

FFT Monthly Summary: April 2024



Penchester 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

91% 7% 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:

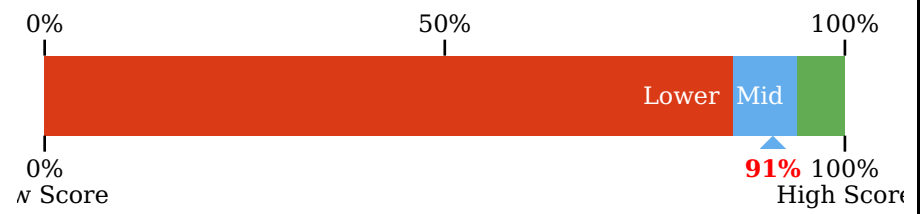
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

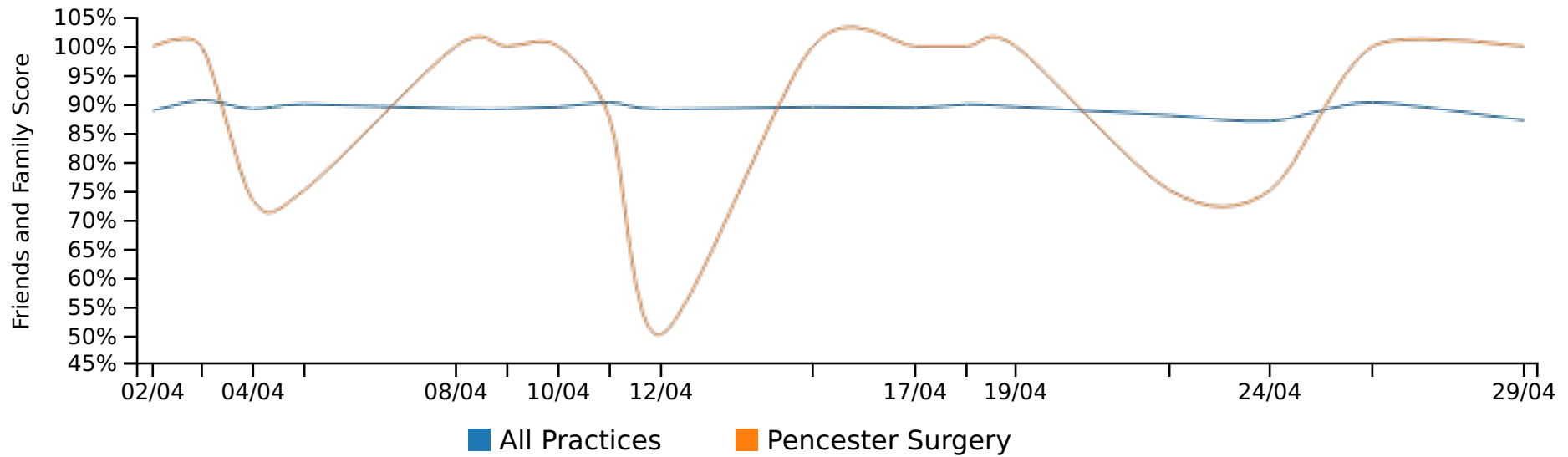
Your Score: 91%

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



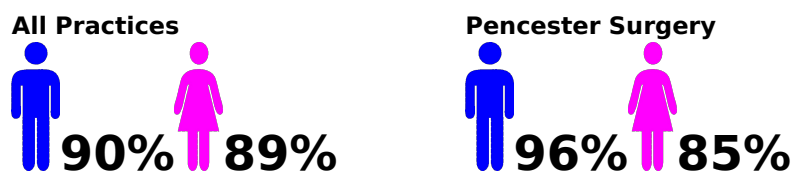
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

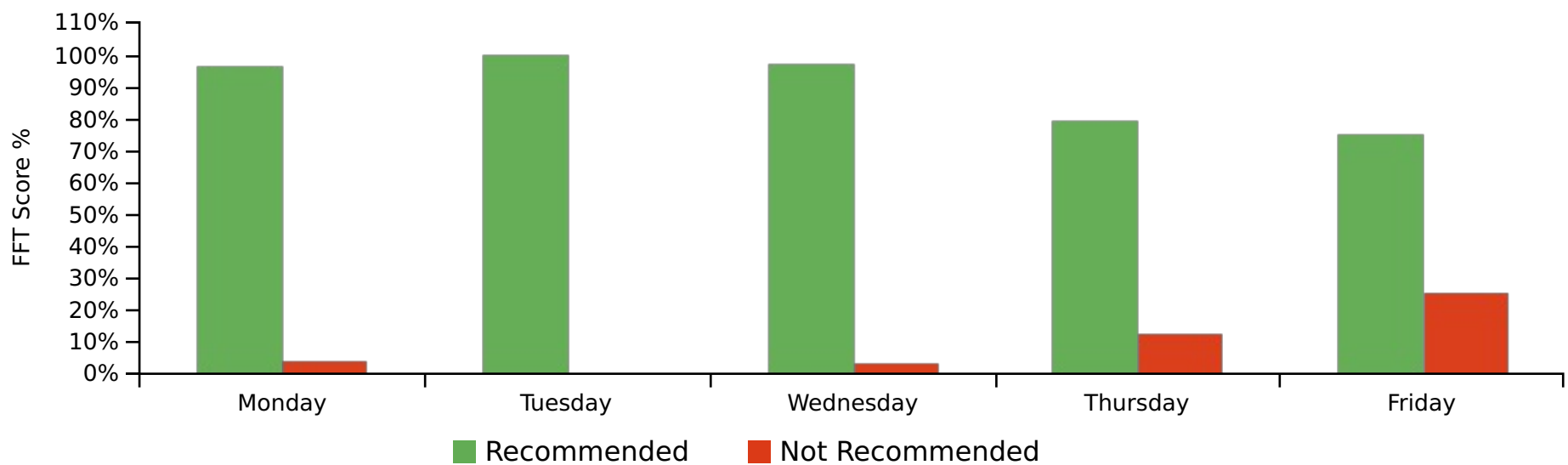
| | < 25 | 25 - 65 | 65+ |
|-------------------|------|---------|-----|
| All Practices | 84% | 89% | 92% |
| Pencester Surgery | 75% | 88% | 96% |

Gender



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

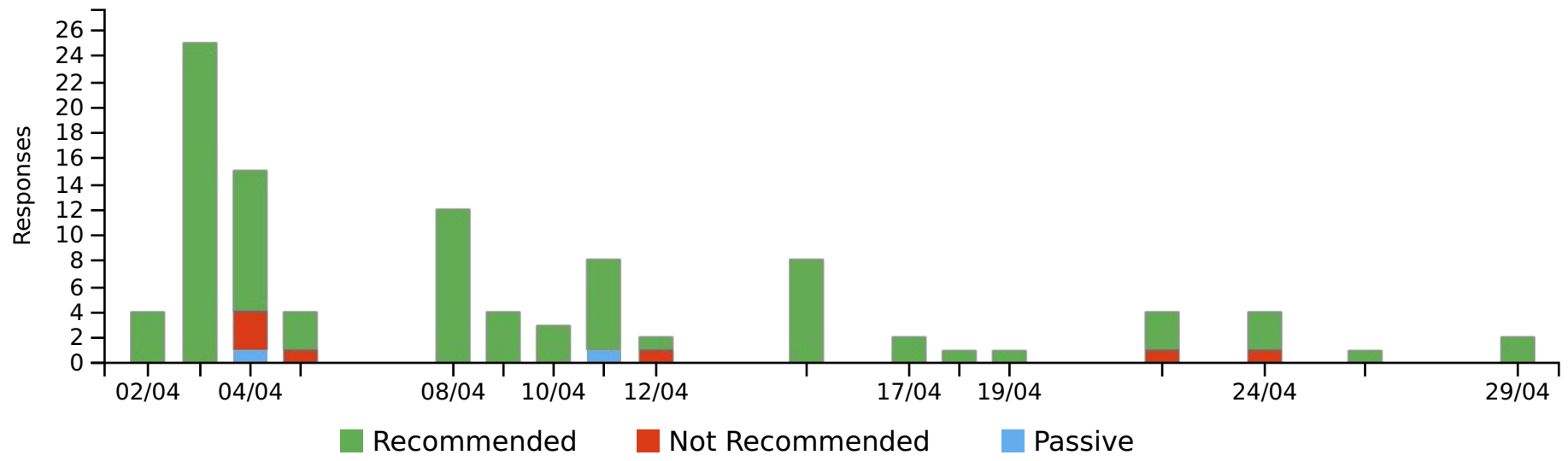
Practice Score: Day of the Week Analysis



- 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

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.

- ✓ 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 was 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.