

FFT Monthly Summary: November 2024



PELHAM MEDICAL PRACTICE
Code: G82032

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
70	17	6	4	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:	336						
Responses:	99						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	70	17	6	4	2	0	99
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	70	17	6	4	2	0	99
Total (%)	71%	17%	6%	4%	2%	0%	100%

Summary Scores

88% 6% 6%

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:

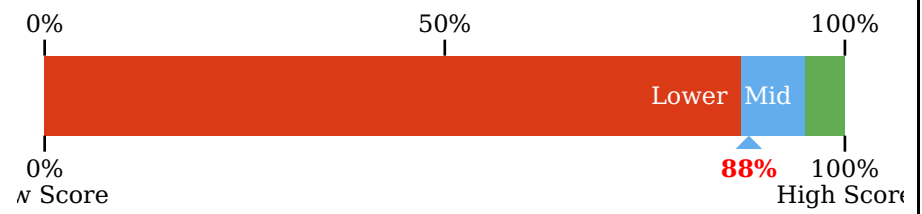
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

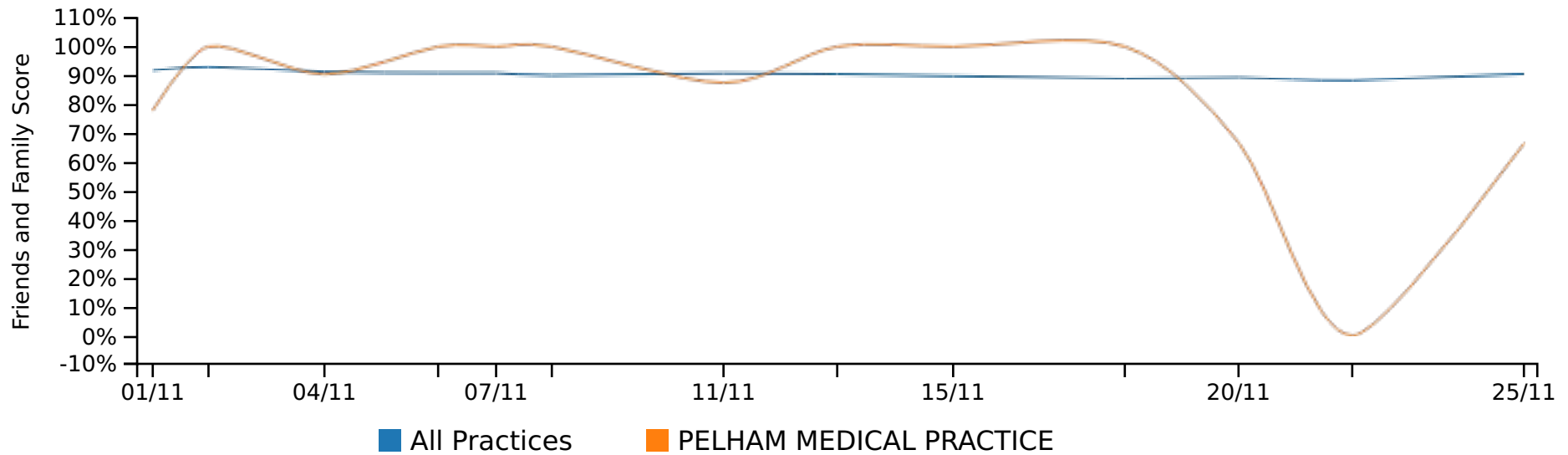
Your Score: 88%

Percentile Rank: 30TH



- 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 30th percentile means your practice scored above 30% of all practices.

Practice Score: 'Recommended' Comparison



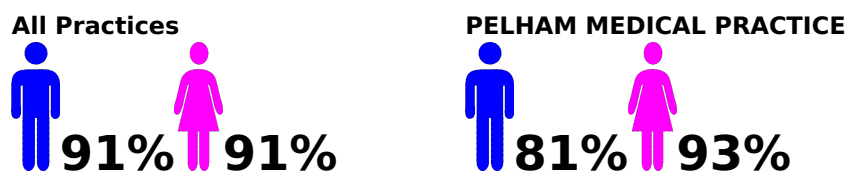
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

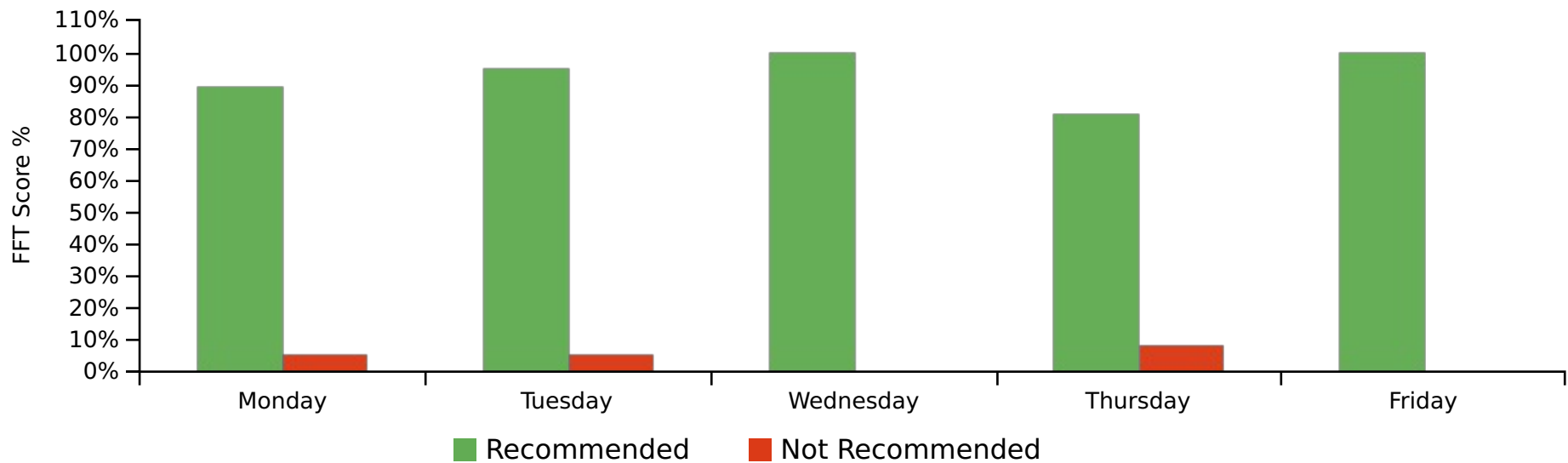
	< 25	25 - 65	65+
All Practices	86%	90%	93%
PELHAM MEDICAL PRACTICE	71%	87%	91%

Gender



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

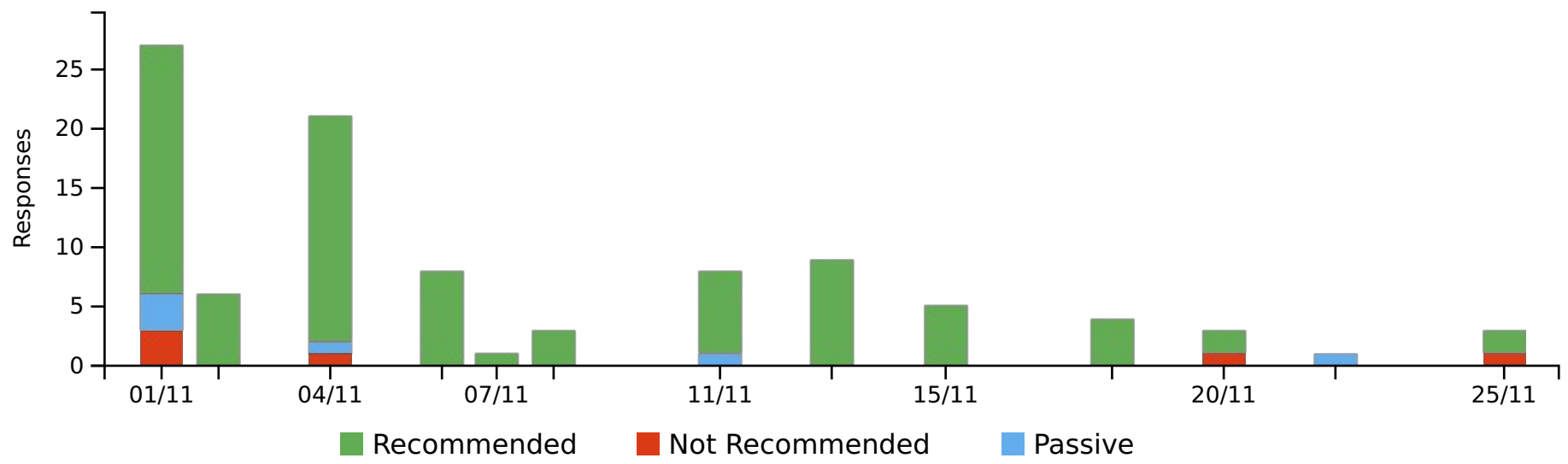
Practice Score: Day of the Week Analysis



- 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.

- ✓ *Saw nurse practitioner. Very efficient. Pleased with service*
- ✓ *2.good*
- ✓ *As i always receive brilliant service*
- ✓ *Kindness and sensitivity*
- ✓ *Doctor very quickly resolve my problem, i am very happy*
- ✓ *Was happy with the treatment.*
- ✓ *Staff efficient and friendly*
- ✓ *It was good*
- ✓ *The service was very good!*
- ✓ *Through my own experience*
- ✓ *Good service*
- ✓ *Donna the nurse was kind and caring quick and informative I've even booked in my smear with her. Wonderful nurse wonderful care*
- ✓ *Good advice from the paramedic when I couldn't get an appointment with the GP.*
- ✓ *That is just what I feel*
- ✓ *Very efficient staff*

Not Recommended

- ✓ *Had an appointment with the nurse and I called to see if I can discuss another issue I was told by reception that I have to call in again at 8 to book another appointment. When you call can never get appointments, most receptionist are rude by from 1 I think.*
- ✓ *Wrong answer. I meant 1*
- ✓ *I had a early morning appointment, but reception fixed me to see the wrong person wren I asked to see a doctor originally*

Passive

- ✓ *Informed I was obese by my BMI which doesn't account for muscle mass, and also refused an appt for a smear test even though my mother and cousin both died of ovarian cancer*
- ✓ *Mainly the appointments system and the telephone systems. Anything other than appointments you need to be in a long queue ie trying to cancel an appointment*
- ✓ *I thought my issue would be treated as urgent. Moreover, I think they should have prioritised my issue, especially what I told them, but I see it as they didn't see any urgency in it...The doctor was very ok and on point, but they should have prioritised my issue because I am worried and scared*
- ✓ *Because as a disabled and vulnerable patient with bad health issues, i think is bad that anyone in my condition should have to wait a month for any appointments, that is why i said its neither good or bad. not the staff just the lack of doctors and sppointmens.*
- ✓ *Took too long to get a face to face appointment, you locked the doors to the surgery even though my appointment was at 1:20 saw me standing outside ad didn't let me in and the doctor was 10mins late seeing me.*