

FFT Monthly Summary: November 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	13	3	2	4	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:	251						
Responses:	100						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	78	13	3	2	4	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	78	13	3	2	4	0	100
Total (%)	78%	13%	3%	2%	4%	0%	100%

Summary Scores

91% 6% 3%

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:

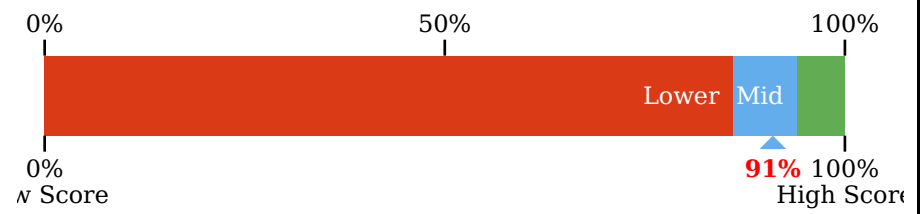
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

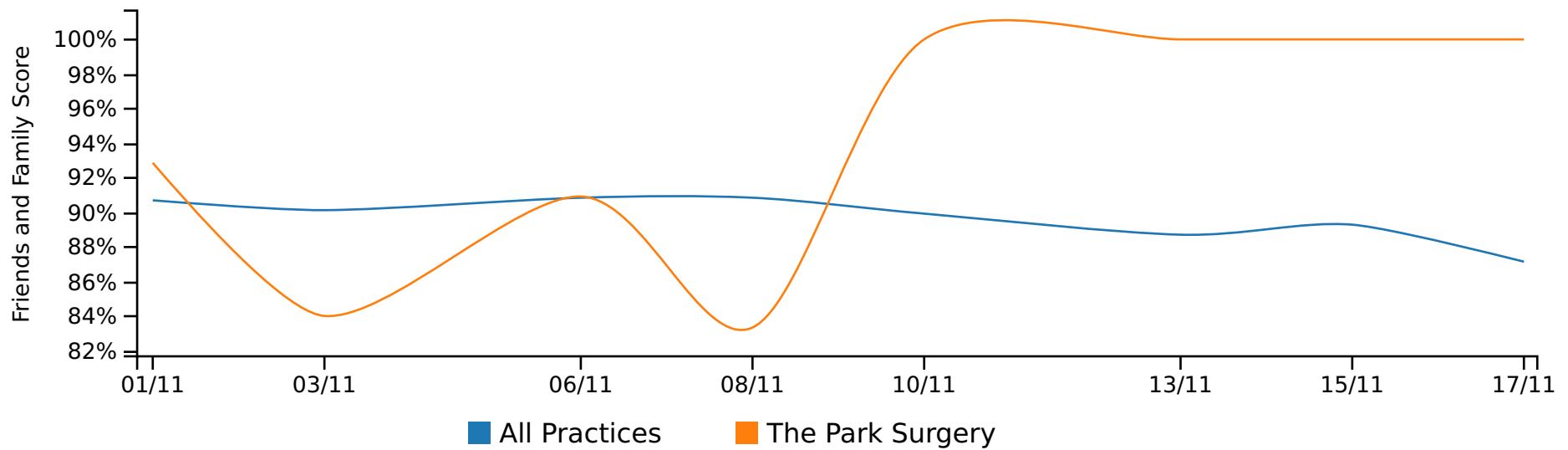
Your Score: 91%

Percentile Rank: 50TH



- 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 50th percentile means your practice scored above 50% of all practices.

Practice Score: 'Recommended' Comparison



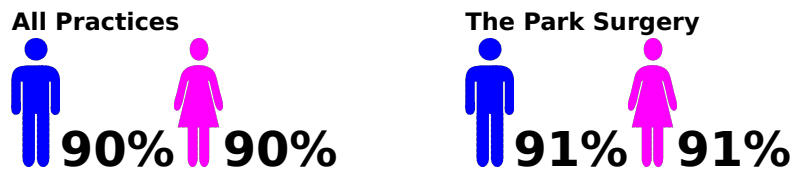
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

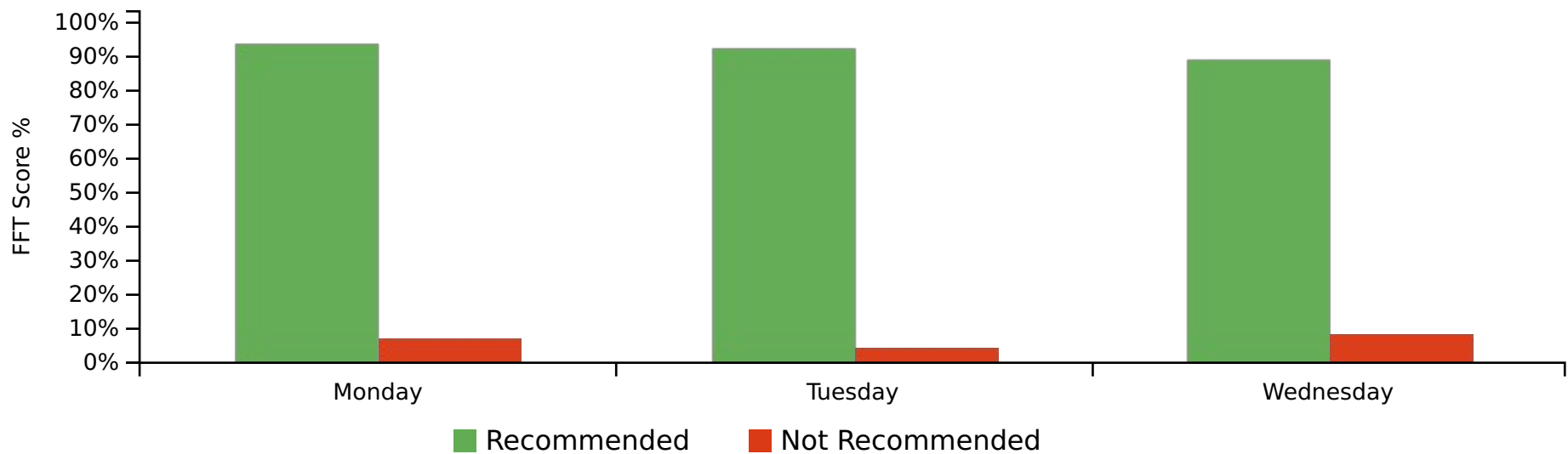
	< 25	25 - 65	65+
All Practices	85%	89%	93%
The Park Surgery	83%	88%	96%

Gender



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

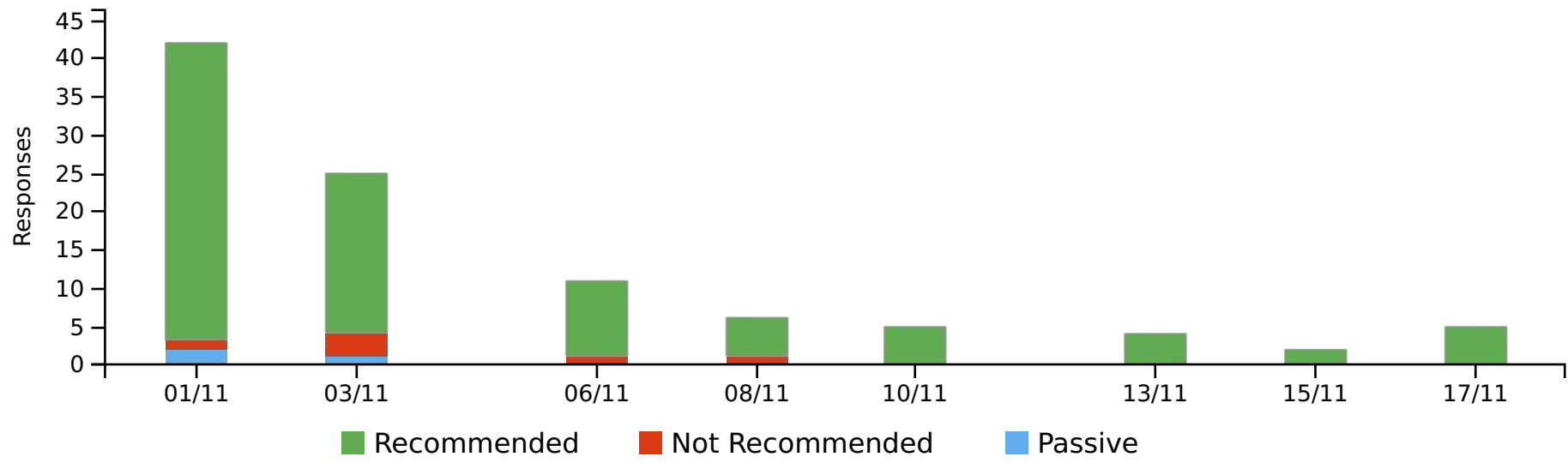
Practice Score: Day of the Week Analysis



- 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.

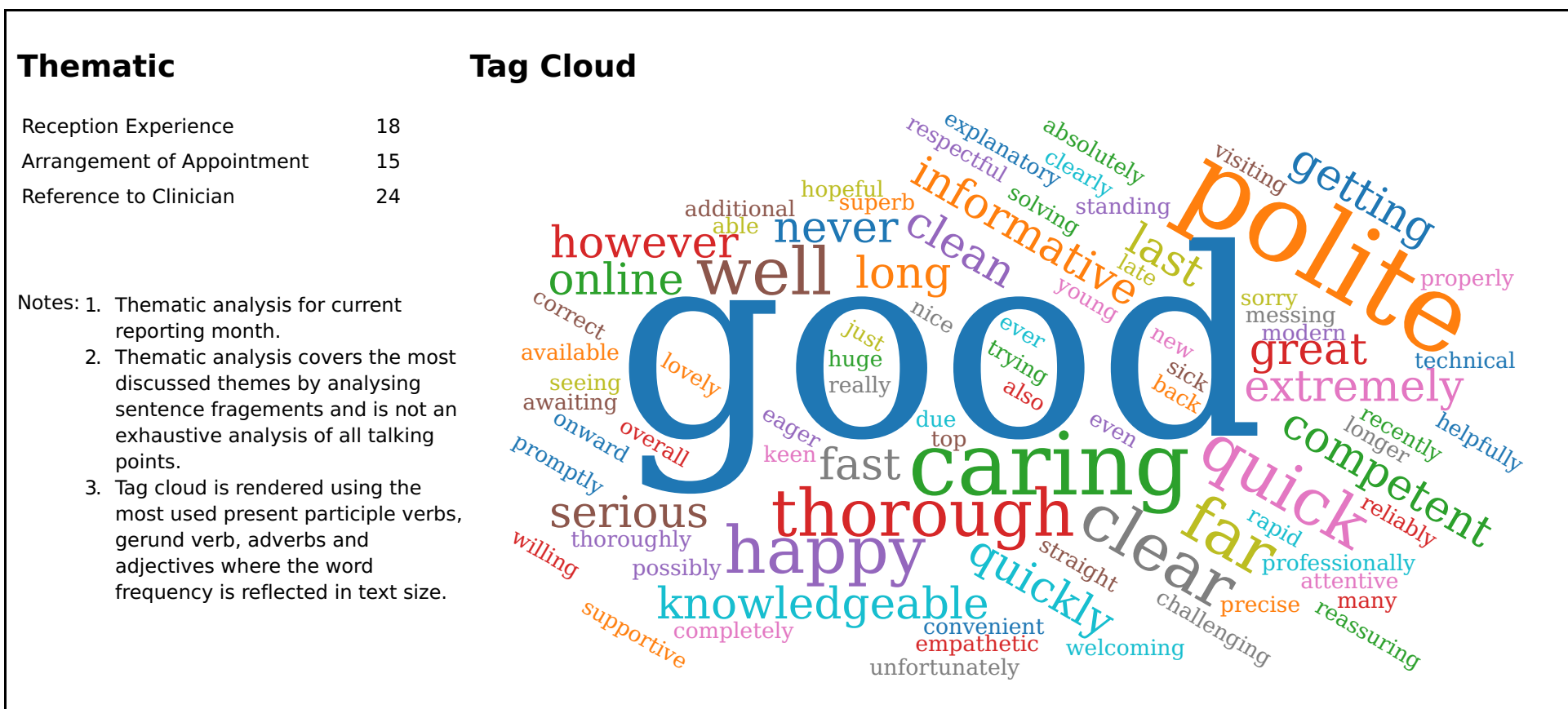
SECTION 4 Patient Response Analysis

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

- ✓ My GP was very thorough and examined me thoroughly
- ✓ Appointment straight from econsult for young son, then doctor rung the hospital, no messing around
- ✓ Appointment was on time. Practice nurse polite efficient and knowledgeable could not find fault with my experience.
- ✓ Very happy with the service
- ✓ When ever I go to the surgery I've never had a problem
- ✓ Staff always very helpful and friendly
- ✓ Appointment time was convenient and the nurse was prompt and on time. In and out in minutes. Excellent.
- ✓ Overall, very satisfied but would like to have online access to face to face appointments, and online access to all my records.
- ✓ Out standing treatment every time
- ✓ Wait time was over 1hr. So that's why didn't give top mark
- ✓ Doctor seemed keen to rush me out. I was queueing longer for reception than I was seeing the doctor. However I was sent to see a physiotherapist the same day which was good.
- ✓ Efficient & friendly service
- ✓ I have a tumour in my brain and I cannot praise the surgery for their rapid response and referrals to Kent and Canterbury Hospital and onward to King's College Hospital. They're a superb operation.
- ✓ Helpful and understanding on solving my problem
- ✓ Staff were polite and helpful. Doctor was also very good.
- ✓ Excellent phone service when I rang today.Modern clean building. A Dr who. Listened to my opinion.
- ✓ Efficient and helpful staff
- ✓ I phoned in with a serious concern that I had. I was given an appointment to see the Dr on the same day. Had a thorough exam with the Dr. Sent for tests & awaiting results. Very professional. I was treated well by all.
- ✓ Quick and helpful response
- ✓ Very organised and was seen on time
- ✓ On time and the nurse new what she was doing!
- ✓ I'm very happy with the service and advice I get from the Park Surgery.
- ✓ Really understanding hopeful and clear
- ✓ I was seen and dealt with very professionally.
- ✓ Well looked after!
- ✓ The phones are answered promptly and by receptionists who are kind, polite and very efficient. If something seems serious there are GP appointments available on the day . I found a lump in my armpit recently , I phoned and was seen that day by a GO, and was seen by Oncology in Canterbury within two weeks . The GP phone calls are reliably on time and I have never been made to feel a nuisance or time waster . All the staff at the surgery are patient , kind and efficient despite being so overworked .
- ✓ Appointment on time and a very pleasant nurse
- ✓ It would be nice to be able to book more telephone appointments and access tests or scans via the app.
- ✓ Dr Yusli, explained everything clearly and helpfully,
- ✓ The Doctor that my wife saw was both thorough and extremely pleasant
- ✓ They are always so lovely
- ✓ The experience was clear to me
- ✓ requested. Last 16 months my experience has been 1. Absolutely no complaints. Excellent in fact
- ✓ Always willing to give clear advice
- ✓ Good support, professional attitude.
- ✓ All the info and help I could possibly have thankyou
- ✓ I was assisted quickly
- ✓ All staff helpful, patient and always try to help.
- ✓ I have had a succession of 6 visits over two weeks - visiting the nurse for injections. All nurses have been punctual, attentive and pleasant.
- ✓ I have always found Park Surgery and all the staff curious and very helpful. I have an excellent GP who is always listens and deals with my challenging health conditions in a professional manner.
- ✓ I have only just joined your practice, but so far so good
- ✓ Because you sent a text message you didn't ask to details only a rating
- ✓ Very quick to get to the right treatment.

- ✓ *I was happy with my appointment*
- ✓ *When you walk through the door from the receptionist doctors & nurses every one I have encountered are all friendly & very welcoming which makes one feel at ease. As far as I am concerned this is the best doctors practice by far.*
- ✓ *It was not face to face, however, the doctor was very explanatory and precise*
- ✓ *They where very good*
- ✓ *Jess was very helpful, knowledgeable and reassuring and was caring and empathetic. All surgery members are always helpful and seem eager to help with getting me the correct assistance I need. Park surgery is one of the best GP practices I have been registered with.*
- ✓ *Nurse was excellent, the receptionist stopped you from getting 1*
- ✓ *Very helpful receptionist. Got me an appointment that morning despite system being down. Dr appt OK. Didn't feel my concerns were completely allayed.*
- ✓ *Had excellent consultation. I understand my goals. Very helpful*
- ✓ *Always very helpful and efficient*
- ✓ *Always get an appointment and everyone is always kind.*
- ✓ *Staff were as always very professional. The doctor listened to me and gave me all the information I asked about. Unfortunately my appointment was 20 minutes late which the doctor informed me was due to some technical problems.*
- ✓ *Always have good service reception doctors paramedic staff and went to phlebotomy dept this morning in hospital very good 2!*
- ✓ *Always professional informative and caring.*
- ✓ *Staff very helpful, very quick service and advice given*
- ✓ *Connor was very professional & competent. Thank you*
- ✓ *Good informative gentleman*
- ✓ *Booked a telephone appointment last week for today and was called on time. The GP was friendly, had read my notes and arranged an ultrasound for me. Very efficient service.*
- ✓ *On time friendly helpful competent good experience.*
- ✓ *Compassion, and time to listen.*
- ✓ *Very fast and friendly*
- ✓ *Very helpful*
- ✓ *Helpful and friendly staff*
- ✓ *I had a blood test this morning. As always, it was on time and an excellent service. Many thanks.*
- ✓ *Great service*
- ✓ *Friendly & professional staff*
- ✓ *The staff are very caring, from the nurse I saw to the reception team.*
- ✓ *Because the surgery has always been the most polite and efficient service one could wish for. Well done Broomfield and Park.*
- ✓ *Service was good and efficient*
- ✓ *Always great service with friendly pleasant staff*
- ✓ *I have always had excellent treatment from all personnel, efficient, caring and respectful*
- ✓ *Because the service was excellent*
- ✓ *Drs are all very good and I can make appointments as required. My additional appointments with other clinics were sorted very quickly.*

Not Recommended

- ✓ *Sorry that was an error - I meant to press 1, very good. Excellent service and treatment.*
- ✓ *I came from work to attend the appointment only to be told that you tried to contact me and cancel, and to be told you couldn't get me but you managed to contact me for this survey and remind me of the appointment!!! And the you cancel with no notice*
- ✓ *Took so long to get through and book then in 5 mins told take paracetamol even tho I'm being sick when I caught and can't swallow properly*
- ✓ *Fast service. Extremely polite staff and very clean*
- ✓ *Not your fault IT system down*
- ✓ *The physiotherapist I saw was very professional and supportive and it has made a huge difference to my mobility and pain*

Passive

- ✓ *Times Because some*
- ✓ *Takes a long time to get through on the phone. Ring back would be better. Keep trying to get you to go to the Queen Vic.*