

# FFT Monthly Summary: September 2024



**Penchester 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](mailto: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	<b>100</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>79</b>	<b>16</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>100</b>
<b>Total (%)</b>	<b>79%</b>	<b>16%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>100%</b>

### Summary Scores

95% 2% 3%

## 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:

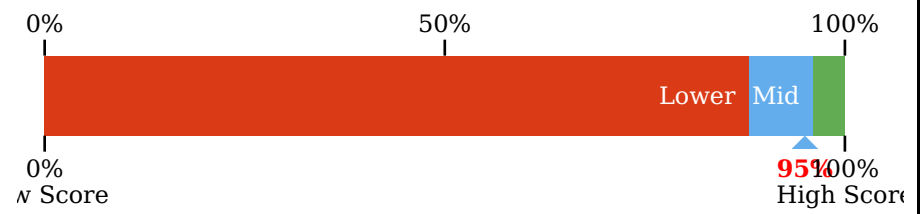
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

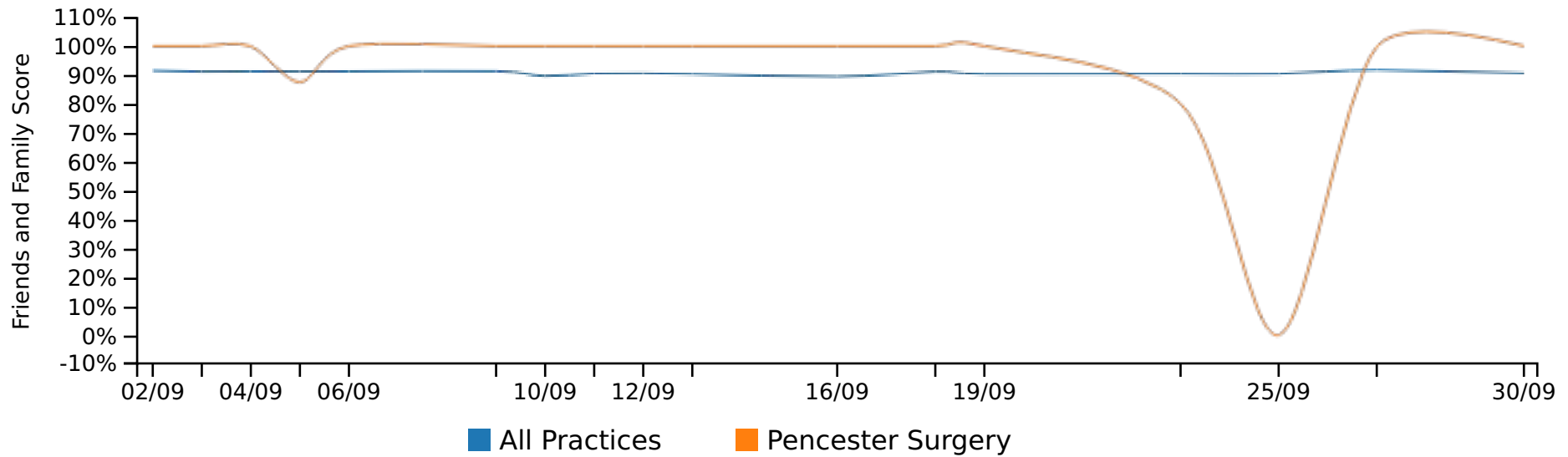
**Your Score: 95%**

**Percentile Rank: 70<sup>TH</sup>**



- 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



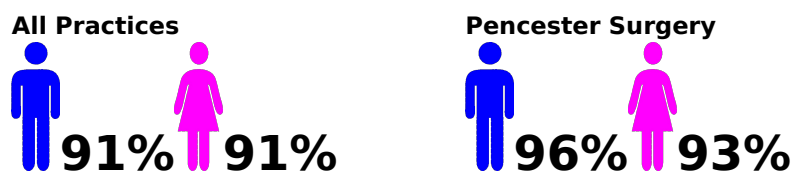
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

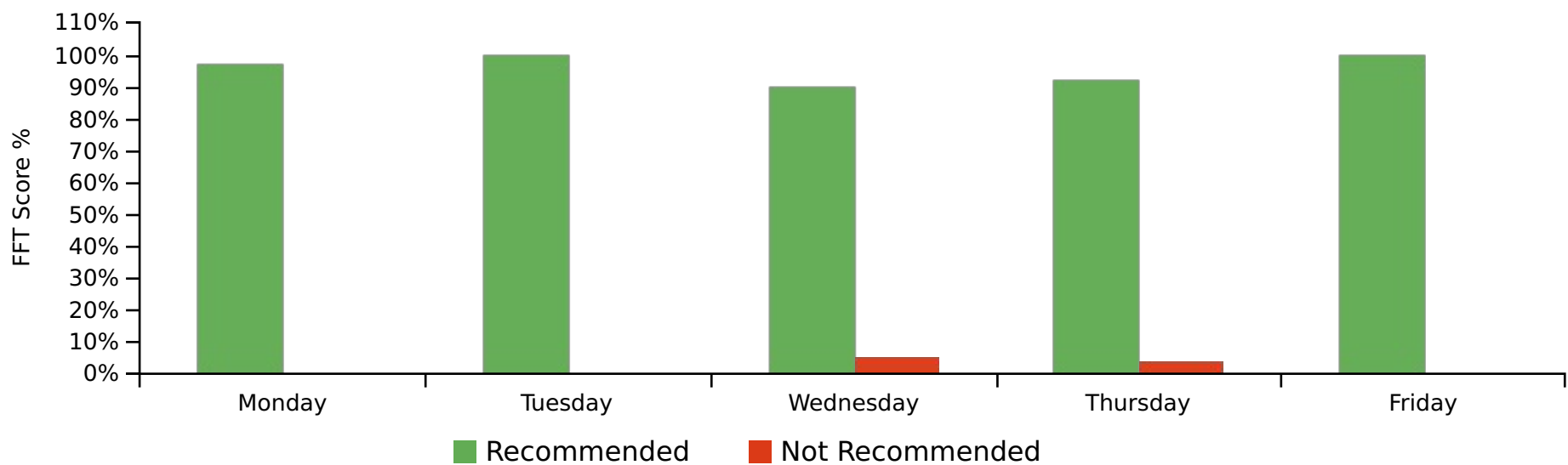
	< 25	25 - 65	65+
All Practices	86%	91%	93%
Pencester Surgery	67%	95%	98%

#### Gender



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

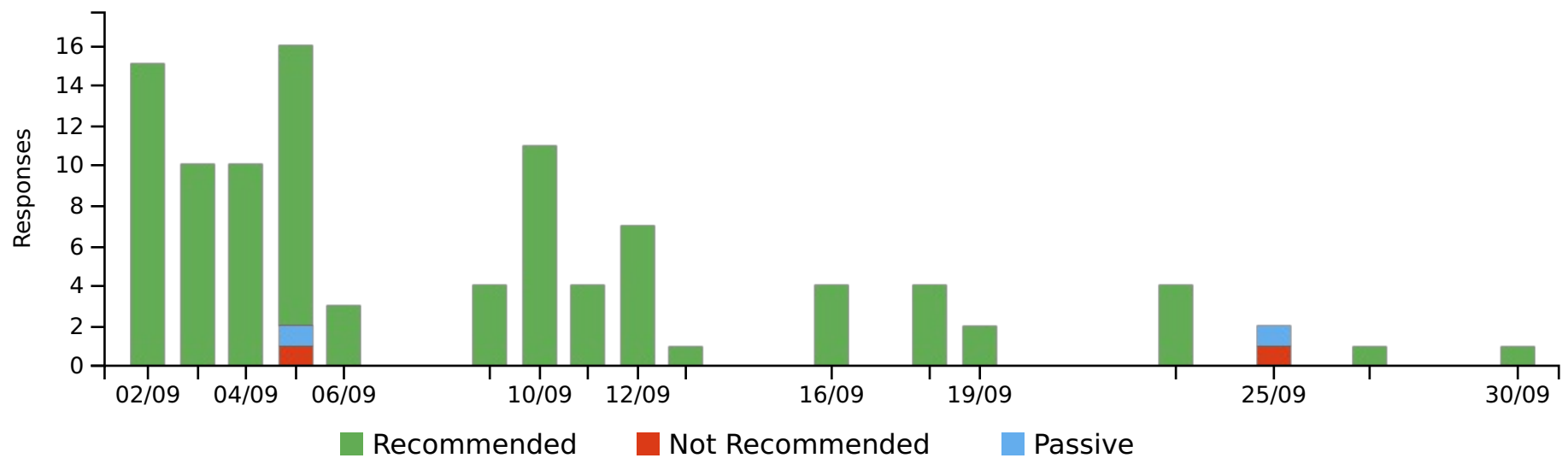
### Practice Score: Day of the Week Analysis



- 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.



reception staff go above and beyond always do their best to help and keep the surgery running smooth , 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
- ✓ .
- ✓ 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*