FFT Monthly Summary: February 2024

The Park Surgery Code: G82119



SECTION 1 **CQRS Reporting**

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
79	17	2	1	1	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: 276 **Responses:** 100

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	79	17	2	1	1	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	79	17	2	1	1	0	100
Total (%)	79%	17%	2%	1%	1%	0%	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 (%) =
$$\frac{\textit{very good} + \textit{good}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$
Not Recommended (%) =
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

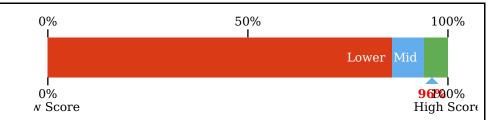
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

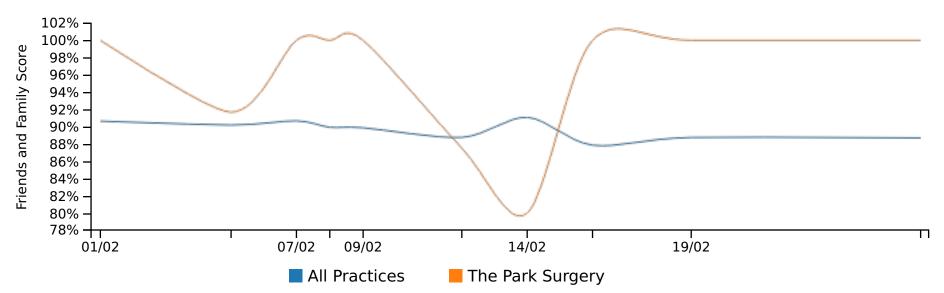
Your Score: 96%
Percentile Rank: 85TH



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 85th percentile means your practice scored above 85% 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%	89%	93%
The Park Surgery	100%	94%	98%

Gender

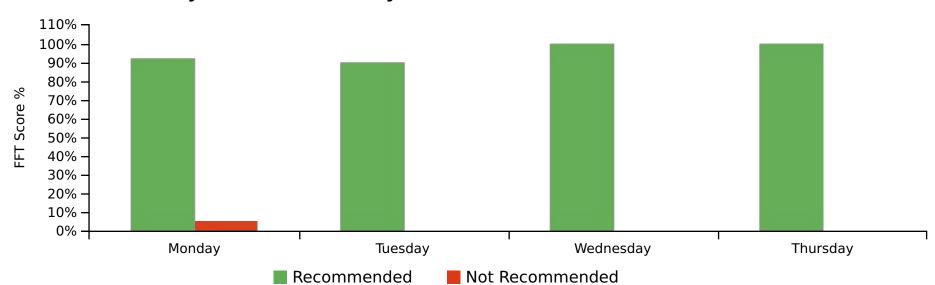




Notes: 1. Scores for current reporting month.

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

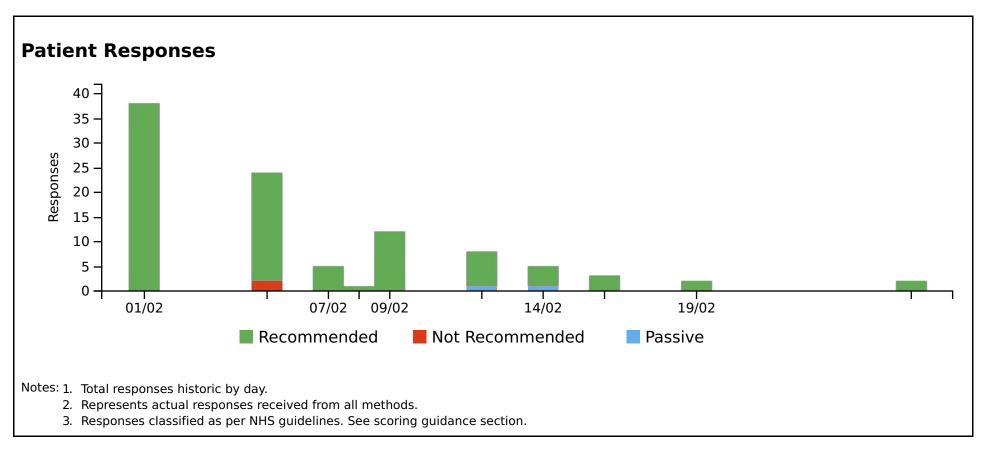
Practice Score: Day of the Week Analysis



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



Thematic Tag Cloud courteous Reception Experience 17 Arrangement of Appointment 10 Reference to Clinician 25 checking easy clear $m_{\partial n_{\mathcal{Y}}}$ Notes: 1. Thematic analysis for current reporting month. amazing 2. Thematic analysis covers the most positive discussed themes by analysing sentence fragements and is not an clean exhaustive analysis of all talking $a_{W_{Q_{r_Q}}}$ points. 3. Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and adjectives where the word appropriate frequency is reflected in text size. observing

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

- ✓I.m new to the surgery after leaving saint anns surgery. I have found the attitude so much more positive.. also very helpful.
- ✓ The dr listened and answered all my questions
- ✓ Always very efficient and polite
- ✓ Every thing was dealt with professionally
- ✓ Great doctor, really listened to my problems
- ✓ Very pleasant explaind everything what he was doing nothing to much trouble
- ✓ Friendly staff and very good to get an appointment and any follow up
- ✓ On time and very polite.
- ✓I have always had a good service from the practice
- ✓ Appointments available promptly when needed with appropriate practitioner responsive service which gives clear information advice and support
- ✓ Very efficient booking in system, seem promptly by a very professional nurse, who sorted my problem in a kind and professional manner
- ✓ Dr. Ife...not I've. Sorry, predicted text.
- ✓ Phoned earlier this morning and got an appointment for the same morning. Now on a course of antibiotics.
- ✓ Always helpful drs and receptionists. Responds to queries quickly.
- ✓ Nursing Staff and reception always helpful and pleasant
- ✓ Appointment was on time .Receptionist was kind and helpful. Doctor was understanding with my pain problem .
- ✓ No privacy to do electronic checking in at Broomfield, in fact there are seats right next to the screen and I had to wait for a receptionist to sign in and a trainee (I think) tried to direct me to the screen. Not great. Also I needed to use the toilet and the disabled toilet was locked, there was a queue for reception and I decided not to wait as I could see no signposting to any other toilet. However, the Dr was very good. Thank you
- ✓ Dr Zowa is a great doctor, understanding kind and listens.
- ✓ The doctor WAS Very attentive & helpful
- ✓ Very pleased with the response given
- ✓On time service and friendly staff
- ✓ Very helpful and caring
- \checkmark Because the services didn't warent a score of 1 or 3
- ✓ Quick turnaround from call to appointment. Doctor was polite and reassuring
- ✓ Very prompt and friendly nurse xx
- ✓ Because I find Jessica very understanding and helpful
- ✓I felt assured and left feeling I hadn't wasted her time
- ✓ Very nice nurse did treatment well and good advice
- ✓ Great service
- ✓ Quick, efficient and friendly.
- ✓ Because your nurses are very good at their work!
- ✓ No complaints, nice reception, didn't have to wait too long and decent advice
- ✓ Doctor on time and very thorough.
- ✓ The phone call was on time and the doctor was was very professional.
- ✓ The receptionist was very helpful and done all she could to get me an appointment that suited me.
- ✓ Very good
- ✓ Just that I was with the service I was given by the nurse today
- ✓ Seen on time. Polite and friendly. Procedure explained and carried out efficiently.
- ✓On time appointment, friendly nurse put me at ease.
- ✓ Because it was very good
- ✓ Always able to get an appointment the receptionist and doctors are very caring and helpful
- ✓ The service was easy and efficient
- ✓ It was reassuring that I was in safe hands
- ✓ Phone call was at the time stated and I always find Park Surgery and their staff to be friendly, helpful and supportive.
- ✓I was seen promptly and efficiently by Sara.
- ✓ Or my mental health he saved me
- ✓ Julia Mcuan Is amazing . She listens to me and had helped myself and my son in very difficult circumstances. I truly believe he would have ended his life if

she had not helped as she has . She has helped me with my awful menopause symptoms and is a model of how all GP's should be toward their patients. The reception staff and polite kind and courteous and i feel park is run well.

- ✓ Excellent service. Thank you.
- ✓ Because I thought it was good
- ✓ Akash worked very hard to relieve my symptoms and was very kind. He has given me exercises to continue with. I was impressed with his knowledge and professionalism.
- ✓ Friendly helpful staff and a really understanding doctor
- ✓ Because I have been under docter for a few problems. Surgery and docters been very great
- ✓ Park surgery staff are always polite and friendly and will always help where they can. The surgery is always clean. The waiting times are always kept to a minimum.
- ✓ Because the doctor was very efficient
- ✓I went in on time for my appointment and the nurse explained everything to me.
- ✓ The receptionist gave me an app for the same day, the person I saw was very sympathetic and sorted a pre out for me
- ✓ Dr Titilade Oyewole-eletu was very thorough
- ✓ The doctor I saw was so kind and caring
- ✓I'm happy with the service I received.
- ✓ I received a reminder that my appointment was due and I was seen on time. I was treated kindly and very efficiently. Many thanks.
- ✓I had to return to have a blood test other than that it would have been a 1
- ✓ Having just moved to the area and have found your surgery to be extremely friendly and helpful with your receptionists being exceptionally friendly
- ✓ Because I am very impressed.
- ✓ Dr Mckeon was great she I felt like she had time for me this morning and nothing was to much for her she, answered my questions and also took swobs to make sure I have no infection.
- ✓ The practice team are all brilliant.
- ✓ I haven't needed to see a Dr for some time. I was caller 36 in the queue and wasn't aware of requesting a call back. It worked well and was a godsend. The reception team at Broomfield have been nothing but kind, helpful and reassuring as I have had to phone in quite a few times. On observing their interawith patients face to face and on the phone, they were the same. I work in adult social services, so know it isn't easy dealing with people who are worried, unwell etc?

Not Recommended

- ✓ Asked to attend for blood test to check cholesterol no request on line. Waste of phlebotomists time and mine
- ✓ It was very good, staff are helpful, welcoming. Clinic was running to time, excellent service from start to finish. Very pleased I'm a patient as such a great surgery

Passive

✓I did in the text