

FFT Monthly Summary: May 2024



PELHAM MEDICAL PRACTICE
Code: G82032

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
80	13	1	1	2	0	0	0	0	97	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: 355

Responses: 97

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	80	13	1	1	2	0	97
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	80	13	1	1	2	0	97
Total (%)	82%	13%	1%	1%	2%	0%	100%

Summary Scores

96% 3% 1%

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:

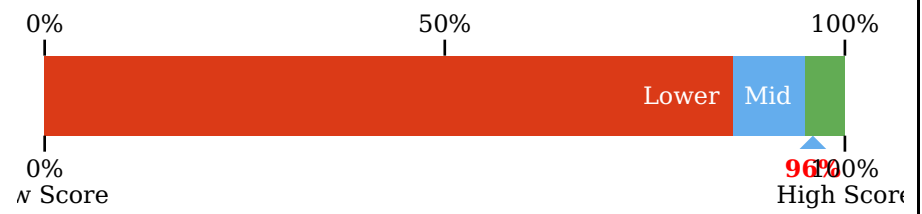
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

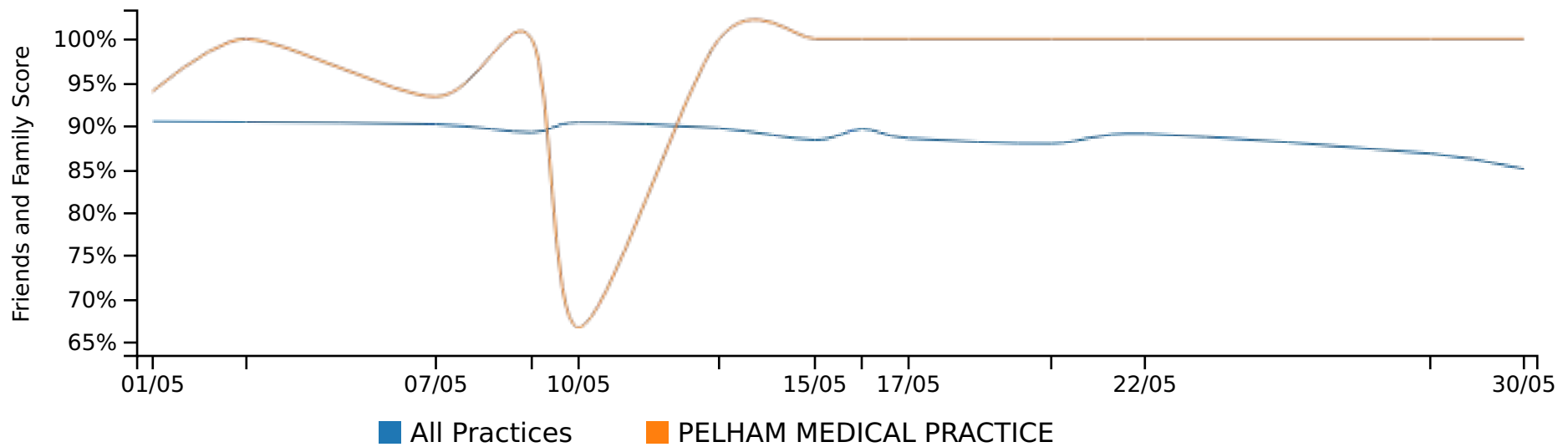
Your Score: 96%

Percentile Rank: 85TH



- 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 85th percentile means your practice scored above 85% of all practices.

Practice Score: 'Recommended' Comparison



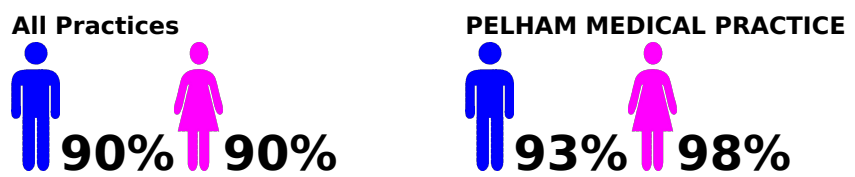
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

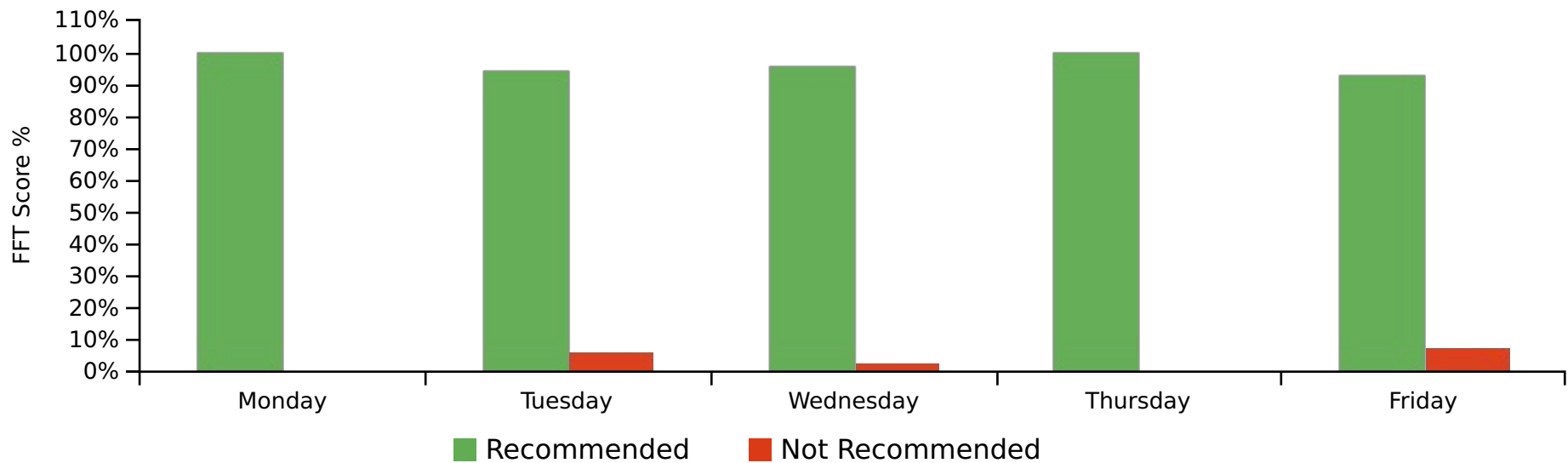
	< 25	25 - 65	65+
All Practices	85%	89%	92%
PELHAM MEDICAL PRACTICE	100%	94%	97%

Gender



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

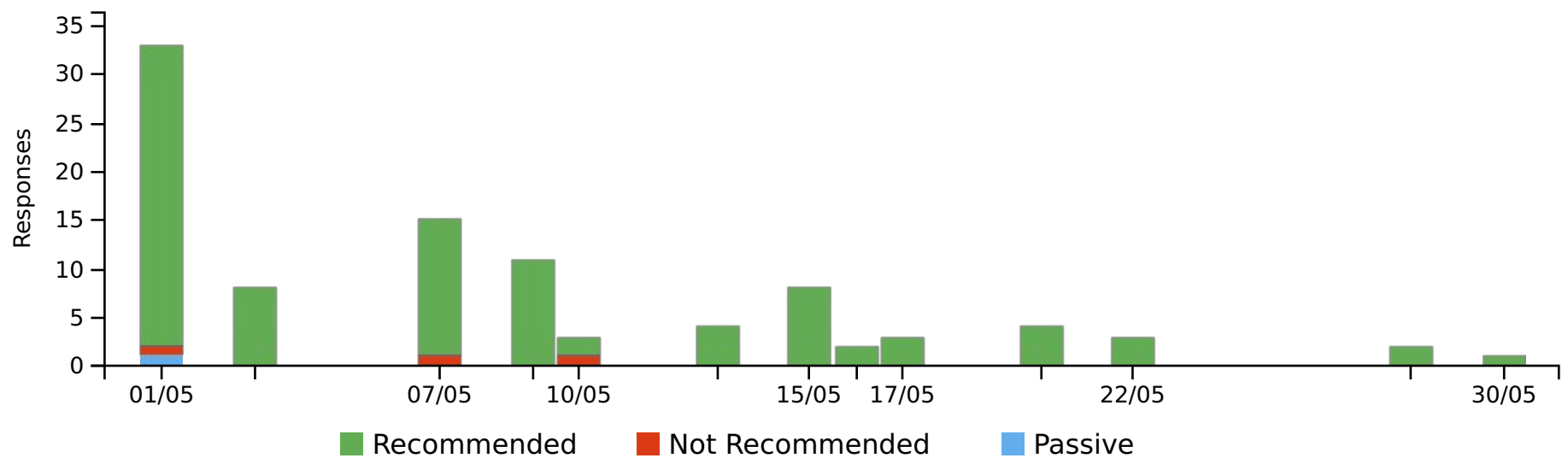
Practice Score: Day of the Week Analysis



- 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.

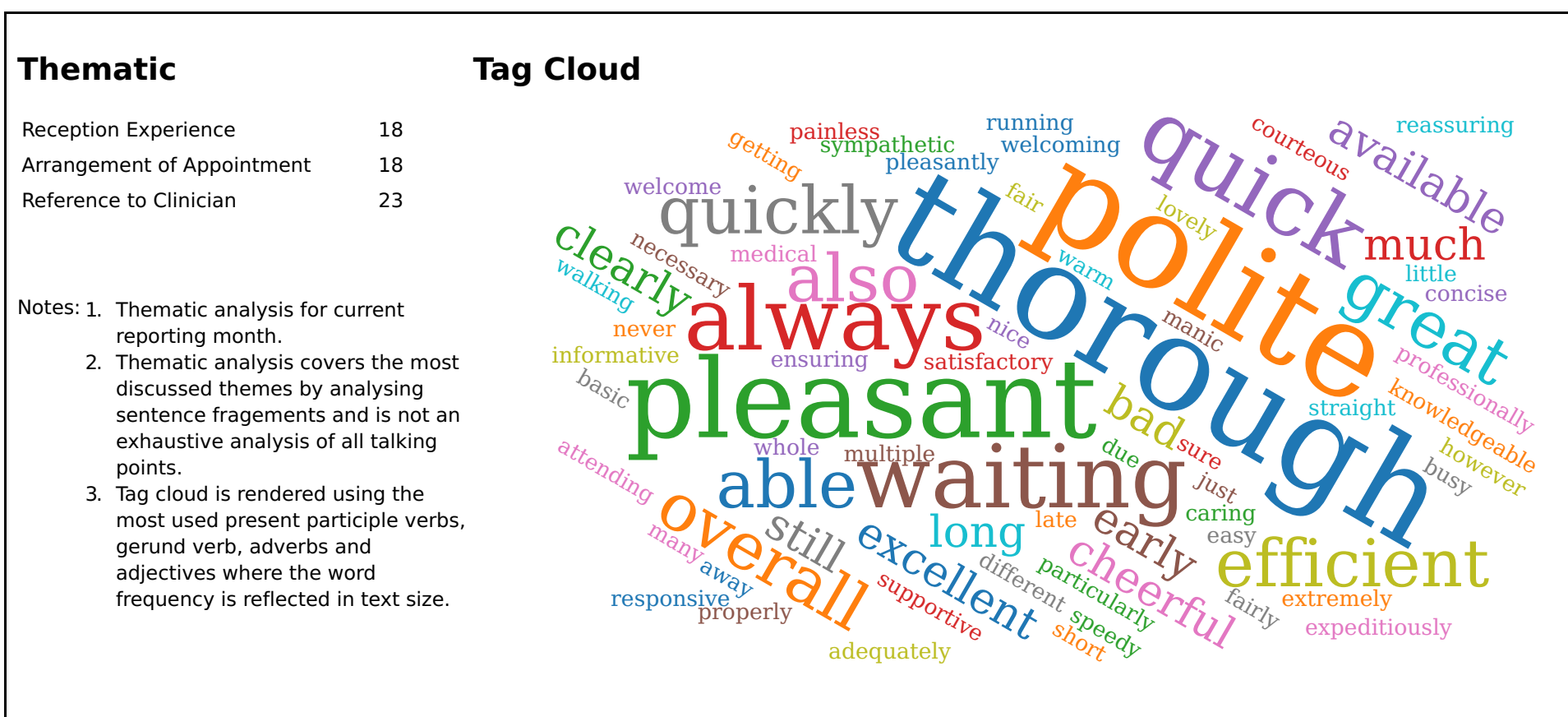
SECTION 4 Patient Response Analysis

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



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

- ✓ Phoned got appointment same morning, doctor listened and explained her opinions, good service
- ✓ Everyone is helpful friendly and kind and they do all they can to help us.
- ✓ The doctor was on time I was very thorough with me and explained everything clearly
- ✓ I don't have to come to the surgery much but if I do every one is very helpful and I always seem to get an appointment
- ✓ Because the reception girls will go above and beyond for you if they can
- ✓ Because I did not have to wait
- ✓ We did have to wait 15 minutes after our appointment it the doctor was very thorough
- ✓ Seemed knowledgeable but not particularly in layman terms diagnose and treatment
- ✓ Doctor was very understanding and helpful
- ✓ Because I received a very satisfactory appointment, and got a patient support staff member ensuring I got the necessary appointments and paperwork. Not 'I' because I need to borrow a sphygmomanometer and it's not available for a month.
- ✓ I like the way the practice deals with so many different needs by specialists. This morning we had our covid jabs by a lovely little nurse. Also I like the way you keep us informed of our medication.
- ✓ Always helpful polite and will help with your needs
- ✓ Prompt help and appointment on same day
- ✓ Always get an answer quickly when you ask questions
- ✓ Reception staff and GP (Dr Mann) very kind and very helpful (St Gregory's)
- ✓ I was seen early by cheerful, polite and efficient staff!
- ✓ Brilliant at the service i received on Tuesday, still in hospital but very good in an emergency thank you to everyone who helped
- ✓ I was greeted pleasantly by the Receptionist. Told to take a seat and she would let the clinician know I was there. Was called for Covid jab, staff were extremely pleasant and caring and made sure that I understood the whole procedure.
- ✓ Quick and efficient
- ✓ The people I saw were very pleasant, affient & I was in & out very quickly.
- ✓ It covered a lot of things to help me keep a healthier life
- ✓ Great service
- ✓ No wait. All staff very pleasant. & Professional
- ✓ Dr & staff were friendly, polite and thorough.
- ✓ Nothing
- ✓ No waiting. Friendly staff.
- ✓ Nurse was very kind and helpful
- ✓ The nurse who did my covid injection asked my if every thing was good told me what was about to happen in a very polite manner
- ✓ I was able to be admitted to my appointment fairly quickly and didn't have wait too long
- ✓ Doctor was great, informative and prescribed what my daughter needed to get better.
- ✓ Very warm welcoming and professional
- ✓ Good service all the time
- ✓ I've never had any problems
- ✓ Appt on time professional & cheerful
- ✓ Friendly and prompt service
- ✓ For good service
- ✓ Dr Mann was thorough, sympathetic and supportive
- ✓ Excellent service
- ✓ Always get a good service
- ✓ Angela was most helpful and very concise to my treatment
- ✓ I arrived early and was given my covid vaccination straight away. Th two nurses were friendly and kind.
- ✓ Appointment on time, also staff helpful .
- ✓ Because some days I have trouble getting an appointment
- ✓ Very good treatment by GP
- ✓ Seen on time and nurse very kind and checked that I was ok
- ✓ Your nursing staff were efficient, speedy, friendly and courteous.

- ✓ Receptionist very good and appointment was on time
- ✓ Receptionist when booking the appointment was very polite and helpful and the nurse who saw me was also very nice and explained everything clearly.
- ✓ Because the nurse doing the Doppler took her time, explained it all to me, and did it properly !Very good service
- ✓ The staff was friendly and professional
- ✓ Staff was quick and friendly, and Louise Cole I saw was very good and thorough with me ,didn't feel rushed ,gave me right diagnosis and medication to treat me ,thankyou so much .
- ✓ Because today I rang for a appointment and was given one within 2 hours
- ✓ As a cancer patient, I am more than satisfied with the appointments I am given, and the support I receive.
- ✓ The nurse was pleasant and very helpful
- ✓ the doctor works very professionally
- ✓ Service was good
- ✓ Reception who answered the phone was pleasant/appointment time was on time/two receptionist on the desk and one got caught up with a patient and other was busy, however I would of prioritised the 3 people waiting as one had a walking stick and kept us waiting 10 mins...Overall service was good.
- ✓ Although Angela was running 45 minutes late due to some emergency she was still very thorough didn't rush my appointment. All in all very good.
- ✓ Because I did an e-consult, was called on the same day by a realhelpful lady and got booked in for my appointment. The doctor I
- ✓ Great overall service
- ✓ Louise gave myself and my wife our Covid jab today. Quick, painless and made to feel very welcome. Thank you.
- ✓ I needed a prescription for the morning after pill. They were able to find me an available GP slot for just over an hour's time that same morning at St Gregory's. The GP was helpful and I was able to get what I needed expeditiously.
- ✓ Service was prompt, easy and adequately delivered.
- ✓ The way nurse explained everything was good
- ✓ Excellent service and very reassuring to my condition
- ✓ Because I thought she was very professional
- ✓ Same Way
- ✓ Very responsive and gave me a very quick phone call. Polite staff in reception (St Gregory's)
- ✓ Short waiting time, curtious reception and nursing staff.
- ✓ Because it was
- ✓ Very helpful
- ✓ Was not kept long for my appointment and the doctor listened to me and I could understand what she explained to me

Not Recommended

- ✓ Because I've had multiple bad experiences with Pelham Medical Practice
- ✓ Cannot get Appointments.

Passive

- ✓ I had to wait about a month for an appointment, reception was manic not your fault but people attending who cannot speak or understand basic English. Dr was very good but you asked for overall experience neither good or bad is fair.