

# FFT Monthly Summary: December 2024



**Penchester Surgery**  
Code: G82015

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
74	17	1	1	0	0	0	0	0	93	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

<b>Surveyed Patients:</b>	<b>368</b>						
<b>Responses:</b>	<b>93</b>						
	<b>Very good</b>	<b>Good</b>	<b>Neither good nor poor</b>	<b>Poor</b>	<b>Very poor</b>	<b>Don't know</b>	<b>Total</b>
SMS - Autopoll	74	17	1	1	0	0	<b>93</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>74</b>	<b>17</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>93</b>
<b>Total (%)</b>	<b>80%</b>	<b>18%</b>	<b>1%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

98% 1% 1%

## 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:

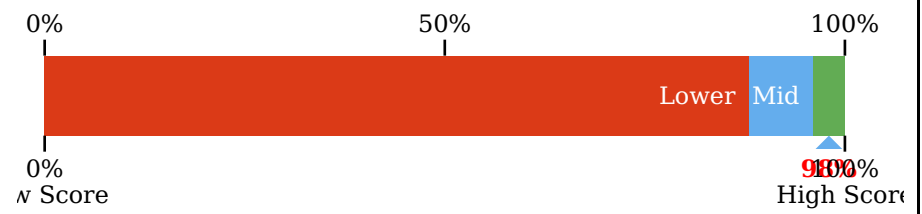
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

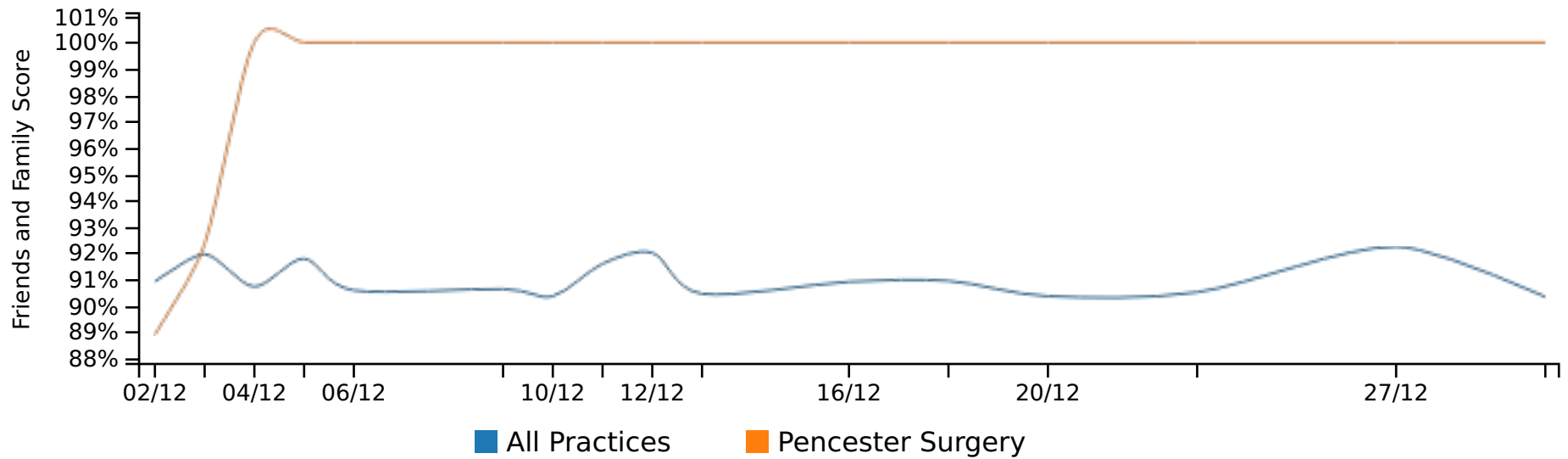
**Your Score: 98%**

**Percentile Rank: 95<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 95th percentile means your practice scored above 95% of all practices.

### Practice Score: 'Recommended' Comparison



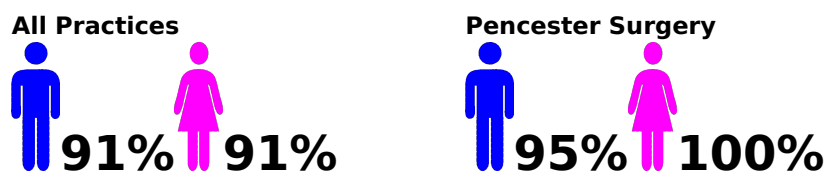
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

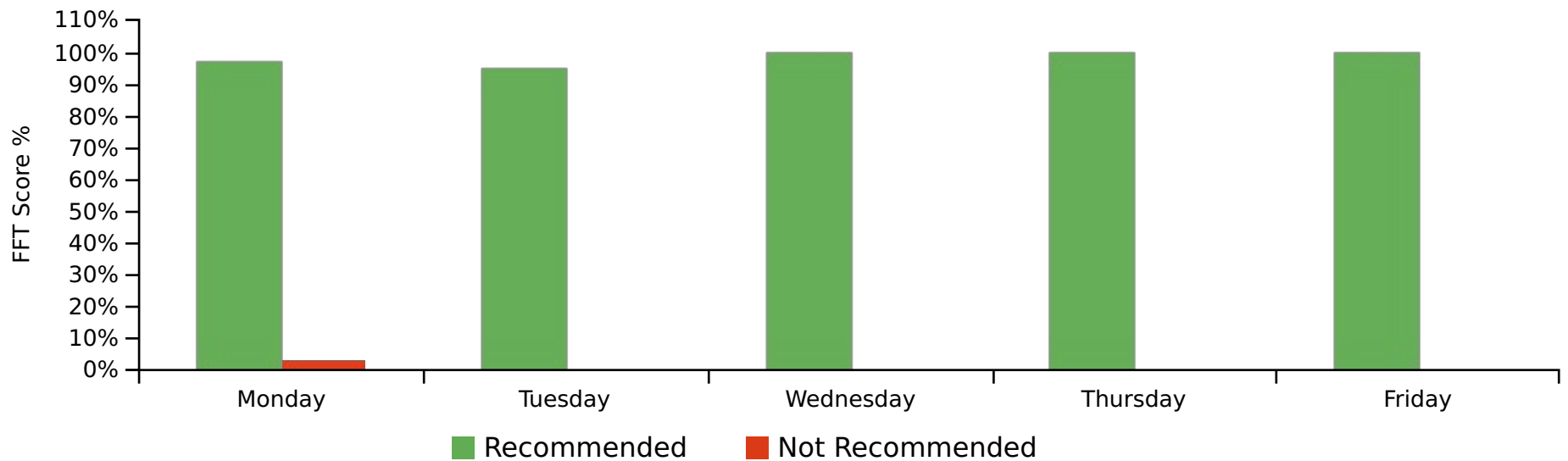
	< 25	25 - 65	65+
All Practices	85%	90%	93%
Pencester Surgery	100%	98%	98%

#### Gender



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

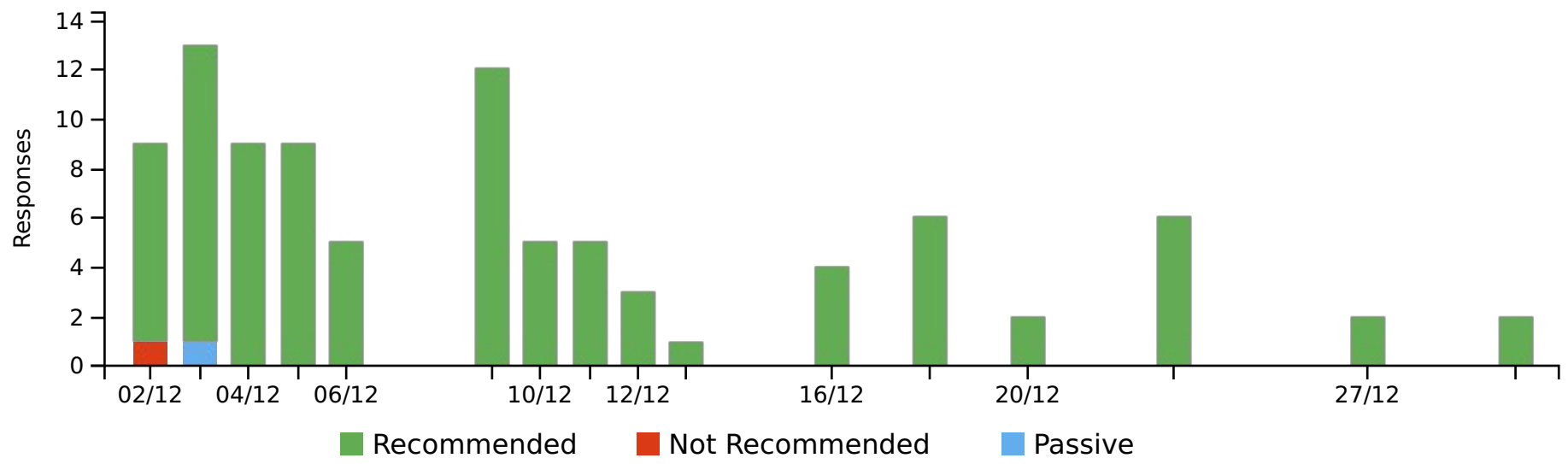
### Practice Score: Day of the Week Analysis



- 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

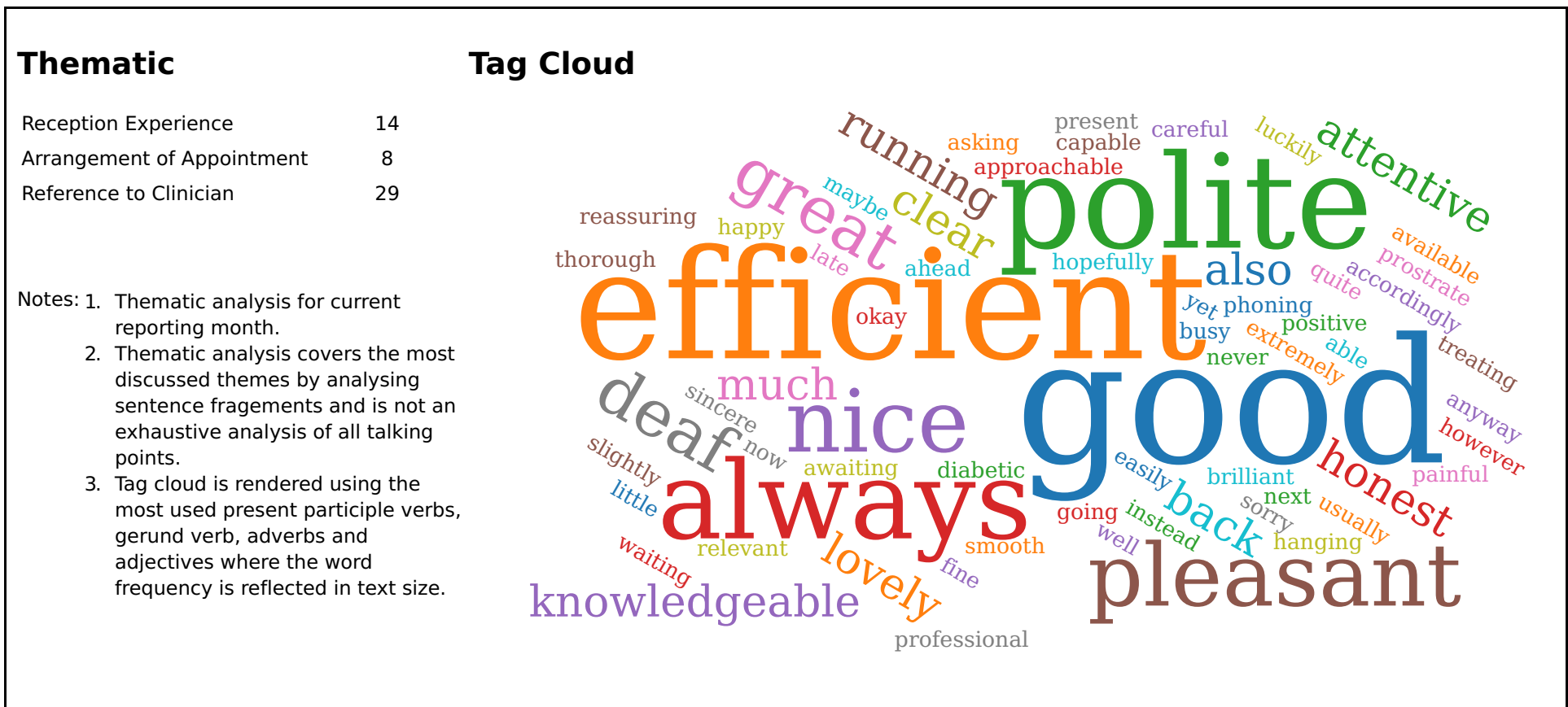
### Patient Responses



- 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.

## 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 person I saw has always been very caring and sincere
- ✓The Nurse was very kind and quick.
- ✓Excellent and clear communication. Julie was very good and polite.
- ✓I've had excellent service for years and Donna keeps up that service thank you
- ✓They were so nice and kind to me
- ✓The nurse was very friendly and helpful and resumed us
- ✓If the people you come in contact with are happy with their work it will reflect back to the patient
- ✓The nurse listened to my concerns and made a clear plan on how my condition would be managed. Excellent service
- ✓No issues, quick appt and Physio brilliant
- ✓On time very pleasant nurse
- ✓Not always satisfied with phoning the practice
- ✓Nurse I saw today was very good
- ✓O eas pleasecybdt kt dodoEx
- ✓I saw Lisa for blood test. She was extremely friendly and very helpful. A credit to the surgery
- ✓I was listened to, was given reassurance and service that was above and beyond
- ✓Got the help I needed
- ✓I was with Diabetic nurse today , she is very approachable and listen to me and act accordingly . Very helpful
- ✓Manner of staff excellent and very helpful also very thorough
- ✓My appointment was on time to the minute and staff was very friendly
- ✓Yes, we have always been treated at the pencester surgery for years, and lovely staff. I cannot understand that I went to the surgery only I thought to have a prostrate test, and was told I couldn't have it done, My friend in Dover didn't go to have it done and he is now awaiting treatment to hopefully have an operation. Thank you.
- ✓Because the nurse and the receptionist was polite and gave me the information that I wanted
- ✓I find the reception staff helpful and it is not their fault the lines are busy. When I do get to speak to the doctor they help me with my health problem.
- ✓Great care ,reassurance and on time
- ✓Nurses were lovely
- ✓On time and very good all round
- ✓Because u ask
- ✓Smooth and quick process. Also, the staff were very helpful
- ✓Nurse Julie Willis was attentive throughout consultation and not dismissive and with a good attitude , left feeling positive about going this morning \_
- ✓Yes that's fine I was very pleased with all the staff that I hadt at the sougery and and the diabetes lady was great thanks very
- ✓The nurse was very prompt and efficient
- ✓Efficient appointment system/ pleasant and capable nurse who administered my vaccination.
- ✓Excellent treatment
- ✓Quick to book in. HCA who took my blood was quick, efficient, and very friendly.
- ✓Polite, helpful, efficient
- ✓Nurse was excellent. V caring.
- ✓The receptionist was very helpful and the nurse friendly and caring
- ✓The nurse was very polite and very helpful
- ✓Good service
- ✓Always very helpful,listen to my needs and very kind.
- ✓Because the reception are very helpful
- ✓Friendly and I call Friday and was seen Monday morning
- ✓Good service from nurse
- ✓Donna is always very pleasant. Very knowledgeable and helpful.
- ✓Very pleasant and efficient nurse attended me
- ✓The lady was nice but never came back to me about my water sample . I had to call in to find out as no text received
- ✓Jeanette, the nurse was very nice
- ✓Questions answered and solutions suggested.

- ✓ *The lady was nice and polite and was running on time*
- ✓ *Kind and friendly staff, the nurse ensured I was okay throughout the appointment. Everything went well.*
- ✓ *Though running slightly late, the nurse practitioner was polite and apologised and conducted her job in a professional manner.*
- ✓ *The nurse was very kind and friendly*
- ✓ *Nurse practitioner was attentive asked relevant questions and offered options*
- ✓ *Appointment on time and staff friendly and helpful.*
- ✓ *My appointment was on time. The nurse was very friendly and was able to get blood easily. Usually I have problems .*
- ✓ *Ease of booking a flu vaccine, receptionist friendly and efficient. The nurse who administered my flu vaccine was knowledgeable, caring and talked me through what she was doing. Thank you*
- ✓ *Every one very helpful and nothing was too much trouble. I had a couple of problems and they where sorted. So much better to talk to people instead of waiting hours on phone in a queue*
- ✓ *Always on time and great advice from Donna.*
- ✓ *I Had a blood test and was in and out in no time.didnt have to wait .*
- ✓ *On time, helpful and careful when treating very painful injury.*
- ✓ *Rachel the Nurse was on time, smiley and friendly. Excellent blood test.Only thing is that I'm very deaf at present and luckily my Granddaughter was with me as I couldn't hear my name being called.A suggestion for deaf patients maybe a little display asking next patient for??? please go to room??However, I daresay, whomever is deaf would be known to staff anyway!Very good service today though. Thank you.*
- ✓ *Helpful and friendly*
- ✓ *The lady was very friendly and reassuring*
- ✓ *Appointment on time, friendly and efficient staff.*
- ✓ *Appointment was on time and the nurse was very helpful*

### **Not Recommended**

- ✓ *Today's appointment with the nurse was excellent howeverWhen i tried to book this appointment you could only give me a date a week ahead and when I tried to book a Dr appointments today for a cortisone injection his calendar isn't yet available*

### **Passive**

- ✓ *I've had a lot better treatment. And. To be quite honest. It should be a two. But. Out of respect. To the good nurses . Down there. I when and. Up it to a 3 . I'm sorry I had to be so honest. But when . I've got scum hanging off me. And. One of your doctors. Tells me. I'm over weight. And. He's need met me before. The . I was upset. Thank you , Darren*