FFT Monthly Summary: October 2023

The Park Surgery Code: G82119



SECTION 1 **CQRS Reporting**

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
74	22	2	0	2	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: 259

Responses: 100

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	74	22	2	0	2	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	74	22	2	0	2	0	100
Total (%)	74%	22%	2%	0%	2%	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:

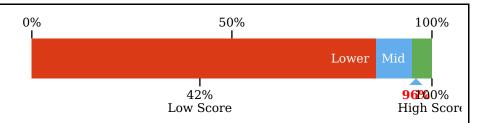
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: 96%

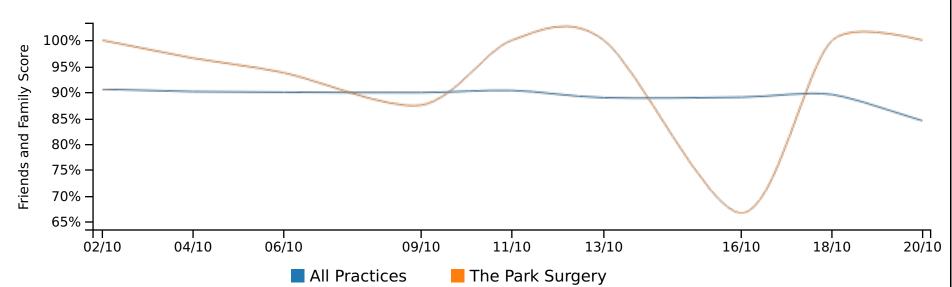
Percentile Rank: 85TH



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%	92%
The Park Surgery	67%	98%	96%

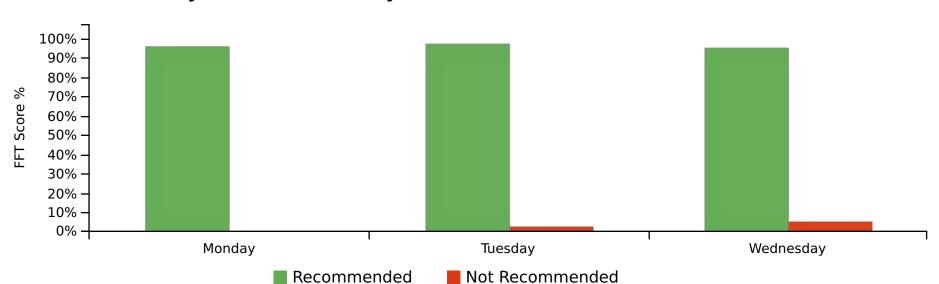
All Practices



Notes: 1. Scores for current reporting month.

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

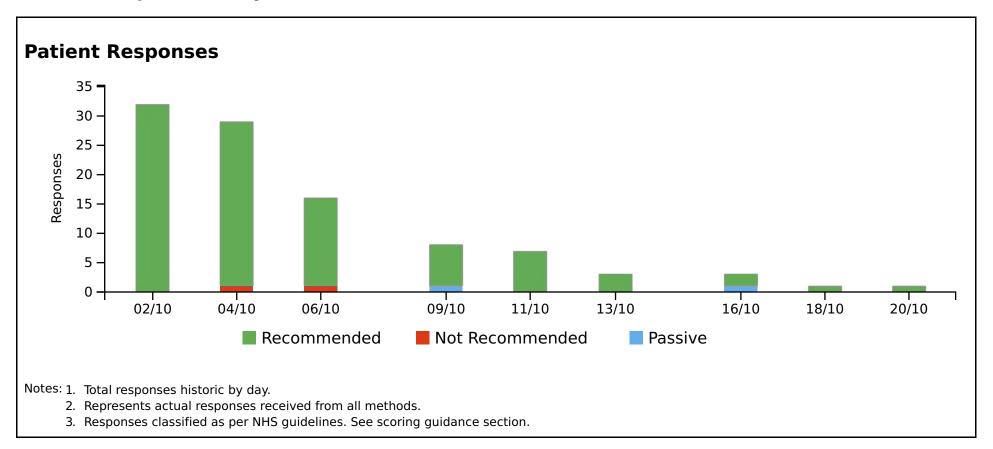
Practice Score: Day of the Week Analysis



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 responsive regularly satisfactory 15 Reception Experience prompt Arrangement of Appointment 17 ongoing Reference to Clinician 28 difficult Notes: 1. Thematic analysis for current clear reporting month. 2. Thematic analysis covers the most waiting discussed themes by analysing sentence fragements and is not an exhaustive analysis of all talking points. ittle pointless 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. several using anonymous immediate willing sometimes attending minimal

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 always manage to get an appointment the same day. The reception staff are extremely helpful and polite and the Dr's are always efficient but effective with advice and treatments
- ✓ Because I was impressed.
- ✓I was given a speedy appointment and the practitioner and receptionist were very nice and helpful.
- ✓ Good advice . Prompt.
- ✓Overall my gp is good
- ✓ The Dr was very helpful good advice and sent prescription asurgent to Chemist Just long wait for phone call when you live alone and feeling ill.
- ✓ Friendly staff, on time & no complaints from me
- ✓ I requested a phone call from a doctor which I received promptly
- ✓ Because the doctor explained everything we discussed so that I could understand the results clearly to me
- ✓ Janvi I that I saw listen to my problems with empathy.
- ✓ Good service, kind nurses
- ✓ Was able to get an appointment for my child promptly. Receptionist was lovely. Dr took my concerns seriously. A thorough examination. Good reassurances, care advice and watch fors. Made Tristan feel at ease. We are lucky to have such an excellent practice.
- ✓The nurses were very friendly and the procedure was quick and painless.
- ✓ Always helpful and quick appointments booked
- ✓ Park surgery is THE best Everyone always polite and helpful If I need an appointment I always get one
- ✓ Dealt with quickly, efficiently and with empathy
- ✓ Excellent service and totally painless
- ✓ Yes Dr Nicholls rang me on time at 7.02am today. She made an appointment for me to see physio at 8.50am and also sent a prescription request to Park Pharmacy which I collected at 9.30am. I am always very impressed by the excellent service of this practice. I can't speak highly enough of everyone but today Dr Nicholls was exceptionally helpful, kind and professional.
- ✓ Crystal was very clear and informative and answered all my questions
- ✓ Dr Nichols was extremely helpful and supportive
- ✓Always very helpful & efficient.
- ✓ Anonymous survey
- ✓ Very quick and simple. Just waited a few minutes, all done in about 5 minutes.
- ✓ The staff when you speak to them on the telephone are always helpful and also when you visit the surgery. To make an appointment over the phone even though you are in a queue which goes down quite quickly the staff do all they can to get you an appointment. So with good staff and Doctors it is a good surgery to be with.
- ✓ Efficient, polite, helpful
- ✓ Punctual, friendly and polite. Amazing.
- ✓ We have recently been well looked after by Park thank you.
- ✓ Amazing surgery and staff always helpful
- ✓ Not being able to book an appointment ahead is a nuisance.....very early on the same day is so difficult
- ✓ The doctor I saw
- ✓ Good service
- ✓ Very friendly and professional and more or less to time.
- ✓ very helpful when I asked have my results come backactually went for something else thanks
- ✓ Very professional and helpful.
- ✓ Because that's what I thought of it!
- ✓ The appointment was on time, the Doctors listen to what I had to say and was very helpful
- ✓ Very good service.
- ✓ Hard to book appointments even when doctor Ask to see me
- ✓ Always been given an appointment and referred for treatment when required
- ✓ We have always found the Receptionists and Doctors extremely helpful.
- ✓ Friendly efficient staff. Seen on time
- ✓ Rang at 8am. Had a call back from receptionist to explain my problem. I was given an immediate appointment at 9.10 at my preferred surgery. Met with a lovely doctor, Naomi Lai? and was leaving the surgery at 9.25. Absolutely excellent service.
- ✓ Very nice doctors sorted out my problem quickly

- ✓ I find the Park Surgery team always caring, welcoming and helpful. Gives me confidence.
- ✓I certainly can, Dr Didehvar was exceptional with her care and attention, she listened, she didn't rush me and was genuinely interested in my welfare and how to move forward in an attempt to resolve my ongoing problem and pain, she was just lovely. I can honestly say I have not felt at such ease since Dr Prince was practising at the surgery.
- ✓ Friendly service, always willing to help. Everyone from reception to the doctors
- ✓ Pleasant & efficient staff.
- ✓ Friendly pleasant staff who try to do their best in sometimes challenging circumstances
- ✓ Coz I have
- ✓ Appts were on time and helpful
- ✓I always recheck an excellent service, your staff are friendly and I'm lucky I'm with you and not St Anne's
- ✓ It would have been 1 as the dr was really good but had to wait 25 minutes over my appointment time and when your feeling unwell it's the last place you what to be
- ✓ All so nice very caring gpod people
- ✓ Very thorough and answered all our queries
- ✓ Getting through on the phone was quicker today and the doctor I saw was a good listener thanks
- ✓ I have always had satisfactory visits to any doctor I have had in Broomfield with results that have been put right. Always been sympathetic and thorough and always come away with peace of mind.
- ✓ Very friendly and responsive despite being obviously very busy and I've always been dealt with quickly
- ✓ Compared to other surgeries seem to resolve issues quickly
- ✓ Very Good with the Doctor, but waited for an hour to see her..
- ✓ The doctor was very supportive
- ✓ Excellent speedy service
- ✓ Every time I call which is rarely I get an appointment in good time. When I go the waiting time is minimal. The doctors are efficient. The staff are polite and I feel in safe hands with Park Surgery.
- ✓ Was greeted well at reception, appointment was on time with nurse. Am attending regularly and all nurses and staff are extremely good.
- ✓ I signed in for my appointment easily using computer
- ✓ I was asked to rate my experience.
- ✓ Because when I had my appointment the Dr was very helpful with my problems
- ✓ Nurse was efficient kind and explanation was clear. 2nd updated my height weight and how to manage sugar levels all clearly and understood

Not Recommended

✓ Poor or little advice from paramedic. Seemed to only want to repeat several times that its policy to not give out prescriptions. Unless absolutely essential. Left me, seeing how it goes, then go back. Told me to use a cream that a pharmacist had told me not too. Pointless visit

Passive

✓I didn't achieve anything and I am still in pain.