FFT Monthly Summary: April 2024

Pencester Surgery Code: G82015



Section 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
71	20	2	4	3	0	0	0	0	100	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: 290

Responses: 100

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	71	20	2	4	3	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	71	20	2	4	3	0	100
Total (%)	71%	20%	2%	4%	3%	0%	100%

Summary Scores

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

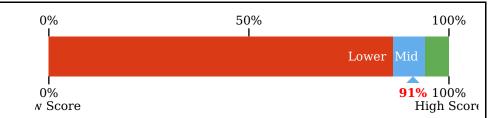
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

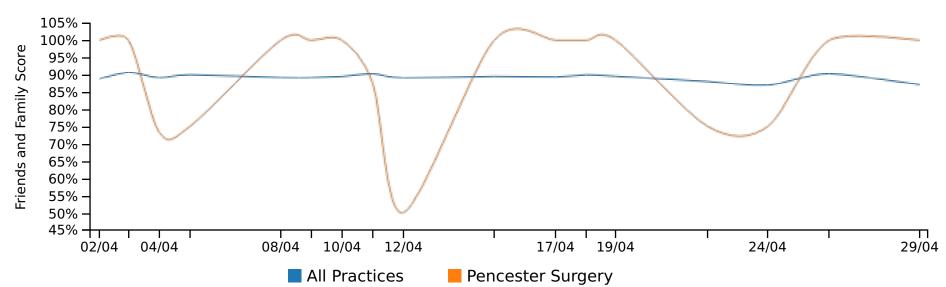
Your Score: 91%
Percentile Rank: 55TH



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 55th percentile means your practice scored above 55% 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	84%	89%	92%
Pencester Surgery	75%	88%	96%

Gender

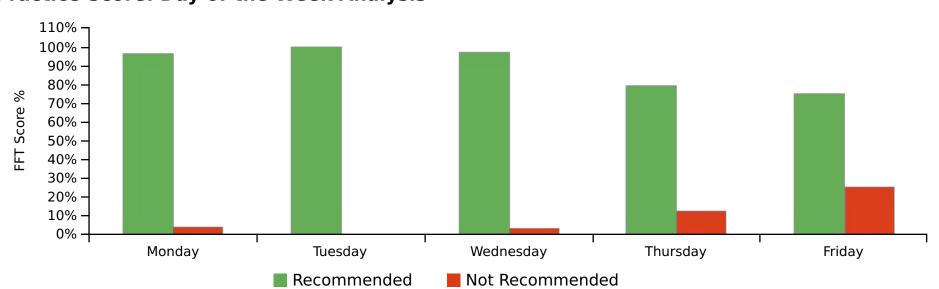




Notes: 1. Scores for current reporting month.

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

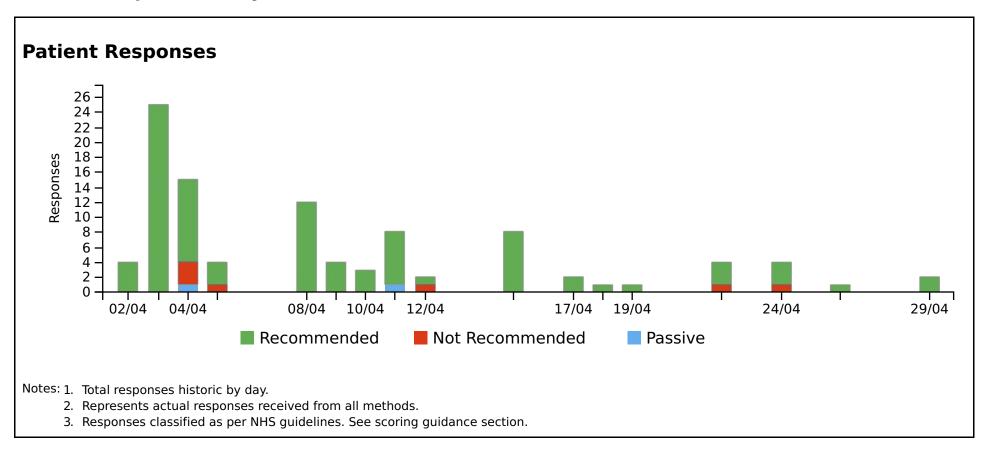
Practice Score: Day of the Week Analysis



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



Thematic Tag Cloud telling **Reception Experience** 18 brilliant ahead additional compassionate Arrangement of Appointment 18 usuai Reference to Clinician 29 knowledgeable 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. checking 3. Tag cloud is rendered using the amazing most used present participle verbs, especially acceptable informative of different of excruciating gerund verb, adverbs and complete adjectives where the word straightforward Dossibly frequency is reflected in text size. threatening operating unfortunately efficiently telephoning arranging

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

- ✓ Efficient and friendly treatment
- ✓ As received very good service from reception lady and hca
- ✓ Very good service
- ✓ Efficient, appt on time & friendly, caring Nurse
- ✓ Very friendly and professional
- ✓ Very welcoming, knowledgeable and put me at complete ease.
- ✓ the nurse was very nice and quick
- ✓ Got an appointment in reasonable time and the nurses and staff kind & efficent
- ✓ Staff have been very friendly, nurses and doctors very efficient too. Prompt action and referrals in treating several health issues recently (one potentially life threatening.) I have received quick results and treatment for each ailment I have referred to the surgery (and excellent treatment when referred to several hospitals also)The only slight criticism would be the long telephone wait when booking appointments, but I do understand the system as there are far too many DNAs, which is not the fault of the surgery)
- ✓ Nurse very good
- \checkmark All the staff are very polite and friendly also very good listeners
- ✓ Having to wait to long for an appointment especially when it was meant to be urgent
- ✓ Prompt and efficient and friendly
- ✓ Short waiting time and nice nurse
- ✓ Very pleasant receptionist appointment on time and very nice nurse
- ✓ Everything was Excellent
- ✓ Actually I'll give it a 2. It's very easy to get an appointment and the staff are so welcoming and nice but the last few appointment I've had to wait in the waiting room for nearly half an hour past my appointment time
- ✓ Very good service and polite
- ✓ Listened, very helpful , and polite.
- ✓ Excellent service from the nurses.
- ✓ Always friendly professional polite
- ✓ Rachel the nurse was very thorough, and informative.
- ✓I saw Julie re my COPD. She always listens and is extremely compassionate. She is a credit to the surgery
- ✓ Excellent treatment and appointment on time
- ✓ Even though I waited 2 weeks for the appointment the nurse was very good with her assessment today
- ✓ I had a welcome chat to the nurse at the practice this morning.
- \checkmark Had no problem signing in....appointment was the time booked
- ✓ Excellent advice given and told if I needed any additional advice to not hesitate to ask
- \checkmark Well I got a good service from nurse and receptionist thank you
- ✓ Julie Willis is so caring and professional
- ✓ Very efficient and very prompt
- ✓ Courteous staff, my appointment was dealt with in a pleasant manner and my next appointment was arranged immediately
- ✓ Error my experience today was 1, but overall I would rate lower due to accessibility and approachability of certain doctors 4
- ✓ Excellent service as usual thank you
- ✓ Was easy checking in, was on time and nurse was very pleasant
- ✓ I only had to wait 10 minutes to see the nurse and she was very kind and gentle taking my blood
- \checkmark My appointment was almost on time and the nurse dealing with my ulcers was very thorough.
- ✓ I gave my answer due to having good quality service from surgery nurse
- ✓ Really friendly doctor explained everything to me
- ✓ Didn't have to wait long and lady who did blood test was pleasant
- ✓ The nurse Julie was very helpful and is exploring different options to sort out my health problem
- ✓ Pro'sGood service from nursing staff -Good pleasant helpful person answering phone -Call back system very helpful (when operating)-Con's Having to make early morning special visit to surgery to possibly make same day appointment -
- ✓ Very helpful and polite pharmacist
- ✓ I've always thought the service you provide is excellent,

- ✓ Nurse was amazing
- ✓ You asked
- ✓ Usual great service from reception staff, Claire and Lisa the nurse.
- ✓ Appt on time .very efficient friendly and thorough and told to contact any time if I needed any further assistance.
- ✓I thought I was treated well by the receptionist and the nurse. Thank you.
- ✓ Good service, thank you
- ✓ Good service
- ✓ Booking was straightforward. Didn't have to wait long and procedure was acceptable.
- ✓ Staff were lovely. Signing in screen was temperamental. Service was good
- ✓ Staff all very friendly
- ✓ The person I saw for my ECG was very caring and very polite and very very good.
- ✓ The lady was kind and listened to me. Answered my questions. Thanks.
- ✓ Because the service was very good
- ✓ The receptionist understood my anxiety about getting the appointment as soon as possible and was brilliant in arranging it for me.
- ✓ Had to wait a little while to book another appointment.
- ✓ Because Mrs j Jones wos very helpful
- ✓ Friendly and professional
- ✓ Arrived for appointment early, and was seen very promptly, with friendly staff
- ✓ My opponent was on time we had a slight problem with the ECG machine but it was salted out the nurses was very helpful and told me everything that was going to happen in a manner that I understood everything was ok
- ✓ The nurses are always very helpful even though they are very busy
- ✓ Went in ahead of time, nurse was very good and caring.
- ✓ The nurse who I seen Jane Willis was very helpful and sorted my problems out very efficiently
- ✓ The full Staff are virtually on the ball

Not Recommended

- ✓ Its always been a milestone to get appointments, reach GP and the ratings are honestly because of the rude responses of the receptionists except one lady only.
- ✓ I tried to cancel an appointment...and couldn't get thru.
- ✓ Absolutely unacceptable that after over a week of trying to phone with NO success all I need is stronger painkillers to help with the excruciating pain in my right leg. Even walking into the surgery no reasonable offer of alternatives
- ✓ Have to ring at 8 am u can't ever get through for a few hours and then you just get told there's no appointments left twice I had to end up going to Buckland hospital as receptionists just continued to tell me their was no appointments left
- ✓ Because it's a nightmare to see a doctor, my daughter has been really poorly and can't see anyone

Passive

- ✓I just went in for a blood test and left. Checked in via wall pad. It was all fine.
- ✓ Some aspects very good. Some poor. Was sent a text giving me less than an hour to attend an appointment at surgery. Had no previous knowledge of appointment. Made myself quite unwell trying to get there only to be told I should be at home to receive a telephone call. Was then told an email had been sent telling me it was a phone call. Unfortunately I had not read the email as it was sent after the text. Was made to feel it was all my fault. It is not reasonable to send messages like that less than an hour before a proposed appointment without telephoning to see if the patient is available. I feel totally cut off from the doctors these days as it is not permitted to ask for an appointment any more. The nurses at this practice are extremely helpful and kind.