

# FFT Monthly Summary: July 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	4	0	5	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>	<b>390</b>						
<b>Responses:</b>	<b>99</b>						
	<b>Very good</b>	<b>Good</b>	<b>Neither good nor poor</b>	<b>Poor</b>	<b>Very poor</b>	<b>Don't know</b>	<b>Total</b>
SMS - Autopoll	69	21	4	0	5	0	<b>99</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>69</b>	<b>21</b>	<b>4</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>99</b>
<b>Total (%)</b>	<b>70%</b>	<b>21%</b>	<b>4%</b>	<b>0%</b>	<b>5%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

91% 5% 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:

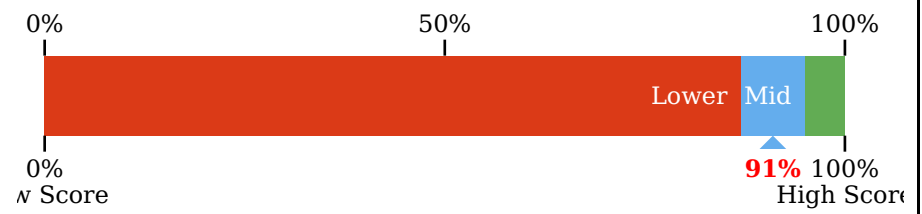
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

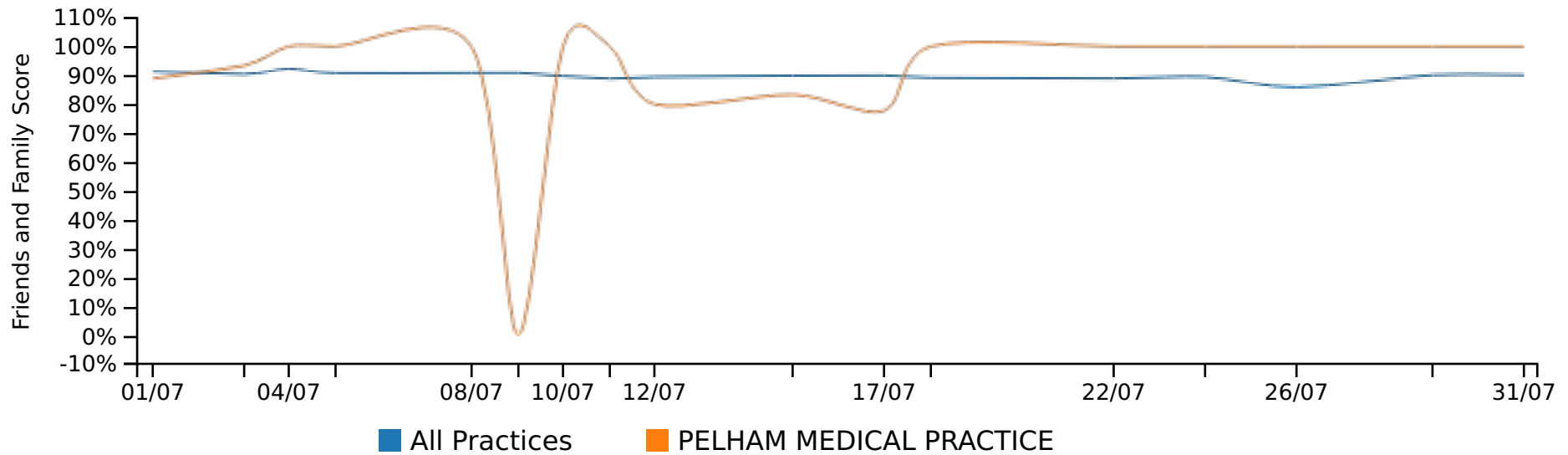
**Your Score: 91%**

**Percentile Rank: 45<sup>TH</sup>**



- 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 45th percentile means your practice scored above 45% of all practices.

### Practice Score: 'Recommended' Comparison



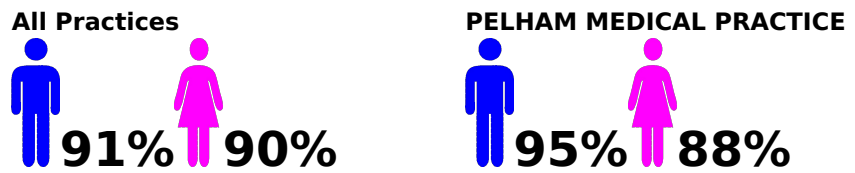
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

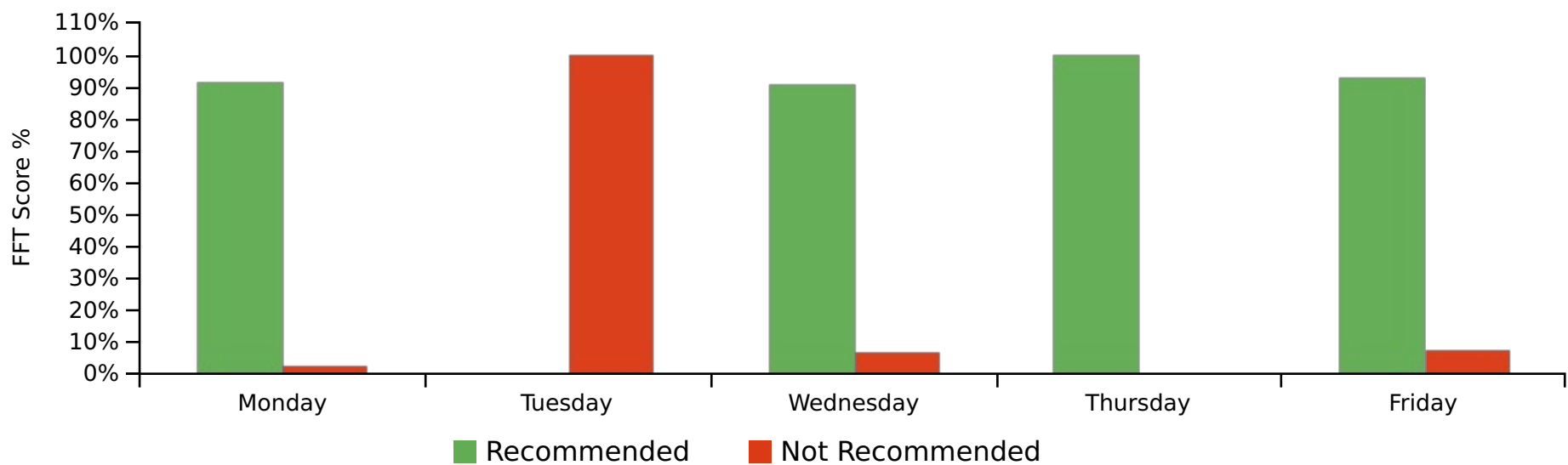
	< 25	25 - 65	65+
All Practices	85%	90%	93%
PELHAM MEDICAL PRACTICE	83%	90%	96%

#### Gender



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

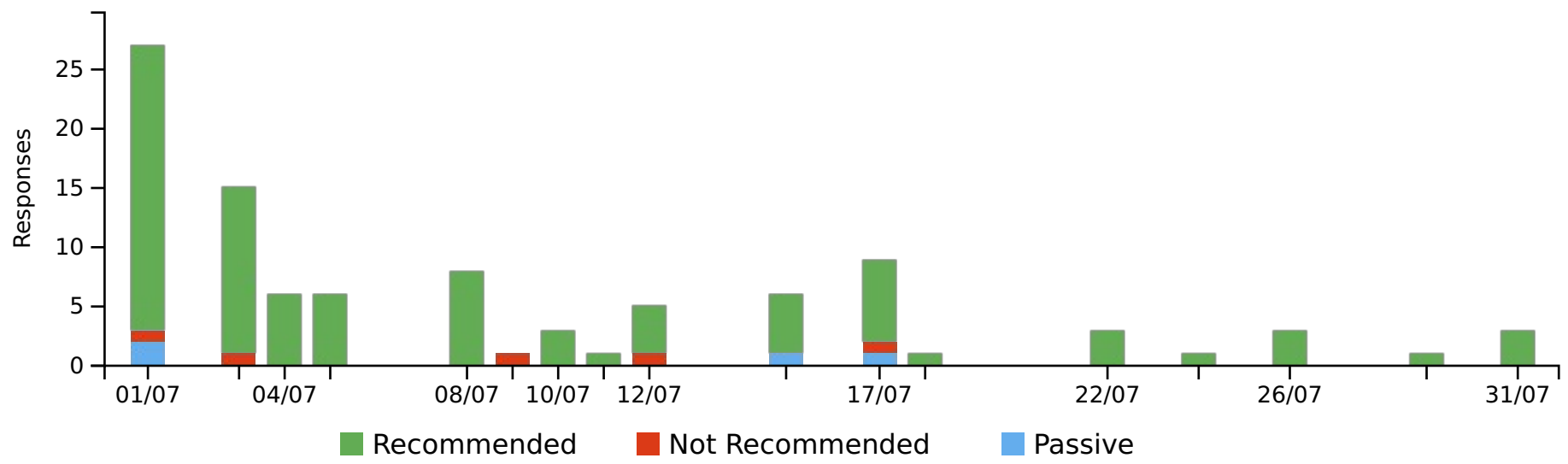
### Practice Score: Day of the Week Analysis



- 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.



- ✓ *Because I want to support the NHS .*
- ✓ *Quick service*
- ✓ *Everything is fine. very good doctor. everything was explained clearly.*
- ✓ *Staff were friendly helpful but appoint.time overran.*
- ✓ *The staff are always helpful and do these best to help you*
- ✓ *Treated with respect as always.*
- ✓ *Because she was looking for caring people or patients*
- ✓ *Best medical practice*
- ✓ *I had a doppler test today. I was nervous about it. Nikki, the nurse who did the test was calm, put me at ease, arranged for Stacey to come in and chat with me during the test. This made the procedure far less nerve wracking.*
- ✓ *Appointment on time efficient and professional service. Nikki very friendly.*
- ✓ *Lady very helpful on desk was number 16 in queue but after 10mins was seen and got appointment very happy.*
- ✓ *All good*
- ✓ *Have never had a bad experience at the practice*

### **Not Recommended**

- ✓ *the service not very good for appointments have too wait a month when you are in pain now not in a month*
- ✓ *Three appointments very essential regarding Diabetes reviews have been cancelled by surgery, and has been placed on us to organise the alternative rather than offering alternatives. surgery has very low availability ranging from weeks to months in advance, which is extremely poor*

### **Passive**

- ✓ *Because the appointments system is rubbish.*
- ✓ *The struggle I had to get an appointment and the reception staff*
- ✓ *I didnt experiance anything. I felt mentally unwell so I really didnt take anything or the surrounding in. I justdid what I went for.*