

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

👍 96% 👎 2% 🙋 2%

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:

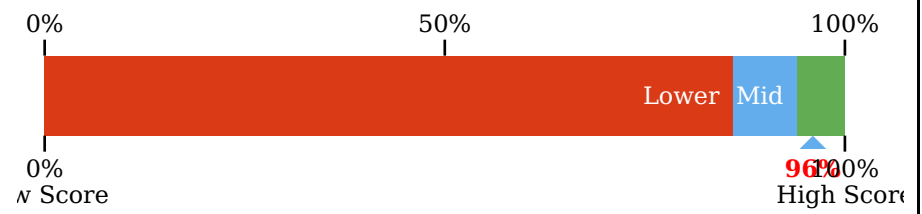
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

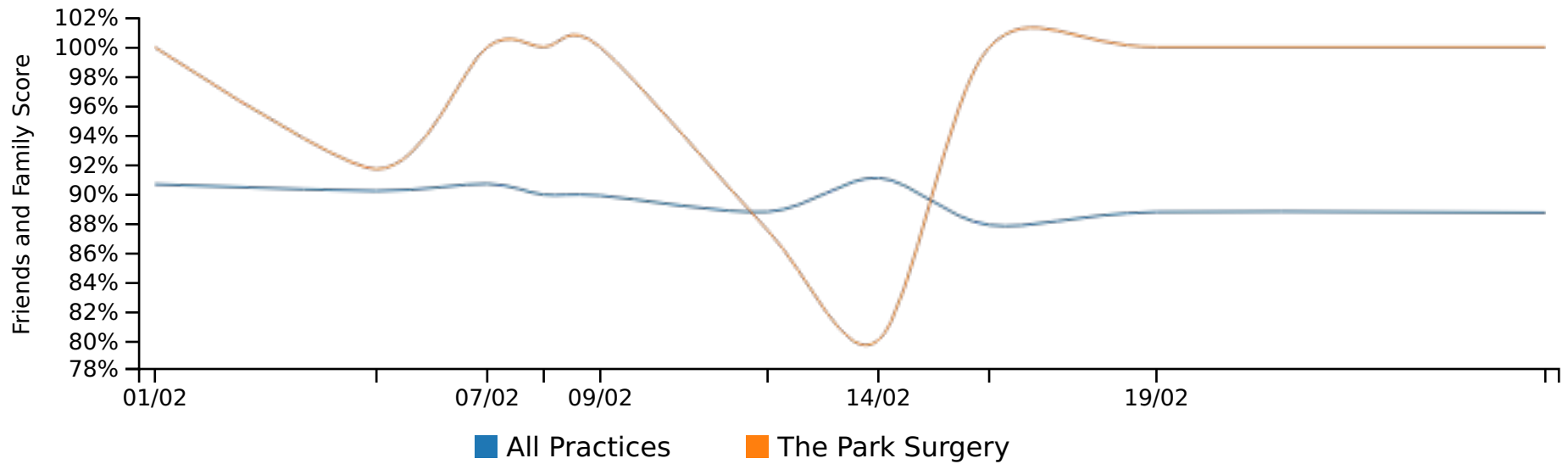
Your Score: **96%**

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



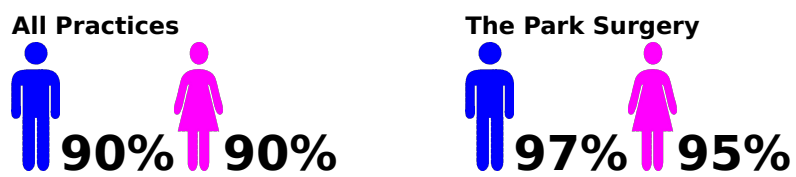
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

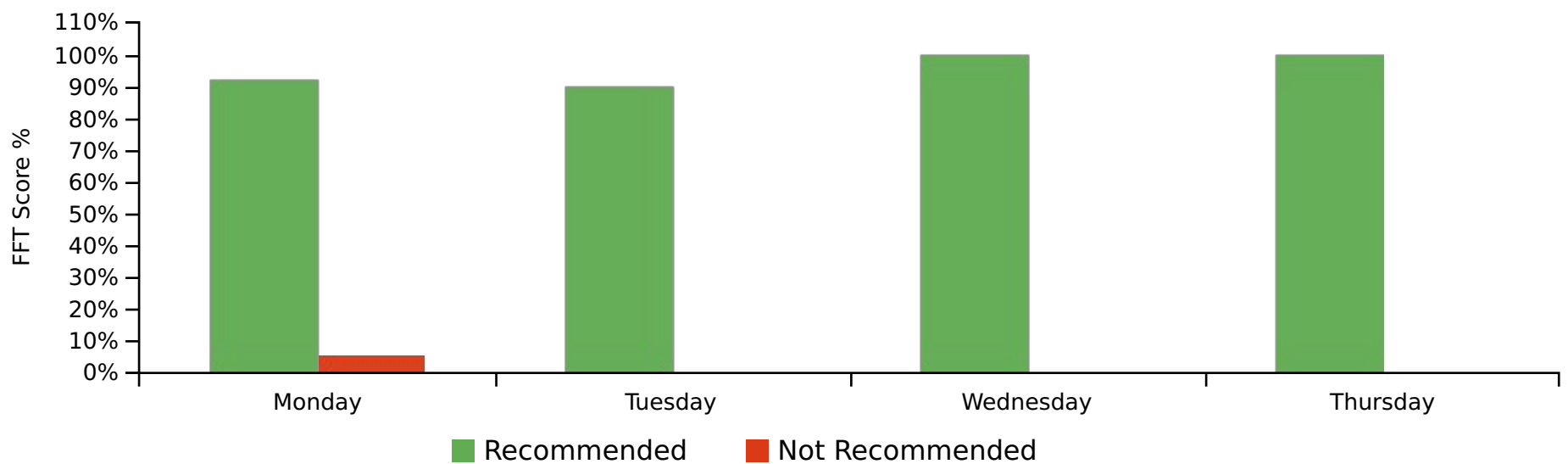
	< 25	25 - 65	65+
All Practices	85%	89%	93%
The Park Surgery	100%	94%	98%

Gender



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

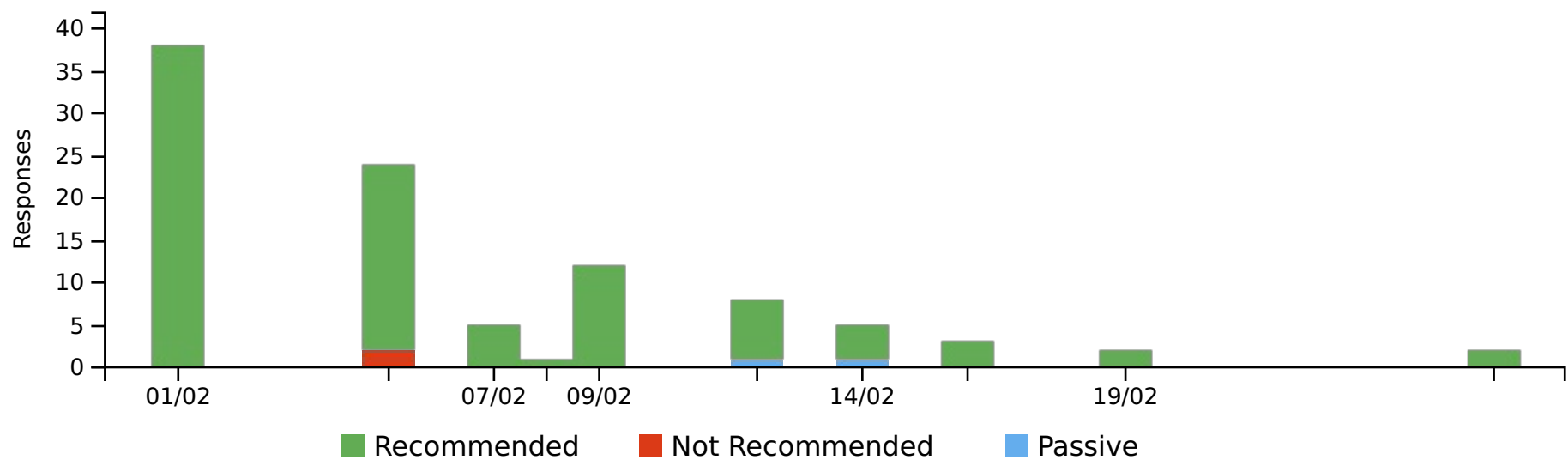
Practice Score: Day of the Week Analysis



- 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

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.

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 Mckeeon 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 swabs 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*