

# FFT Monthly Summary: January 2024



The Park Surgery  
Code: G82119

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
73	20	4	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

<b>Surveyed Patients:</b>	<b>288</b>						
<b>Responses:</b>	<b>100</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	73	20	4	1	1	1	<b>100</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>73</b>	<b>20</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>100</b>
<b>Total (%)</b>	<b>73%</b>	<b>20%</b>	<b>4%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>100%</b>

### Summary Scores

👍 93% 👎 2% 🗑️ 5%

## 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:

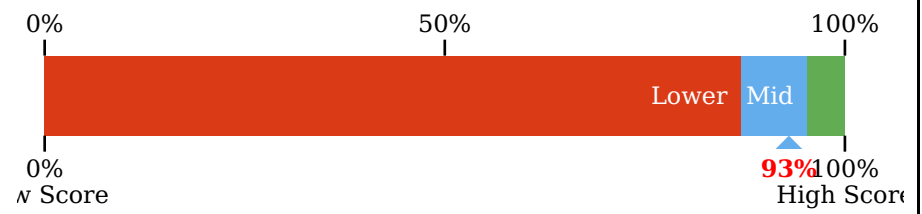
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

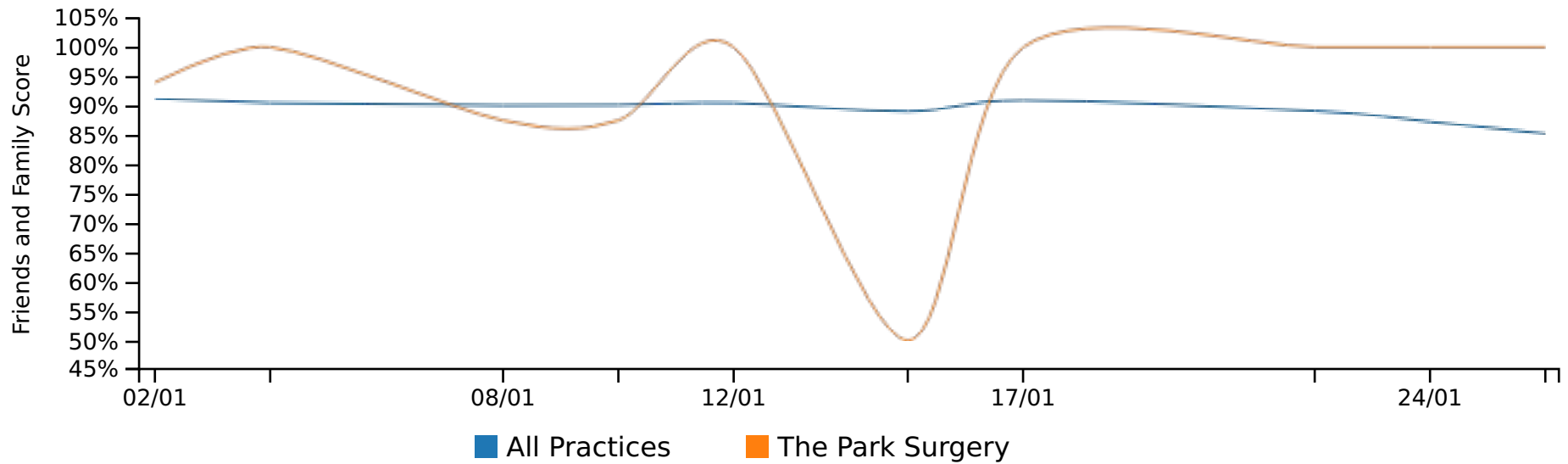
**Your Score: 93%**

**Percentile Rank: 65<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 65th percentile means your practice scored above 65% of all practices.

### Practice Score: 'Recommended' Comparison



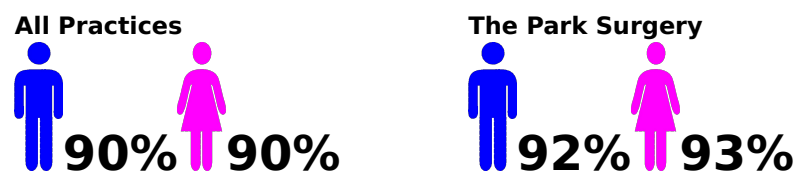
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

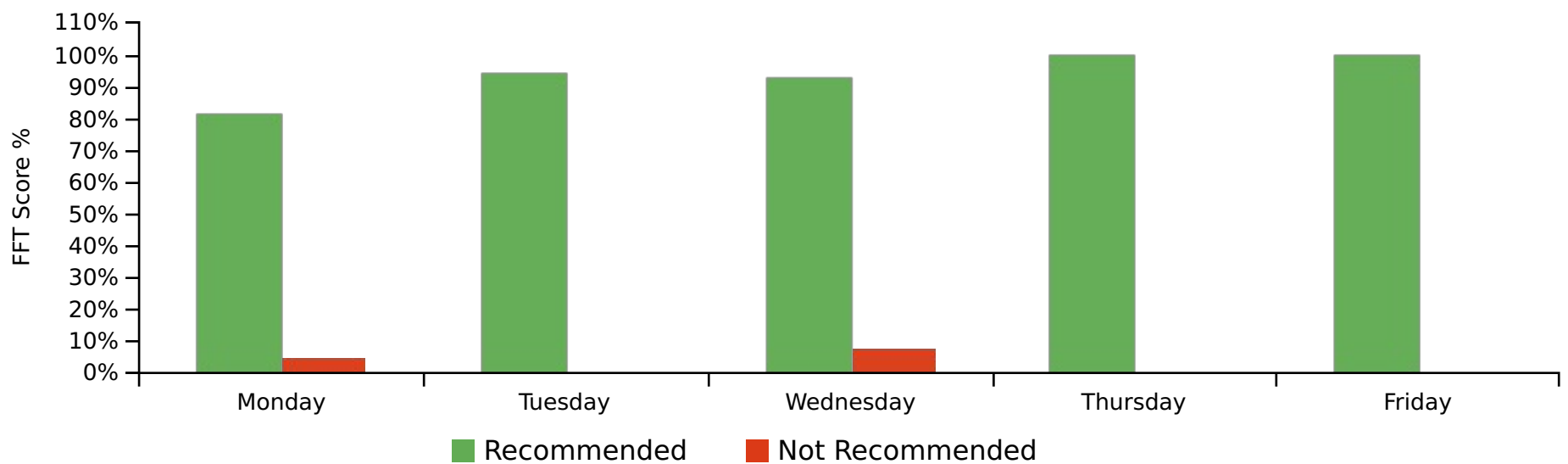
	< 25	25 - 65	65+
All Practices	85%	90%	93%
The Park Surgery	100%	87%	98%

#### Gender



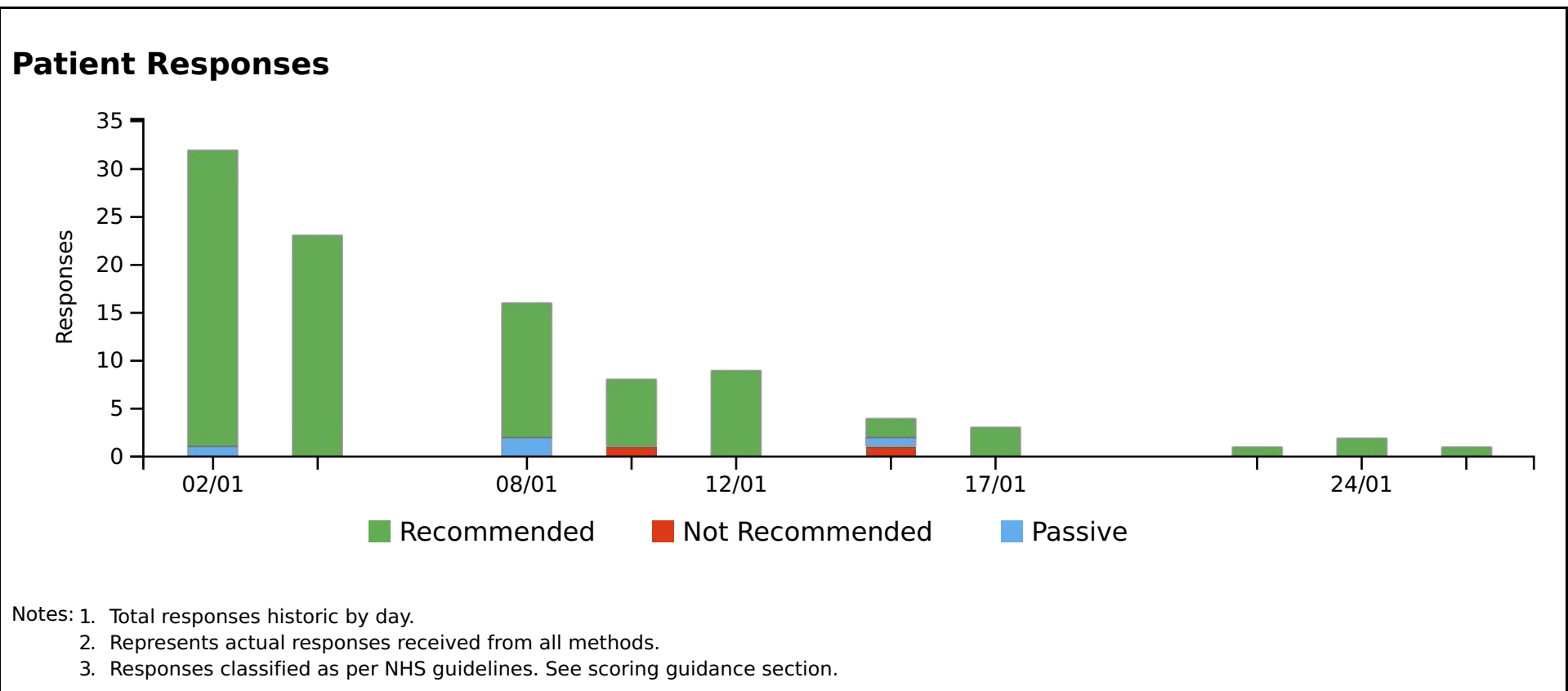
- Notes:
1. Scores for current reporting month.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### 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



## SECTION 5 Patient Free Text Comments: Summary

### Thematic

Reception Experience	16
Arrangement of Appointment	19
Reference to Clinician	30

- Notes:
1. Thematic analysis for current reporting month.
  2. Thematic analysis covers the most discussed themes by analysing sentence fragments and is not an exhaustive analysis of all talking points.
  3. Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and adjectives where the word frequency is reflected in text size.

### Tag Cloud



## 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 managed to get a telephone appointment on the same day which was good.
- ✓ *It was based on the consultation I had with my GP today, she took the time to listen to my concerns and devise a management plan.*
- ✓ I walked in and got a appointment
- ✓ *Felt comfortable and listened to by the G P.*
- ✓ Efficient booking in and very short wait to be dealt with by Nurse
- ✓ *Excellent customer service. Always go out of their way to assist you with an appt either at the surgeries or if a blood test is required. The doctors always ring on the time scheduled which is so helpful when one is anxious waiting for that call. Overall A+++++*
- ✓ Receptionists are so courteous and patient and I always get an appointment if needed .everyone is very helpful.they do a great job
- ✓ *Yes , because content with treatment .*
- ✓ Good service and good communication
- ✓ *My two problems were dealt with.*
- ✓ Excellent prompt service
- ✓ *Emily is always very caring and professional*
- ✓ Very thorough request for my medical history and sympatically carried out by my nurse,score = 1.
- ✓ *I cannot fault him he surgery in any way doctors nurses and staff are excellent and caring. But why the comment about dogs ?*
- ✓ Nurse was professional and courteous. And also offered pneumococcal vaccine.
- ✓ *Doctor was helpful but not resolved the problem yet*
- ✓ Very good service
- ✓ *My answers were all answered and a appointment made there and then*
- ✓ Receptionist was polite,friendly and efficient.
- ✓ *I get very good service and not too much trouble getting an appointment to see a doctor*
- ✓ Seen in a timely manner good service from the physio.
- ✓ *Nice GP. Friendly receptionists. Quick appointments*
- ✓ Always helpful when I phone up thankyou.
- ✓ *I have been able to see a medic when needed. The majority of the staff I have had contact with have been knowledgeable, polite and efficient. There have been some gaps in my care which potentially caused me harm. However, I believe the service delivered has been sincere and any gaps are due to chronic underfunding and low support from successive governments.*
- ✓ Receptionist are always very polite, got an appointment no problem, doctor was running half hour late (negative), the doctor was helpful and did best to resolve issue.
- ✓ *I have not really had any problems with the service the 60s from tomorrow*
- ✓ Had good service from reception and gp
- ✓ *My prescriptions are always down quickly even if there a next day emergency , if I need an appointment I can always get one that day Generally a good gp practice*
- ✓ Seen on time good service
- ✓ *Dr Mathews is a good dr listens always follow s up things*
- ✓ Check in was easy. Appointment ran to time. Pleasant lady gave me some more physio exercises to do. Explained thoroughly how to do them abd and how it would help. Follow up Appointment booked. A good experience overall. Thank-you
- ✓ *Efficient service I*
- ✓ I was late fir my appointment but was still seen. Both Dr and nurse very helpful.
- ✓ *It's a well run practice and I always feel valued by whoever I see. The women on reception are always personable too. No complaints from me.*
- ✓ Helpful pleasant service app more or less on time
- ✓ *Quick, good with children, kind and efficient.*
- ✓ Good atmosphere and helpful staff
- ✓ *We are new to the practice and was not sure what to do.doctor was so helpful and reception staff happy and helpful,went to day for second visit to see nurse,lovely lady,can't fault anyone.thank them for making us fell welcome.*
- ✓ Caring, efficient, professional team. I cannot fault the Park Surgery.
- ✓ *I get an appointment promptly when I really need one. I'm happy with the patient care I've received.*
- ✓ We was happy with the doctors approach and his listening ability and her wasn't rushed
- ✓ *Everyone is always friendly and does their best to help despite being very busy*
- ✓ Very effective service, and very knowledgeable and thorough Doctor.

- ✓ *Cos u asked.*
- ✓ I never have any problems getting to speak to anyone if a Dr is not available at the time, I always get a call back within the time slot given.
- ✓ *I was very happy with my appointment.*
- ✓ Always good service use a lot and every body is very kind and helpful
- ✓ *Because it was very good*
- ✓ Although appointment later than booked Doctor apologies and listen to what my mother had to say took on board her comments and feelings plus straightforward analysis of situation. Very happy
- ✓ *Prompt helpful and efficient*
- ✓ Always get answers and appts when needed
- ✓ *I received all i need and service was good*
- ✓ I was pleased to be able to get an appointment on the same day. I saw nurse Julia who was very kind and empathetic. She reassured me and was confident in her diagnosis
- ✓ *Lovely nurse Very helpful saw me on timeMade me feel at ease*
- ✓ Because they have always respond well when I need them
- ✓ *Dr so calm & reassuring & vry thorough*
- ✓ Been very helpful the last couple of months not had a problem seeing a doctor
- ✓ *More than satisfied*
- ✓ Have had some issues with the surgery in the past & booking appointment
- ✓ *Goes above and beyond*
- ✓ Because you all deserve it
- ✓ *Great service and helpful*
- ✓ Pleasant staff. Next day and on the day appointments and prompt follow up.
- ✓ *I'm very pleased with how things are being handled. Very helpful and very professional approach*
- ✓ The appointment was 8.00 am, doors opened after 8, and physio arrived at about 8.06 am, so the appointment didn't start until 8.12 am!
- ✓ *All staff very polite and helpful. Never had a problem when visiting Broomfield or Park.*
- ✓ Got a prompt appointment. GP was very thorough and helpful and have an appointment tomorrow for physio
- ✓ *Polite and helpful when asked a question*
- ✓ Quick response.
- ✓ *All staff are always courteous and empathetic and can get an appt if/when required*
- ✓ Our only problem with the surgery is not being able to see a doctor when you need to
- ✓ *Spoke to the receptionist and she sorted out my request no problem very pleasant young lady*
- ✓ We always have superb treatment from front of house to the trment staff. We find the receptionists very helpful indeed and ve
- ✓ *I didn't have to wait long on the telephone, the receptionist was helpful and I got the appointment I wanted. The initial consultation with the doctor went well.*
- ✓ Very good on time listen to me & very good treatment

### **Not Recommended**

- ✓ *Went to have my blood test that was booked by yourselves only to be told it had not been commissioned- had to ring surgery wait in a queue to speak to someone who THEN put my blood test on the system*

### **Passive**

- ✓ I felt the new doctor I saw was quite abrupt. She talked over me when asking me questions and I didn't feel she was very understanding or sympathetic. It's such a shame that Dr Enger left the practice, she was wonderful.
- ✓ *Couldn't feel lump but def there*