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:

Recommended (%) =
$$\frac{\textit{very good} + \textit{good}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$
Not Recommended (%) =
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

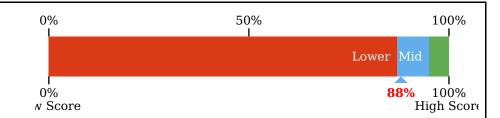
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

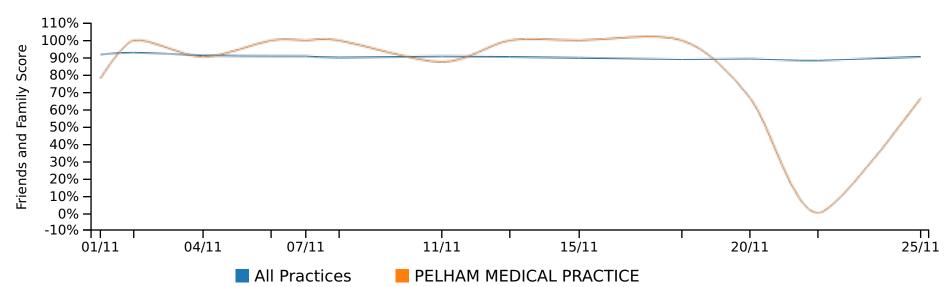
Your Score: 88%
Percentile Rank: 30TH



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

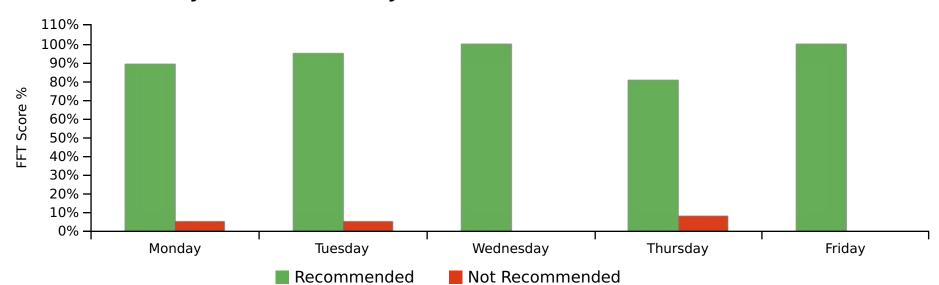




Notes: 1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

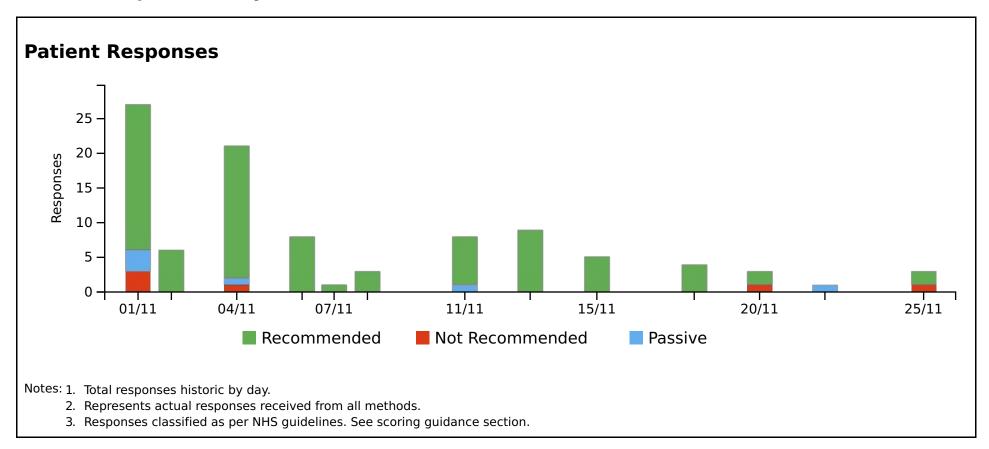
Practice Score: Day of the Week Analysis



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 Free Text Comments: Summary

Thematic Tag Cloud **Reception Experience** 20 Arrangement of Appointment 10 Reference to Clinician 21 Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most discussed themes by analysing sentence fragements and is not an exhaustive analysis of all talking points. 3. Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and ovarian brilliant adjectives where the word frequency is reflected in text size. responsive

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

- ✓ quick and efficient solution to my problem
- ✓ Good Customer Service Very good listening and helpful advice during consultation
- ✓ Dr was attentive, compassionate and caring..
- ✓ Regular attendance for treatment and each time seen by the healthcare professional in a timely manner.
- ✓ it was alright and straight to the point
- ✓ No complaints and almost on time so very good
- ✓ It was a routine appointment but I was seen on time. My appointment wasn't delayed or pushed back and my prescription was sorted very quickly.
- ✓ Service was very good.
- ✓ The nurse was lovely
- √ I'm satisfied with the way the doctor gave me the time and listened to me
- ✓I have had several appts this year and all have gone well.
- ✓ Was seen on time and felt listened to
- \checkmark Short waiting time.Efficient, friendly nurse.Ditto reception staff
- ✓ Staff are professional and very helpful
- ✓ Excellent service, like every time!
- ✓ All staff nice
- ✓1 very good
- ✓ Always quick and very helpful
- ✓ Staff are so pleasant and helpful
- ✓ Very nice staff
- ✓ Good service polite and efficient and caring staff
- ✓ Friendly staff, able to get an appointment when I phoned this morning even with system problems and short staffed
- ✓ Because I was given time for a face to face meeting with an expert jn her field who gave me excellent advice and listened to me.
- ✓ The surgery staff and Gp have been very helpful, efficient in assisting me with my needs.
- ✓ Quick and polite
- ✓ I have not been to the doctors for a few years and I'm very pleased with the service had
- ✓ My experience this morning was very good, the staff very friendly and helpful with No delays in and out within 5 minutes
- ✓ Receptionist was polite and the doctor understood the problem and has referred me
- ✓ Reception was busy but they were attentive, polite and very helpful. The Dr I saw, Louise Money I think, was amazing! Polite, efficient, easy to talk to and made me feel at ease. Very helpful and gave great advice. So so glad I moved here from my previous practice. Thank you for having me!:)
- ✓ Friendly & helpful staff
- **√**Ok
- ✓ The appointments was booked, I arrived on time, I was seen a few minutes early and I was dealt with efficiently and politely. What more can you ask for?
- ✓ Treatment was prompt, polite and painless. Aftercare advice was clear and useful.
- √ Very efficient & friendly
- ✓ Because I've got my regular blood test for thyroid. HRT checks. Medication review. Smear test. As well as appointments when needed. Much quicker service than when in London. And I had a great GP there too.
- ✓ Service was quick and the staff were polite,
- ✓ Good clinician. Understanding and didn't feelRushed but then prescribed the wrong cream
- ✓ I was seen on time and the doctor I saw was very helpful and efficient
- ✓ Julija
- √ Very friendly surgery
- ✓ The receptionists were friendly and efficient. Nurse Swetha is lovely and caring. X
- ✓ Caring and responsive
- ✓ Every one so nice
- ✓ Because even though my issue isn't sorted I've been assured that it will be very soon
- ✓I was seen within 5 minutes of arriving at the surgery.
- ✓ very good help and explanation from the doctor
- ✓The staff are always so helpful and polite

- ✓ Saw nurse practitioner. Very efficient. Pleased with service
- ✓2.good
- ✓ As i always receice 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 vunerable 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.