

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

👍 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:

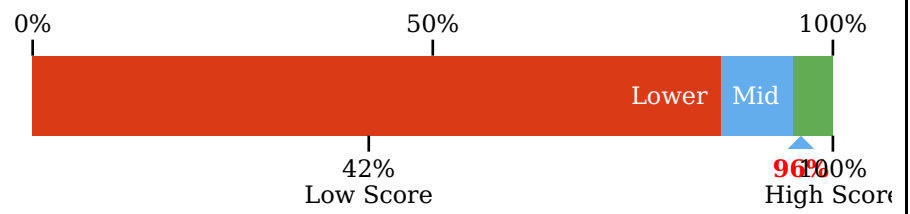
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

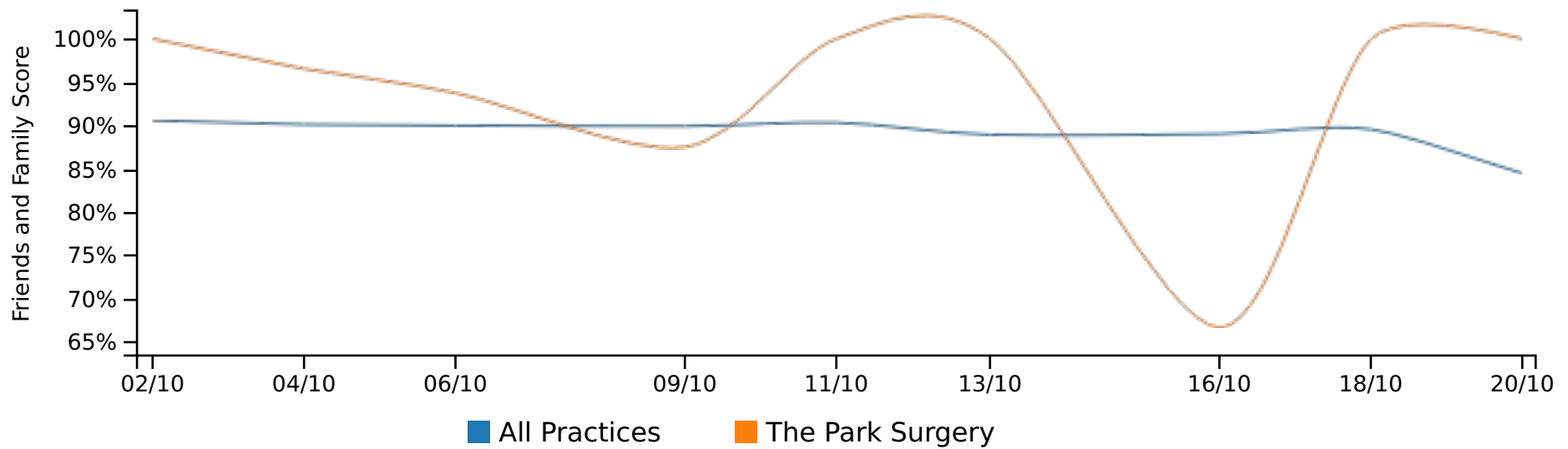
Your Score: 96%

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



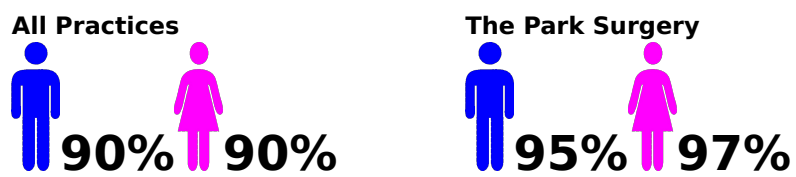
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

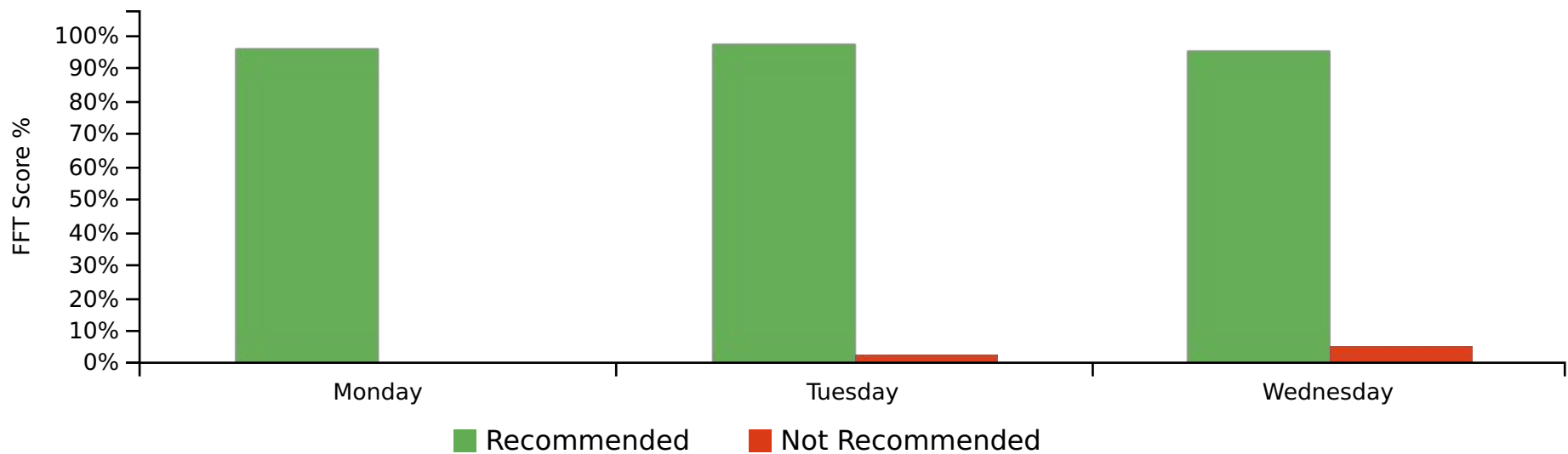
	< 25	25 - 65	65+
All Practices	85%	89%	92%
The Park Surgery	67%	98%	96%

Gender



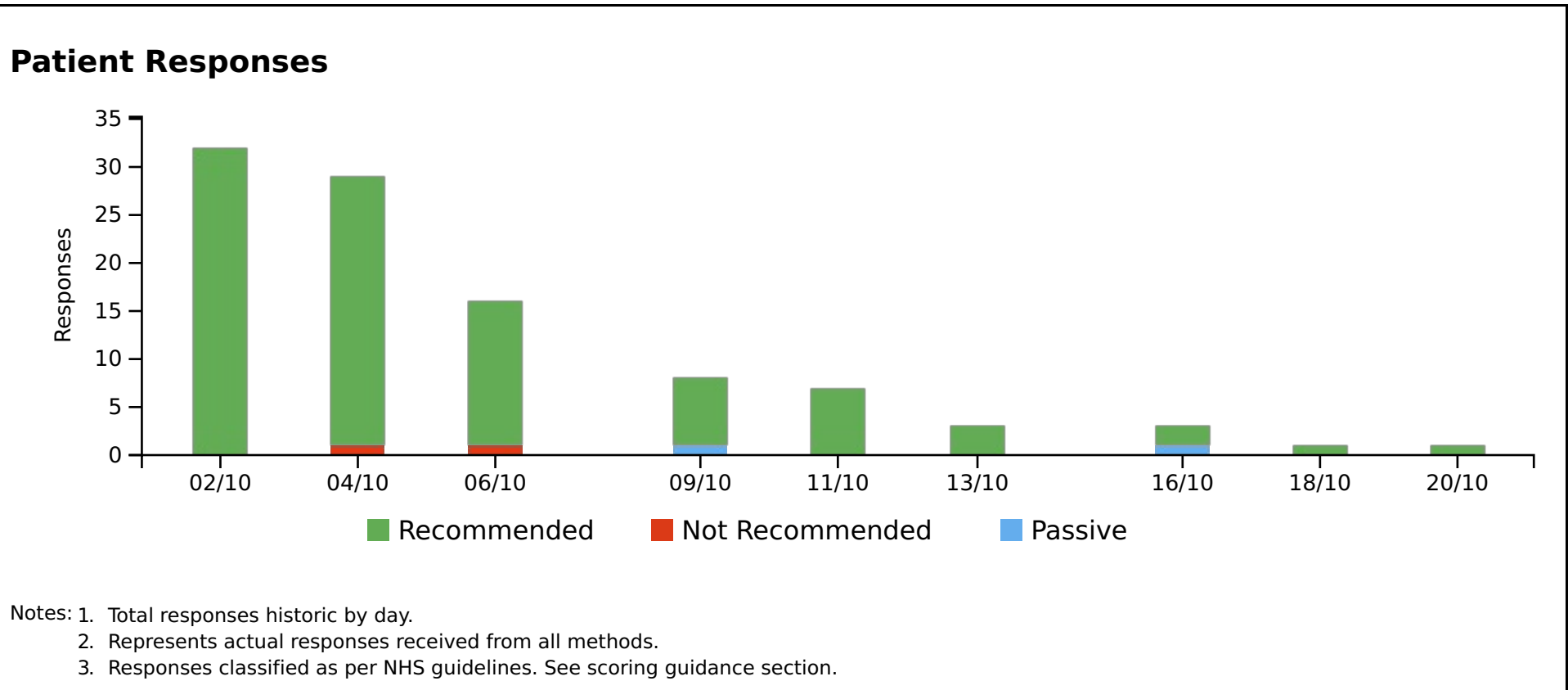
- Notes:
1. Scores for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.

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



- ✓ *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*
- ✓ *Apts 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 good 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.*