FFT Monthly Summary: September 2024

Pencester Surgery Code: G82015



SECTION 1 **CQRS Reporting**

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
79	16	2	1	1	1	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: 292 **Responses:** 100

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	79	16	2	1	1	1	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	79	16	2	1	1	1	100
Total (%)	79 %	16%	2%	1%	1%	1%	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 (%) =
$$\frac{very\ good + good}{very\ good + good + neither + poor + very\ poor + don't\ know} \times 100$$
Not Recommended (%) =
$$\frac{very\ poor + poor}{very\ good + good + neither + poor + very\ poor + don't\ know} \times 100$$

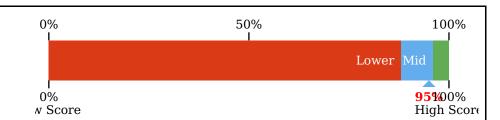
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

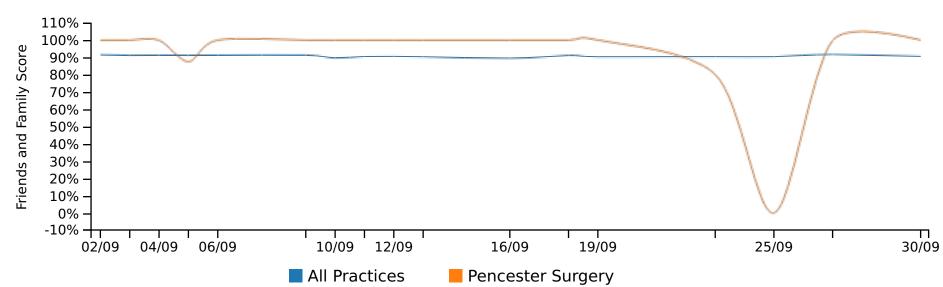
Your Score: 95%
Percentile Rank: 70TH



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 70th percentile means your practice scored above 70% 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.

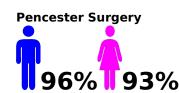
Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	86%	91%	93%
Pencester Surgery	67%	95%	98%

Gender All Practices

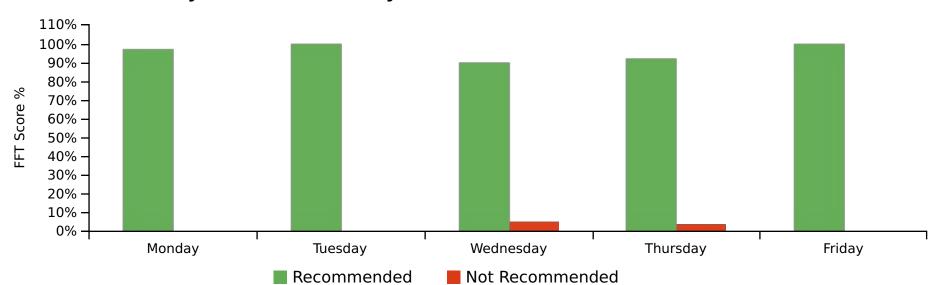




Notes: 1. Scores for current reporting month.

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

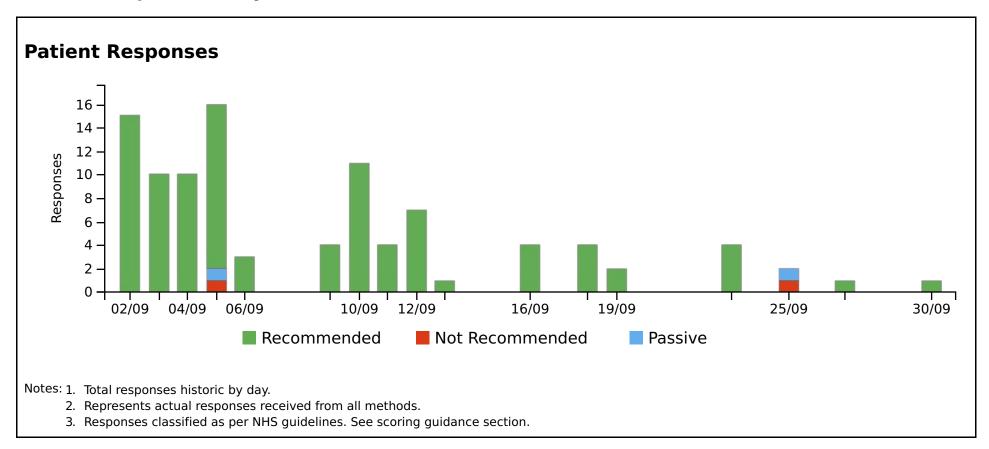
Practice Score: Day of the Week Analysis



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 physically actually knowledgeable Reception Experience 16 Arrangement of Appointment 7 Reference to Clinician 31 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 speaking adjectives where the word frequency is reflected in text size. regarding informative overnight waiting effectively accessible

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 nurse Lisa was exceptional, so polite and professional. The surgery itself is looking a but tired.
- ✓ Mastan was very helpful and friendly, I felt comfortable with the information and diagnosis he gave me, I think the experience was more than very good.
- √The lady(Mrs Tara Maxwell)I saw this afternoon was very helpful
- ✓ My experience today was very good
- \checkmark The male receptionist and nurse miss racheal marsh and julie ann jones where very helpful.
- ✓ I have always had good treatment from Receptionists Nurses and Doctors
- ✓ My appointment was on time and I found the nurse that saw me thorough, also giving me helpful advice.
- ✔ Well up to the the high standard one has always received thank you. David Ford
- ✓ Spot on,Got seen 5 minutes earlier
- ✓ All was straight forward and everyone pleasant
- ✓ Always helpful when I call into doctors
- ✓ She was very nice and kind.
- ✓ Liza is the excellent nurse & only one successful in getting blood from my sinking veins. She is always cheerful. I had very little wait. Parking getting slightly less easy in the carpark availability inside & outside. Peaceful & well run in Reception area.
- ✓ I was given all the support I needed
- ✓I gave a truthful response to my great appointment at the surgery Also my wife was able to access Donna 's help with a health query what a bonus
- ✓ The nurse giving the injection was very considerate to my needle phobia
- ✓ In on time, very friendly and helpful,
- ✓ Excellent service
- ✓Appointment on time and very helpful
- ✓ Cos it was good
- ✓I had no problems and staff were very pleasant
- ✓ Receptionist extremely patient with person before me. Nurse was friendly and kind.
- ✓ Dona the nurse is great at her job and is a very nice helpful person.
- ✓ I was satisfied with the service
- ✓ Easy check in, appointment on time
- ✓ Friendly polite professional
- ✓ Lesley was superb
- ✓ Prompt call back from GP and seen in person a few hours later! Blood test another day, was done on time!
- ✓ Didn't wait for long, was seen promptly. Nurse was very nice and gave me good personal attention.
- ✓ Reminders sent no waiting time and very pleasant health professional.
- ✓ Donna is amazing
- √ Very patient, kind nurse
- ✓ Fast service, clean practice, caring knowledgeable staff
- ✓ Fast service and friendly treatment.
- ✓Appointment was on time, excellent staff
- ✓ Communication, and procedures not communicated with patient enough. But pleasant enough.
- ✓ Arrived early. Efficient Reception team. Seen quickly but friey by Nurse Jones. Bloods taken and Blood Pressure within 10 mins
- ✓ Appointment on time, efficient and friendly nurse
- ✓ All in order. Always happy. Good service, Always proffessional, polite & efficient. Regards
- \checkmark I was seen on time and I was treated well by the nurse.
- ✓ My COPD nurse was extremely informative, considerate, kind and cng, what a wonderful lady !!!!!!! taking time, I felt relaxed inr company. Wonderful experience face to face and so reassuring,
- ✓ Very good promt service
- ✓2 ME IT LOOKED LIKE YOU ASKED,
- ✓ You asked me
- ✓ The staff are very quick and polite, helpful
- ✓ Quick and efficient service,
- ✓I never have any problem getting a phone consultation with a gp an appointment if I need one , the Drs are very helpful and expl everything to you , and the

reception staff go above and beyond always do their best to help and keep the surgery running smoot , wouldn't change surgeries if someone paid me so grateful for

- ✓ All staff polite helpful and friendly
- ✓ Julie Jones as always was friendly and efficient.
- ✓ Good service and good advice from the nurse.
- ✓ Was all good
- ✓ I went in early and treatment done. No problem.
- ✓ It was very good
- 1
- ✓ From the reception meet and greet and understanding to the nurse Mrs T Maxwell, she was just so lovely and thorough when syringing my ear. Put me at ease from the start
- ✓ Very good service
- ✓A really nice doctor, who genuinely cares. Gave me lots of good advice, to help me stay in good health, both physically and mentally. A real asset to your practice.
- ✓ Its usually excellent but I am disappointed with the prescription section. Twice now my prescriptions have been overlooked. I need an overnight drain bag carrier but it was overlooked on a recent prescription.
- ✓ Nurse was friendly, helpful, explained query I had and gave advice regarding issue. Didn't hurt a bit when taking blood,put me at ease, quite stressed due to other problems and worries.
- ✓ A good service was delivered effectively and efficiently.
- ✓The nurse explained the procedure in details good and bad my aintment was pretty much on time, all done quite quickly so all g
- ✓ The nurse Was very thorough and kind
- ✓ I had a blood test and it was on time
- ✓ I gave 1 because it was a very good service, the nurse practitioner was very helpful and professional.
- ✓ No delay straight in on time & pleasantly friendly nurse.
- ✓ On time, friendly, good service
- ✓ Receptionist was hard to get through (phone last week). The Nurse today was excellent. Thank you.
- ✓ I don't like to give top marks, as I believe everything thing could be improved. But to do that you would need unlimited funds.
- ✓ Receptionist was very pleasant and nurse taking blood very professional, chatted at a very accessible level
- ✓ Very helpful thanks
- ✓ The staff are very helpful and the nurse I visited explained everything to me and answered all my questions

Not Recommended

✓ Doctor ended my call back while I was still speaking, I felt that he belittled my back pain, telling me most people suffer, no real help and couldn't get off the phone fast enough hence him ending the call while I was still kid sentence. Had to call back and speak to receptionist to continue my questions, receptionist helped explain and has referred me to physio and sorted sick note. Cannot get to doctors as my back is so bad and cannot get into a seated position.

✓ Friendly and efficient nurse, short wait time

Passive

✓You need to improve the way we get to speak to a doctor or god forbid actually see one