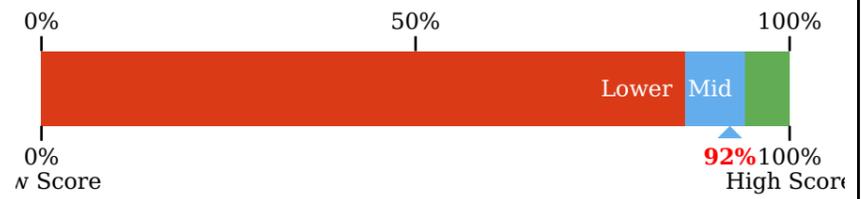
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

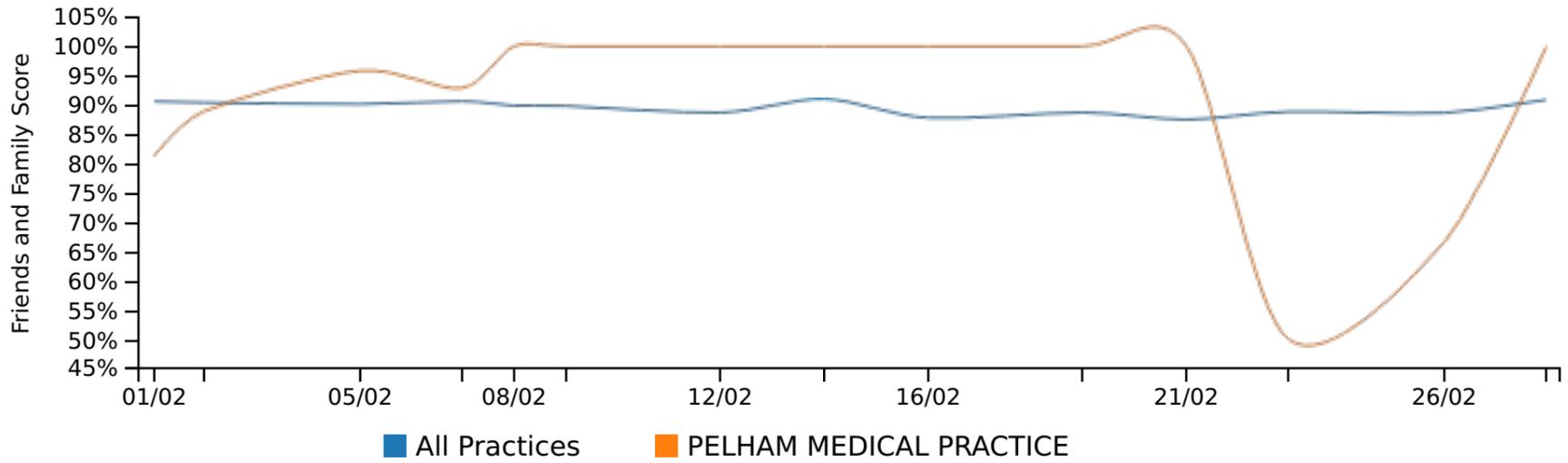
Your Score: 92%

Percentile Rank: 60TH



- 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 60th percentile means your practice scored above 60% of all practices.

Practice Score: 'Recommended' Comparison



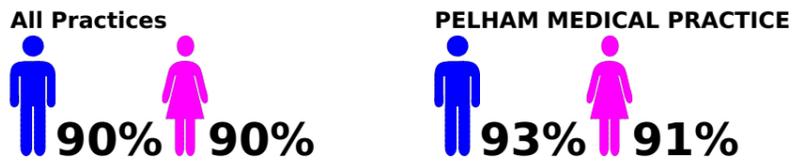
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

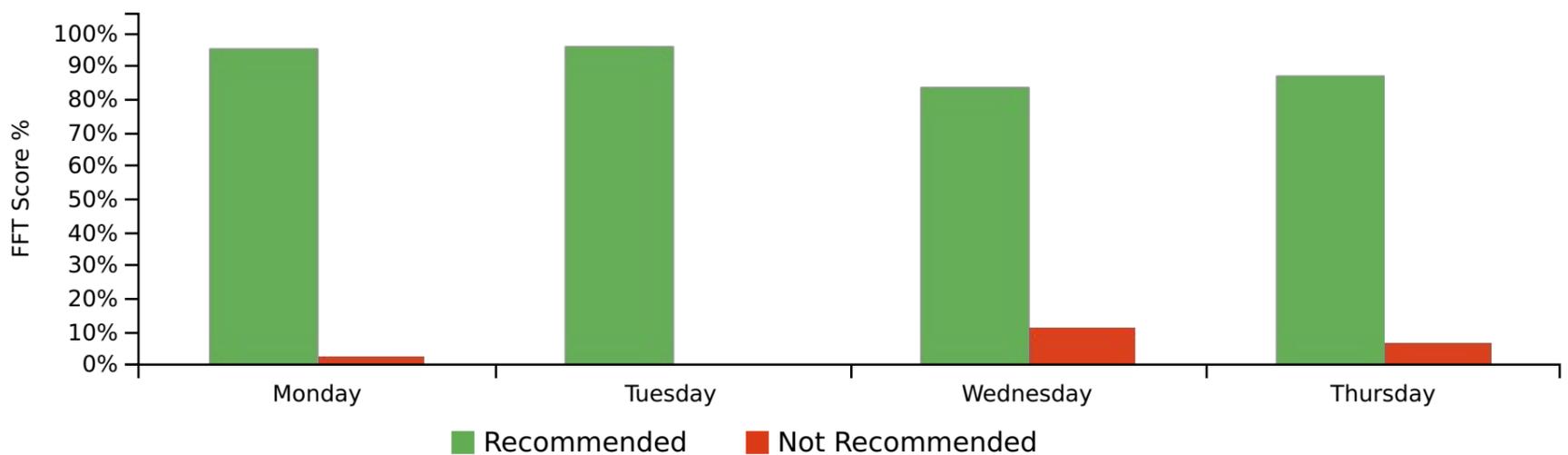
	< 25	25 - 65	65+
All Practices	85%	89%	93%
PELHAM MEDICAL PRACTICE	92%	92%	96%

Gender



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

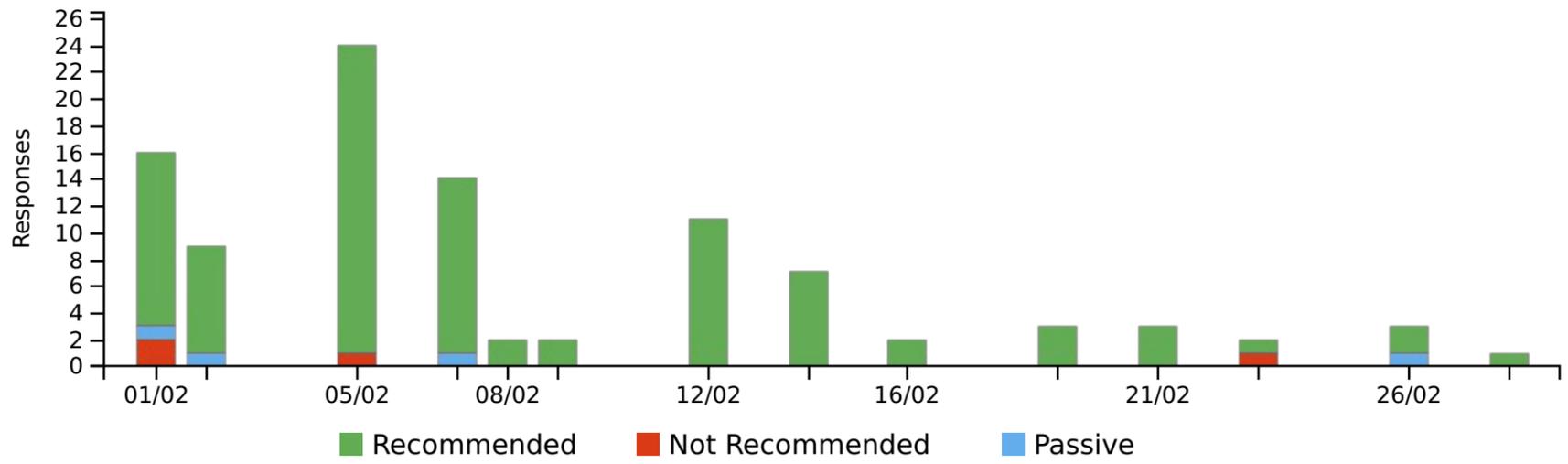
Practice Score: Day of the Week Analysis



- 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.

- ✓ *Appointment was a little bit late, but otherwise excellent*
- ✓ *Receptionist was excellent and the Louise Money outstanding*
- ✓ *Excellent all round*
- ✓ *Staff are friendly, seen in a professional manner.*
- ✓ *Service was good we had to wait and was not seen on time however the gp was u very knowledgeable and helpful.*
- ✓ *Dr Francis Louis took his time to explain to me properly and offered to follow up on my case.i appreciate that.*
- ✓ *Was ok didnt wait too long while when in the surgery, although the wait to get an appointment is way too long*
- ✓ *I find the practice very efficient and I have had nothing but good experiences with Doctors or nurses.*
- ✓ *Excellent nurse and receptionists, but busy waiting room.*
- ✓ *Good friendly service.*
- ✓ *Appointment on timeStaff friendly and helpful*
- ✓ *The GP I met on my previous appointment was proactive and the nurse today was informative and very good at her job.*
- ✓ *All the care I have from you a big thank you mrs parker 21 Tivoli gardens gravesend.*
- ✓ *Pleasant experience and great chair-side manner. The appt was for my baby and they were really efficient and appts had been made for us. Waiting time was also brief.*
- ✓ *The team are friendly, and are always willing to help. I feel I have been looked after so far*
- ✓ *Treated well*

Not Recommended

- ✓ *Always brilliant service.*
- ✓ *Not appointment*

Passive

- ✓ *Once able to see a go the service and care is amazingHowever there seems to be policies in place that mean red tape and blocks from the reception team mean a lot of humanity is lost in the car of patientsIt's understandable that there are rules in place to give a good service but when it goes against g the right thing?*
- ✓ *Having always been taught to arrive in plenty of time for any appointment I arrived at the surgery at around 8.23. For an 8.30 appointment only to find the surgery locked. I stood outside in the cold with other patients until the door was unlocked at 8.30.All very well but what if it had been raining or snowing???*
Some people have to catch buses so are bound to be early. Surely in this day and age you seriously can't expect old people or really ill people to stand about outside in poor conditions.
- ✓ *Never able to book appt when urgently needed, but great for routine check ups with lovely staff*