

FFT Monthly Summary: December 2023



The Park Surgery
Code: G82119

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
78	18	0	2	5	0	0	0	0	99	4	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:	276						
Responses:	103						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	78	14	0	2	5	0	99
SMS - User Initiated							
Tablet/App							
Web/E-mail	0	4	0	0	0	0	4
Manual Upload							
Total	78	18	0	2	5	0	103
Total (%)	76%	17%	0%	2%	5%	0%	100%

Summary Scores

👍 93% 👎 7% 🙋 -0%

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:

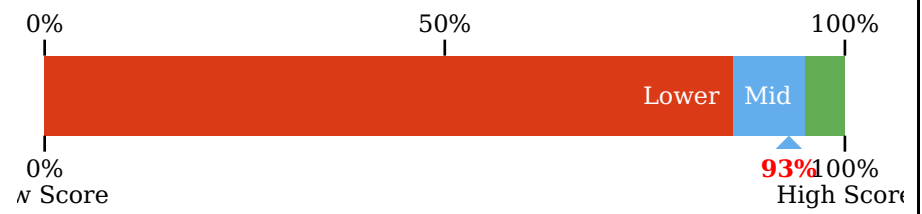
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

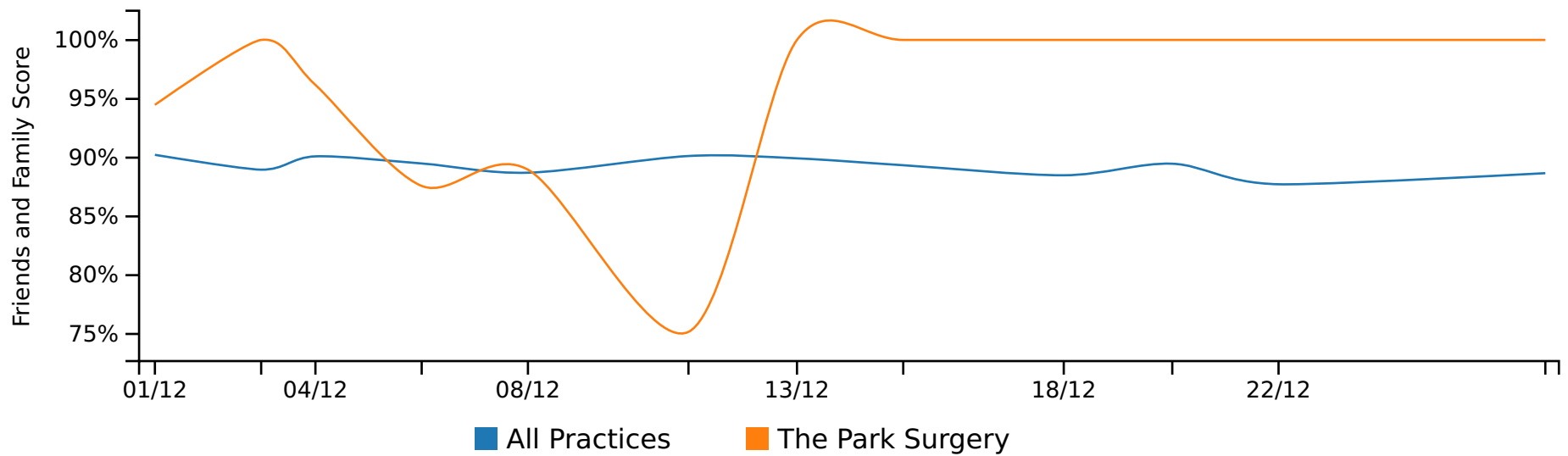
Your Score: 93%

Percentile Rank: 65TH



- 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 65th percentile means your practice scored above 65% of all practices.

Practice Score: 'Recommended' Comparison



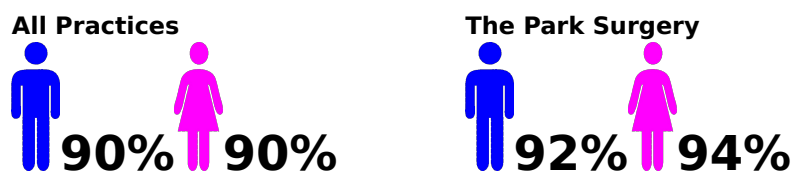
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

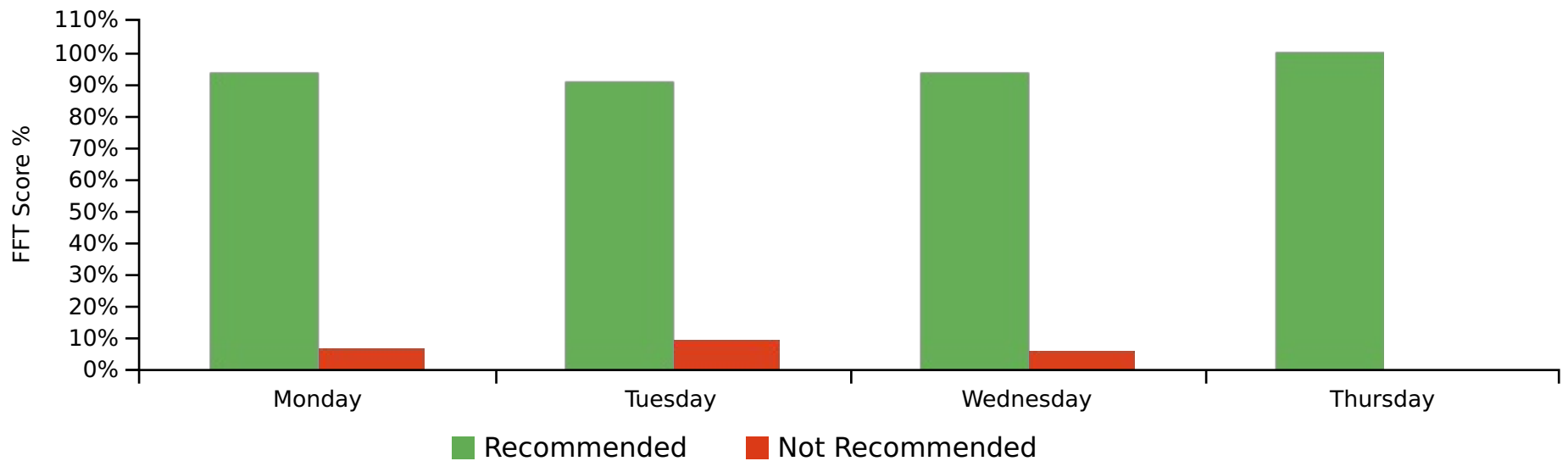
	< 25	25 - 65	65+
All Practices	84%	89%	92%
The Park Surgery	67%	100%	87%

Gender



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

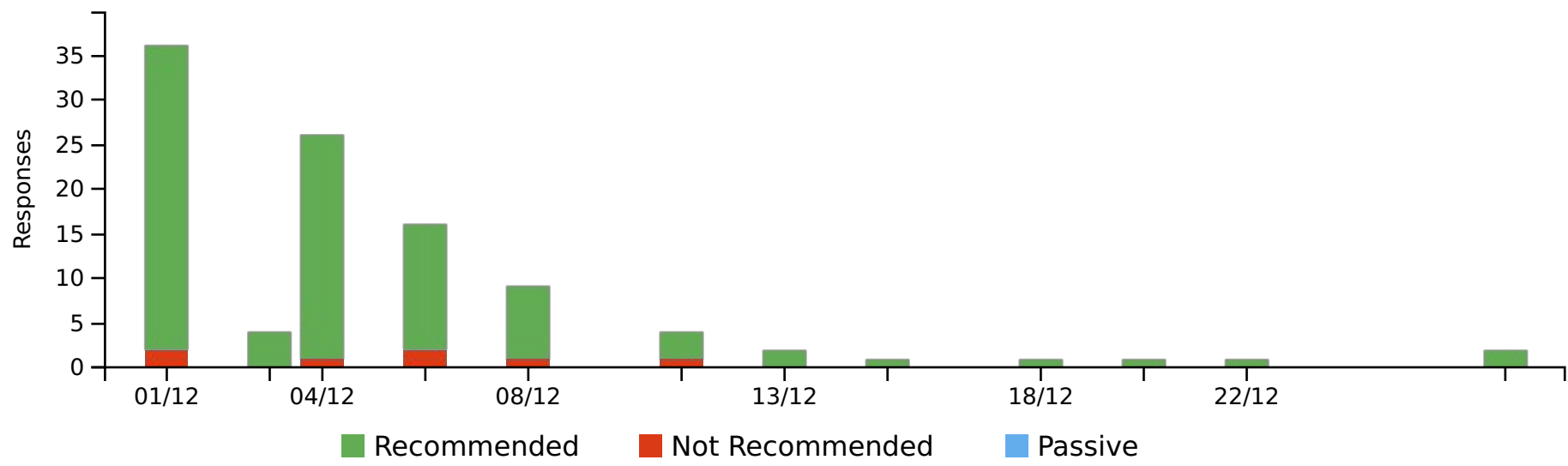
Practice Score: Day of the Week Analysis



- 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

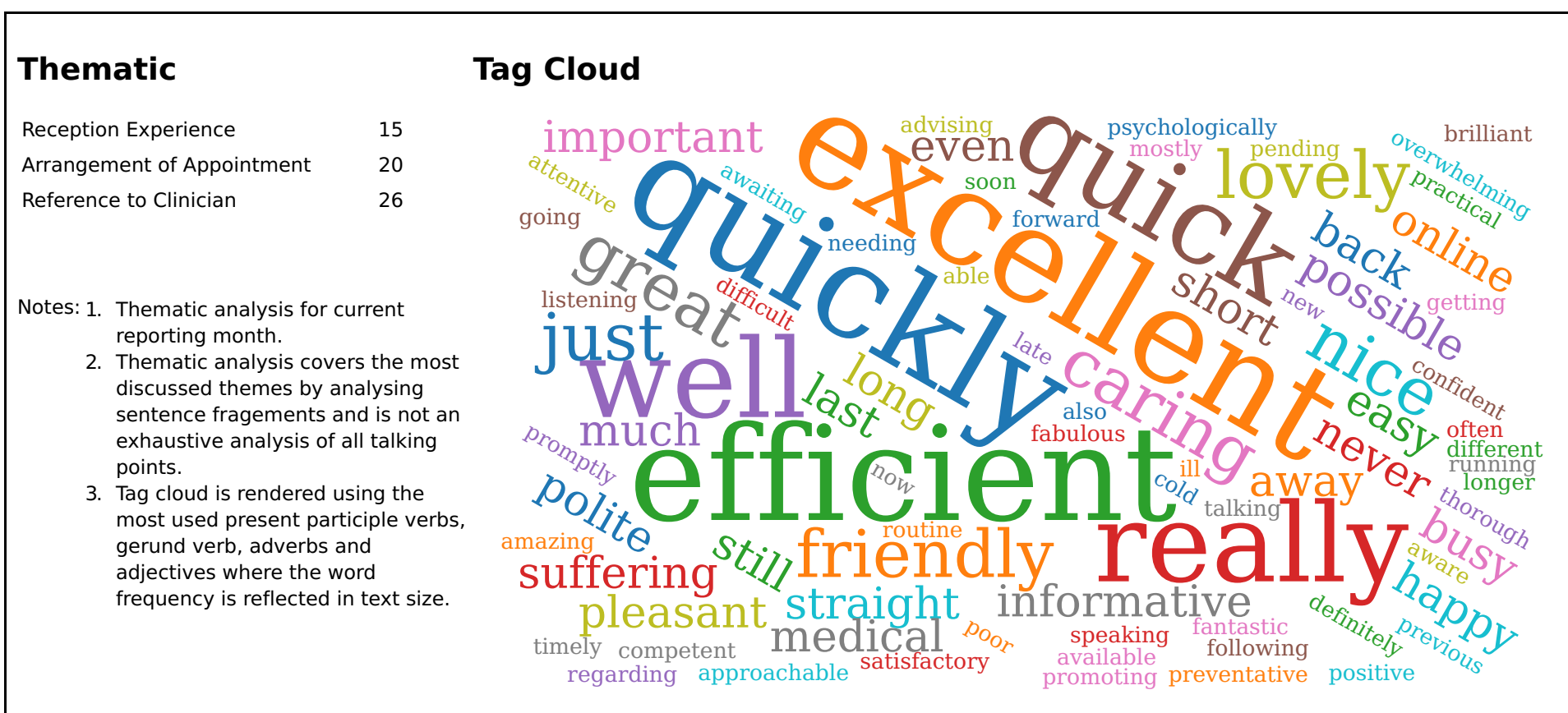
Patient Responses



- 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

- ✓ Still. Good but was once very good
- ✓ *The drs are always very caring*
- ✓ In spite of all the problems the NHS is suffering, I have always had good service
- ✓ *Rebecca is fabulous*
- ✓ appointment late by 25 mins but in and out very quickly ones I went in
- ✓ *Excellent service + reminders*
- ✓ I felt I was listening to too and advised really well
- ✓ *Blood service fantastic Reception team really helpful Prescription service good*
- ✓ I didn't have an appointment and wanted to see a doctor today if possible. Was given an appointment, seen, provided with advice and prescription within an hour. Great service as it was so short notice
- ✓ *I think the people handle ware very professional.*
- ✓ I rang this morning got an appointment for my son at 10 45 and was seen and given the right medication and all questions I had as a mother where answered x lovely lady x
- ✓ *I got an appointment on the day , was seen on time. The person I saw was lovely and quickly sorted out a blood test. The blood test appointment was very quick*
- ✓ Crystal was kind when talking to me this morning
- ✓ *Satisfied*
- ✓ The ability to get an appointment to see or speak to a doctor at short notice is very important. The reception staff at both surgeries are very professional and helpful. Text messages advising of the need for blood tests, flu and Covid vaccinations and the ability to book appointments for these on line is very good. Videos and other information on Facebook are very informative.
- ✓ *Always very helpful and they always try and meet my needs*
- ✓ Good service and being well looked after
- ✓ *Good prompt call, nice understanding gp, very helpful*
- ✓ I managed to get a same day appointment, referred to ultrasound within 4 days and blood test within 5 days. Just awaiting the verdict
- ✓ *Didn't have to wait too long and the nurse was knowledgeable and efficient.*
- ✓ No issues. Straight forward.
- ✓ *Went in person at 8.10 and was offered a GP appointment with Dr Matthews at 9.10.Excellent and helpful advice from both Dr and the receptionist.*
- ✓ Receptionists very helpful and the Connor Jayes has persisted with ideas for my back issue, he hasn't just sent me away with exercises but tried lots of approaches. It really helps when the surgery staff care.
- ✓ *Staff always helpful*
- ✓ Not easy to get routine appointments which means I have definitely put off speaking with someone.
- ✓ *Same day appointment, dealt with promptly, felt confident with the diagnosis.*
- ✓ All the staff are excellent. Receptionists, nurses and doctors. Never had a problem getting telephone or face to face appointment. It is hospital referrals that ruin healthcare with a 6-12 month wait after referral.
- ✓ *Excellent service as always.*
- ✓ Phoned this morning & got an appointment straight away
- ✓ *Doctor Price went out of his way to investigate my health concerns above and beyond. Much appreciated!*
- ✓ I have a web of depression, anxiety, PTSD, autism and a pending prostatectomy. The sum is overwhelming psychologically but should abate after surgery and recovery.Heather's sessions have pointed and led me from situations of poor coping/unsafety to thought spaces of safety and coping.
- ✓ *Prompt and helpful conversation with doctor and satisfactory response recieved and implemented.*
- ✓ Got a reminder for appointment with women's clinic. On arrival was given a cup for water as not feeling well. Up at women's clinic was offered to cancel. At appointment a new method of HRT was discussed which will be better for me, and arranged. Reception sorted out a Go appointment there and then so all good, helpful.
- ✓ *No.*
- ✓ Because I thought it was
- ✓ *Always helpful & just nice people*
- ✓ Brilliant service
- ✓ *Staff always very helpful, and friendly*
- ✓ The service was quick and helpful.
- ✓ *I was dealt with quickly and professionally*

- ✓ Efficient nurse helpful and approachable x
- ✓ *I have found the Reception Staff Nurses for blood and monitoring bloods etc to be efficient and caring. The Doctors have also been caring. I have found the preventative medical advice to be practical. To get a very good I think better feedback and follow ups on results from tests needs to be more efficient. These have often needed to be chased and then an explanation needed by appointment. This should not be the case to relieve stress and promote better well being.*
- ✓ The nurse was very thorough
- ✓ *good service, test one day at queen vic, doctor rang the following morning with the results, called on time, a very pleasant and informative Doctor, great service thank you*
- ✓ Very competent and attentive service
- ✓ *Long phone wait to get app.*
- ✓ Very pleasant physiotherapist helpful too didn't have to wait more than 5 minutes either
- ✓ *I got an appointment on the day and was very pleased with the care I received.*
- ✓ I've always had a positive response when needing treatment.
- ✓ *Always get a good service*
- ✓ Managed to get an appointment quickly
- ✓ *Always give amazing care and advice*
- ✓ Because the doctor explained all options and listened to what I had to say in my own time.
- ✓ *Our surgery is always helpful, the staff are friendly and the doctor's knowledgeable and always follow up. I can always get an appointment.*
- ✓ Very helpful and quick to give advice
- ✓ *Very good treatment v happy.*
- ✓ The Surgery is always busy but you get good service even if you have to wait longer ,but it is still very good ,
- ✓ *I was listen too, and gp agreed the issues and has done everything to help my daughter.*
- ✓ Prompt efficient attention.
- ✓ *Very understanding*
- ✓ I was seen on time dr didn't rush me and receptionist very polite helpful dr made me feel at ease
- ✓ *Because it was quick and efficient this morning.*
- ✓ Got the answers I needed and lovely paramedic
- ✓ *Query was dealt with quickly*
- ✓ I was happy with doctor understood my need and been helpful
- ✓ *quick response times and easy to order prescriptions, but no way to book appointments online without a phone call which is difficult for people like myself with anxiety disorders regarding phone calls or physically going to the surgery*
- ✓ I believe most GP practices around the country are suffering from lack of funding and lack of qualified medical staff including GP's. But The Park continues to give good service with mostly excellent GP's.
- ✓ *Great appointment system. Excellent reception staff and good timely clinical responses*
- ✓ On time , not that that's very important , nurse was aware what happened last time at this injection so meaning she had read the previous notes I guess . Very polite , appreciated I wore a mask as my wife has a cold ... generally very good as in the last 30 years . When you are ill you are seen as soon as possible don't feel you can ask much more of a doctors surgery
- ✓ *I rang at 8am, was 48th in the queue so chose to have a call back. That came through really quickly, I got the appt I wanted at 10am and the clinician I saw was absolutely first class - job done, smooth service thank you!*
- ✓ Nurse was really nice as usual
- ✓ *Very helpful and friendly staff.*
- ✓ For me personally online consultations & phone calls (within a set time slot) works well me

Not Recommended

- ✓ Because I wanted to
- ✓ *I had booked a blood test at QVMH for 7 December. This was cancelled and re-scheduled but I was not advised/consulted. So I have now had to re-book. I have made a complaint to the Surgery and to PALS. I Morton*
- ✓ I have a problem which has been dealt with by 5 different GPs. I It appears that they do not communicate with each other or they do not read the notes. I have found inaccuracies on my notes. I I have had tests ordered by a GP who I have never seen. I All in all I'm not impressed.
- ✓ *Surgery cancelled the appointment, you should know that!!!*
- ✓ Every time I phone for an appointment I am told by the receptionist that there are none available even when I asked for one in the future, it seems to me that the receptionists are running the surgery and not the doctors, the other thing we here is that the doctors are always busy, aren't we all? This is your chosen profession so you should be able to deal with it
- ✓ *A view based on latest experience. Failure to follow up on CT Scan results, promoting phone consultation(s) which don't materialise...*
- ✓ The nurse who did the blood test did not wash her hands before hand or use alcohol wipe before drawing blood.

Passive