

FFT Monthly Summary: September 2023



The Park Surgery
Code: G82119

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
79	16	2	0	2	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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients:	250						
Responses:	100						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	79	16	2	0	2	1	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	79	16	2	0	2	1	100
Total (%)	79%	16%	2%	0%	2%	1%	100%

Summary Scores

95% 2% 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:

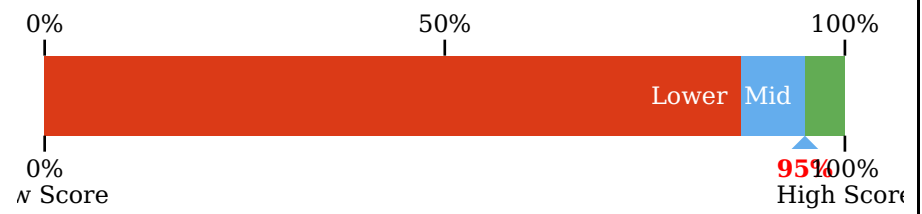
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

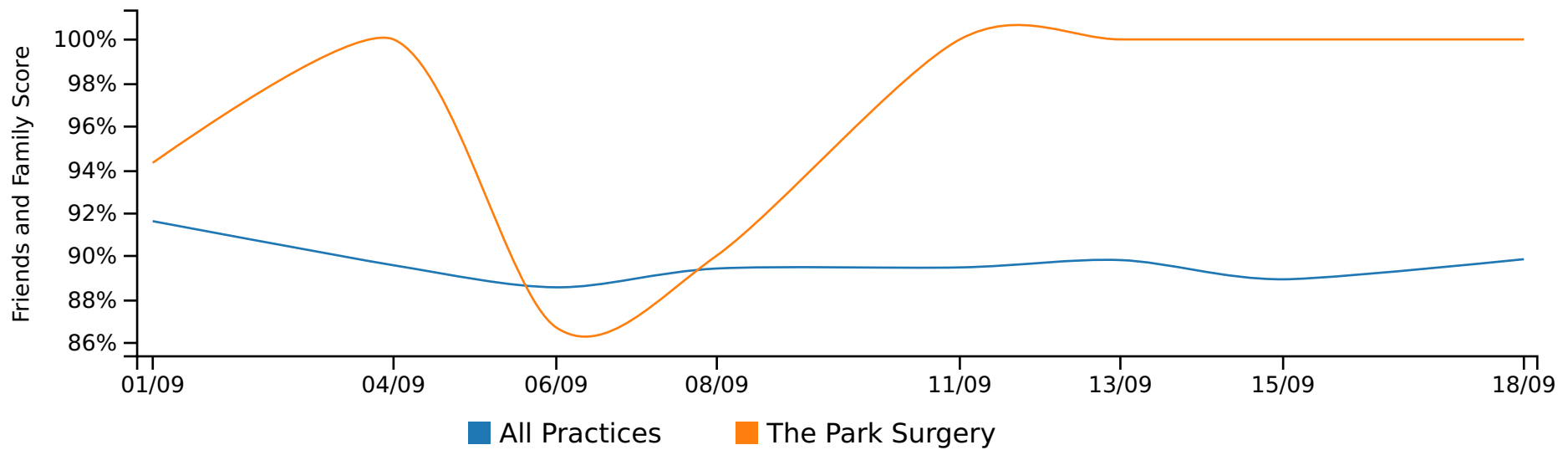
Your Score: 95%

Percentile Rank: 75TH



- 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 75th percentile means your practice scored above 75% of all practices.

Practice Score: 'Recommended' Comparison



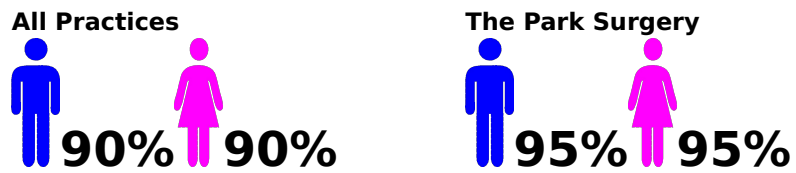
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

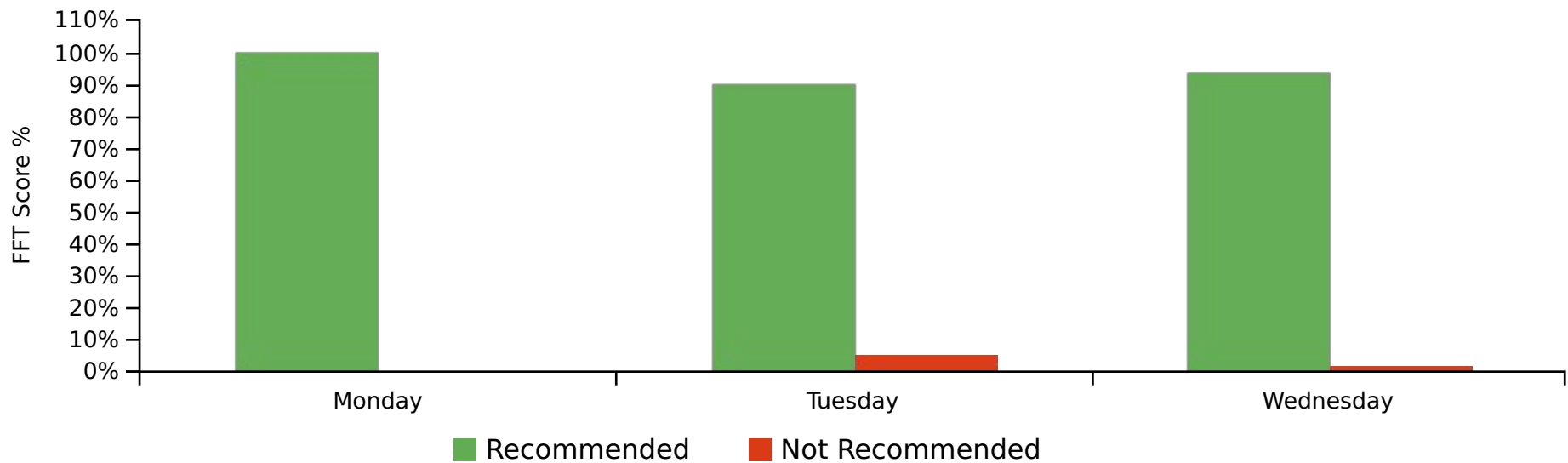
	< 25	25 - 65	65+
All Practices	84%	89%	93%
The Park Surgery	100%	92%	98%

Gender



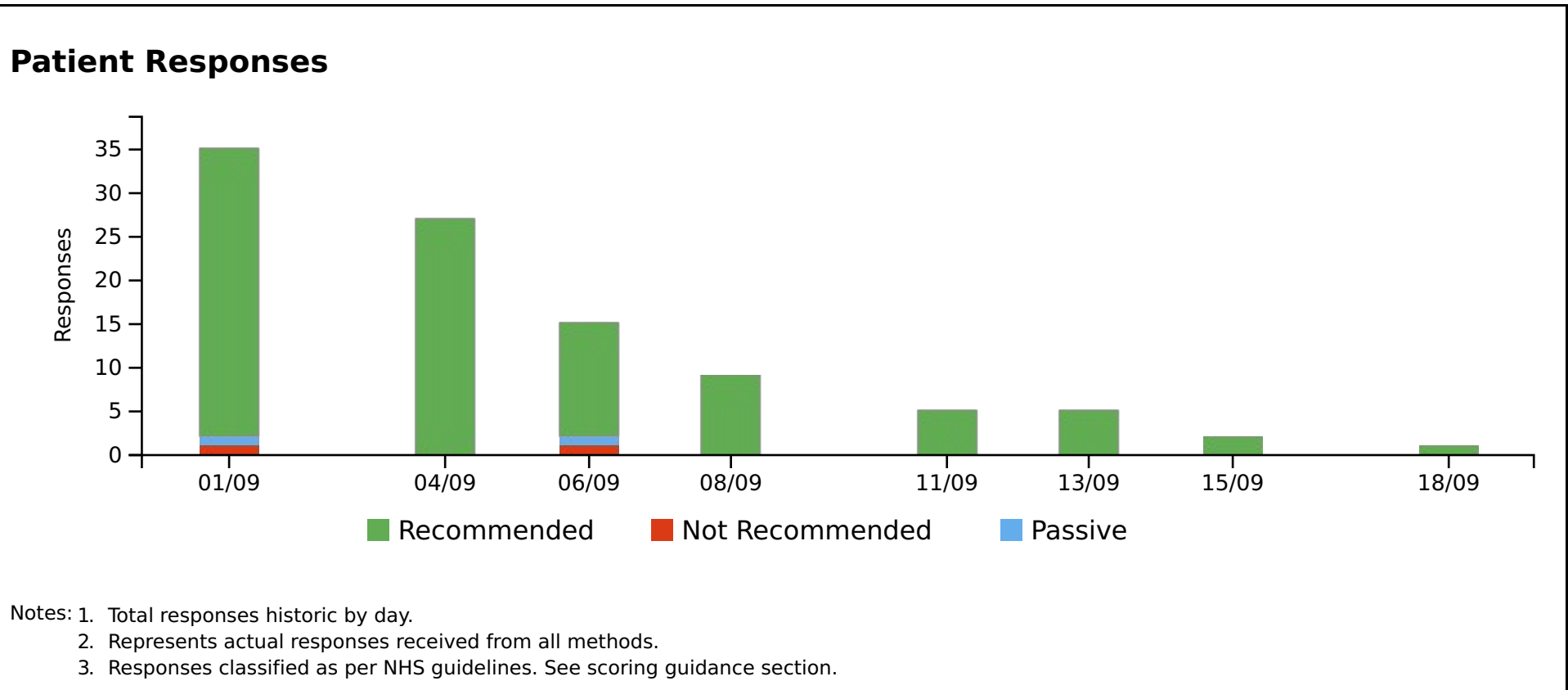
- Notes:
1. Scores for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.

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	Tag Cloud
Reception Experience 14	
Arrangement of Appointment 14	
Reference to Clinician 24	
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.	

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

- ✓ Appointment was easy to make via link sent on text message. Was seen promptly and nurse was quick and efficient!
 - ✓ *The doctor dealt with my queries politely and effectively, quickly arranging for the next step*
 - ✓ Doctor was very knowledgeable and very helpful
 - ✓ *The appointment was efficiently arranged by the service and the appointment itself was conducted in a very efficient, effective, friendly & sympathetic manner. The diagnosis was clear. I am very satisfied with my treatment today.*
 - ✓ Nurse listened and gave advice I was happy with
 - ✓ *Very happy with my experience*
 - ✓ We were seen on time by Julie and she was once again, friendly, thorough and very helpful
 - ✓ *Always helpful*
 - ✓ Dr Watts was easy to talk to and dealt with what could have been embarrassing in a humorous yet highly professional way. 10 out of 10...
 - ✓ *I've never had any problems with park surgery they have always been good to me*
 - ✓ Friendly and professional Practice.
 - ✓ *Never had any problems getting seen*
 - ✓ My experience overall is that this GP practice is well run and cares for its patients.
 - ✓ *Very efficient and polite*
 - ✓ I have ongoing meds so the online ordering system is brill and in chk on the progress too. Can get an appt/call pretty quickly if
 - ✓ *The doctor was great. But having to wait so long to get an appointment to see a doctor*
 - ✓ Very afficaint
 - ✓ *Excellent experience, on a very scary day for me. The doctor explained everything and I left in a better frame of mind.*
 - ✓ The receptionist was very helpful and very polite, and organised my appointments very quickly, again thank you.
 - ✓ *My physio was very informative and answered my questions very professionally.*
 - ✓ Very helpful
 - ✓ *Polite, helpful. Seen on time.*
 - ✓ I didn't have to wait long to be seen and the nurse was very efficient and helpful.
 - ✓ *Receptionists are now helpful and friendly. They seek to accommodate one's requests to the best that is available within the limits that inevitably exist in the local NHS*
 - ✓ The new que/call back system is a great idea. Majority of the time appointments available. Staff are generally helpful. Feel very fortunate to be registered at this practice
 - ✓ *Prompt polite friendly...perfect*
 - ✓ Seen on time treated with kindness and respect lovely physio s thank you
 - ✓ *The nurse's that attended to me, were very kind & helpful, excellent service*
 - ✓ The doctor listened properly, booked follow up session, arranged bloods etc
 - ✓ *Appointment on time very professionally dealt with and questions answered*
 - ✓ Professional people
 - ✓ *Because I normally get the appointment when I need it.*
 - ✓ All staff are friendly and efficient, just not all help is conflicting. But am so pleased with all the help I've received recently. Thanks
 - ✓ *All staff are friendly and helpful*
 - ✓ Because that is how I see it
 - ✓ *Always professional and really genuinely care about my mental health reception are always lovely to me and understanding*
 - ✓ Whenever I call in or telephone everyone I come in contact with is very pleasant & helpful.
 - ✓ *Friendly staff and helpful*
 - ✓ Extremely helpful
 - ✓ *Quick and professional, thank you.*
 - ✓ My hand X-ray were not ready and not the dr and I didn't know it, will have to rebook the appointment. It felt like a waste of our time. Maybe there should be a last minute cancellation if the results are not back as there are long queue to see dr nurse physio ecc. In that case my appointment could have been given to another patient
 - ✓ *Given very good care and attention from the receptionist and the nurse*
 - ✓ Called on time. Listened to my health issue and referred me appropriately
 - ✓ *Exceptional service from Julia very caring*
- I have attended both Park and Broomfield surgeries every week si the end of March and have experienced an exemplary service carr out by caring and

- ✓cheerful staff under difficult circumstances
- ✓No queue for phone being answered, seen on same day And on time did not feel rushed when speaking to doctor
- ✓Overall the practice is OK.
- ✓The physiotherapist was informative and friendly.
- ✓Personal call, listened to and expanded on symptoms with questions, explained possible issues and next step tests that would be required before face to face examination. Clear, concise and factual!
- ✓Clean environment, kind nurse, quick and efficient, waiting time wasn't too long
- ✓The physio was very nice and definatetly knows her job
- ✓Doctor called on time, listened and was efficient
- ✓Because you asked me to.
- ✓Because it was the The doctor listened to me
- ✓We have received good prompt service from your selves
- ✓Because I love everything and everyone
- ✓Very good
- ✓I have always been seen by a GP when it's been needed.
- ✓I rarely give outstanding as a score as it takes away from true outstanding achievements! I have good as the service I receive is good.
- ✓Because Julia was very professional, helpful and she listened
- ✓Because I received excellent care in a timely manner
- ✓Helpful and organised
- ✓Yes everything runs smoothly most the time and if there is hicup it's always overcome with out stress ..
- ✓Phoned reception and made a blood test appointment. It was made with ease and I felt confident about the whole process. All went well
- ✓Polite and thorough
- ✓Very polite and professional doctor, listen to my concerns and treated and made a follow up appointment.
- ✓Great servis and referrals treatment etc.
- ✓The staff and gps are always so very helpful and always nothing is to much trouble
- ✓Great practice always helpful and listen to you
- ✓Every one of your staff that have dealt with me have been efficient, friendly and caring.
- ✓Rapid response to econsult form I submitted online and face to face appointment scheduled the same day.Very reassuring response that I appreciated.
- ✓Easy to book in at the surgery (smiling receptionist) limited wait and clinician was very gentle and kind
- ✓I' always have the best care and attention
- ✓Julia Mckeon has done for me in the last month more than anyone in the last 3years.
- ✓Always helped when i ring and always Satisfied thank you
- ✓Wait to be seen was good. Appointment with doctor was good.
- ✓Very fast service very friendly staff

Not Recommended

- ✓You contacted me to book a telephone appointment. It was for 10aNo contact from you so I ring at 12 noon to be told that the timiven was not of any relivenc we will call you as they go thru th
- ✓Nurse was abrupt also I notice hands shaking and then she proceeded to take my partners stitches out which I was worried I was going to say something but had second thoughts

Passive

- ✓I wasn't really listened to at my appointment today and was rushed out the room before I had even finished what I had gone there for