

FFT Monthly Summary: October 2024



PELHAM MEDICAL PRACTICE
Code: G82032

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
72	21	2	0	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:	312						
Responses:	97						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	72	21	2	0	2	0	97
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	72	21	2	0	2	0	97
Total (%)	74%	22%	2%	0%	2%	0%	100%

Summary Scores

96% 2% 2%

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:

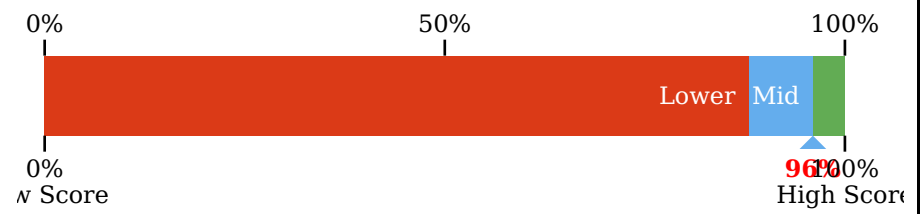
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

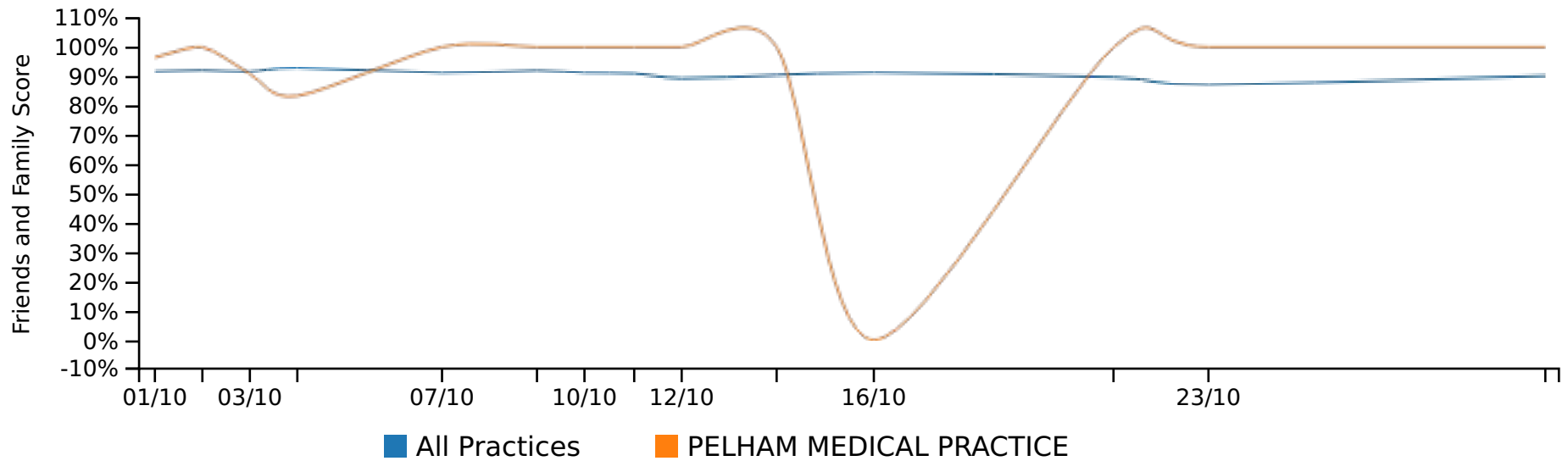
Your Score: 96%

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



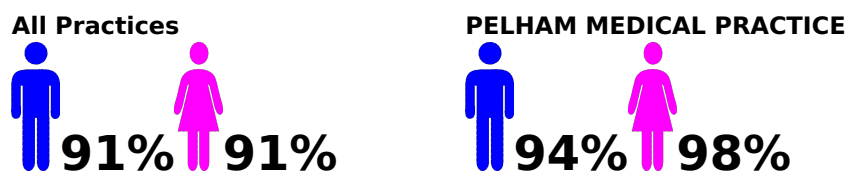
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

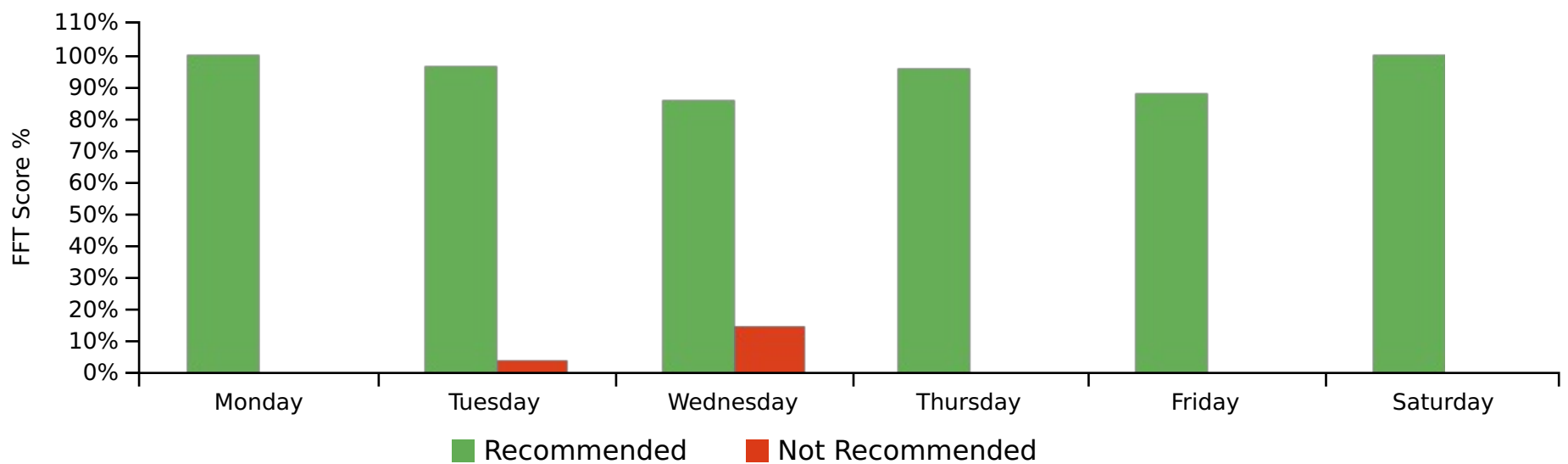
	< 25	25 - 65	65+
All Practices	85%	90%	94%
PELHAM MEDICAL PRACTICE	89%	96%	97%

Gender



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

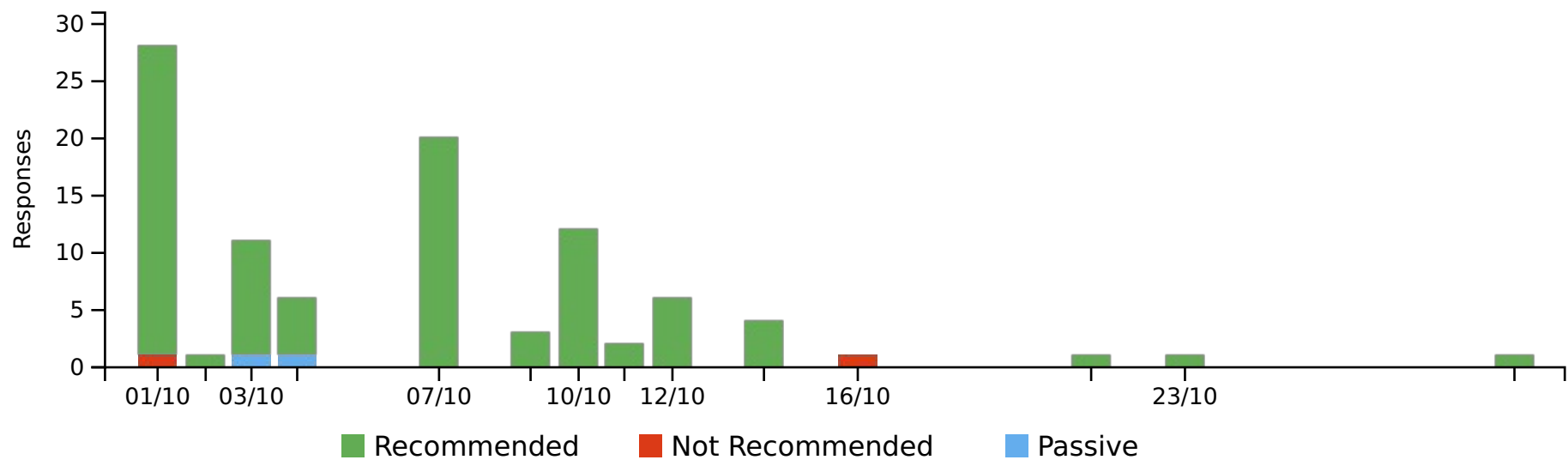
Practice Score: Day of the Week Analysis



- 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

- ✓The receptionist answered well and was helpful. The practitioner was good too in dealing with health.
- ✓ Pleasant and helpful staff
- ✓ I have always got an appointment when I needed one
- ✓ 2022 I really got big problem with my health. Doctor help me andve me advise to take care myself.Thank you so much
- ✓ Service from reception to seeing the doctor was very professional.
- ✓ I found service is very good as because from reception to doctors , nurses , they are prompt, serious and takes full care of me.
- ✓ Great service from GP
- ✓ Have always been seen when needed very quickly and all the staff are friendly and efficient
- ✓ The service was amazing
- ✓ Friendly receptionist. Happy with doctor's advice and treatment.
- ✓ Had to wait in queue for a long time to check on for appointment. Otherwise all good
- ✓ Got done nice to talk to
- ✓ Staff were very good and polite.
- ✓ Please confirm this is a genuine survey for Pelham Medical Practice. Thank you.
- ✓ Good communication with the person I saw and quick assessment and plan
- ✓ Even though I was number 12 in the queue when I called at 8.30am. The receptionist was still able to help my little boy to get seen by a doctor. The receptionists are always very helpful
- ✓ It was on time and efficient.
- ✓ Appointment was on time, nurse was professional and reception staff were helpful in arranging appointments for (a) medication review with the practice pharmacist (b) Covid inoculation
- ✓ Fast today better then usual
- ✓ The d
- ✓ Quick appointment, was friendly and helpful but still waiting for prescription
- ✓ Never had any problems they are always there to help
- ✓ Because of the lovely staff when I attended today
- ✓ Punctual, friendly, knowledgeable
- ✓ I've never had to complain, there just very good .
- ✓ I was busy before
- ✓ Bcoz good communication nd good service
- ✓ All the staff I encountered today were absolutely superb, friendly professional and informative.
- ✓ Because the doctor I saw was very polite and helpful.
- ✓ Excellent explaining the symtoms i had and how i would be treated
- ✓ Compassionate
- ✓ The GP we saw today Sam was very nice, great with my daughter and is starting the process of getting my daughter issue looked at again.
- ✓ Very kind
- ✓ Everyone is friendly helpful .I have been with the practice here and St Gregory's for 75 years and the service has always been the same well done to all the staff.
- ✓ Prompt courteous service.
- ✓ The nurse was very helpful with advice.also the receptionist was very helpful in advising me on my other alment regarding treatment .
- ✓ Very professional, friendly, approachable
- ✓ The doctor saw me on time and was very helpful.
- ✓ From booking the appointment to receiving the treatment let all went well and not be faulted .
- ✓ Helpful, knowledgeable and took the time to address my asthma
- ✓ Because was a good service and people was very good
- ✓ Pleasant staff , excellent communication.
- ✓ Polite helpful staff, minimal waiting for the appointment in the waiting area.
- ✓ Seen very quickly! No issue at all
- ✓ Polite receptionist ,Nurse very polite and helpful
- ✓ Would have given 1 but unfortunately can't get appointments for weeks .

- ✓Very professional and polite staff
- ✓*He was patient, understanding, had time to listen*
- ✓Good customer service
- ✓*because I felt like it*
- ✓I. Have had very little contact with the surgery so " good " was the most appropriate answer.
- ✓*Good service*
- ✓Because the doctors are very reliable and quick when you need a appointment
- ✓*Doctors generally very good but getting an appointment is challenging.*
- ✓It was only for a vaccination but I arrived early for my appointment but was in and out within 5 minutes. My query with the receptionist about flu/COVID vaccination was answered.
- ✓*On time today. Nurse dealt with me efficiently*
- ✓Excellent staff and a not unpleasant experience (I don't usually look forward to medical procedures).
- ✓*Sam who saw me was extremely thorough, knowledgeable and kind. He listened to me and conducted observations and acted on my concerns. He has arranged follow up and genuinely seemed to care.*
- ✓Got appointment on same day
- ✓*Because it is. Couldnt fault it.*
- ✓Because the receptionist are very friendly and helpful and the doctor I see was the same
- ✓*Very efficient, helpful and cooperative.*

Not Recommended

- ✓*When we need an urgent appointment.your receptionist lady got no sense how to treat with patient. I have got very bad pain in my ear last week. I did call to surgery it's nearly took 45 minutes then she said sorry we haven't got any doctor available to see you fully booked here and she cut my phone.*
- ✓*I just did, they cancelled my appointment 10 minutes before I was due to go in, it happened today, I was in the pouring rain getting there when I received a phone call when I was one minute away from the doors..*

Passive

- ✓*Had booking for 11.20 got in at 11.50. Then waited 20 mins in pharmacy in agony*
- ✓*I was the only person in the Q but it took more than 7 minutes for the the 2 receptionists to stop chatting and attend to me*