

FFT Monthly Summary: April 2024



PELHAM MEDICAL PRACTICE
Code: G82032

SECTION 1 CQRS Reporting

CQRS Reporting

| | | | | | | | | | | | |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| FFT001 | FFT002 | FFT003 | FFT004 | FFT005 | FFT006 | FFT007 | FFT008 | FFT009 | FFT010 | FFT011 | FFT012 |
| 74 | 13 | 9 | 0 | 1 | 1 | 0 | 0 | 0 | 98 | 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: 372

Responses: 98

| | Very good | Good | Neither good nor poor | Poor | Very poor | Don't know | Total |
|----------------------|------------|------------|-----------------------|-----------|-----------|------------|-------------|
| SMS - Autopoll | 74 | 13 | 9 | 0 | 1 | 1 | 98 |
| SMS - User Initiated | | | | | | | |
| Tablet/App | | | | | | | |
| Web/E-mail | | | | | | | |
| Manual Upload | | | | | | | |
| Total | 74 | 13 | 9 | 0 | 1 | 1 | 98 |
| Total (%) | 76% | 13% | 9% | 0% | 1% | 1% | 100% |

Summary Scores

89% 1% 10%

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:

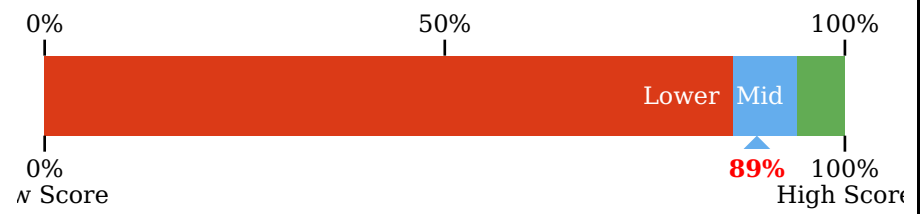
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

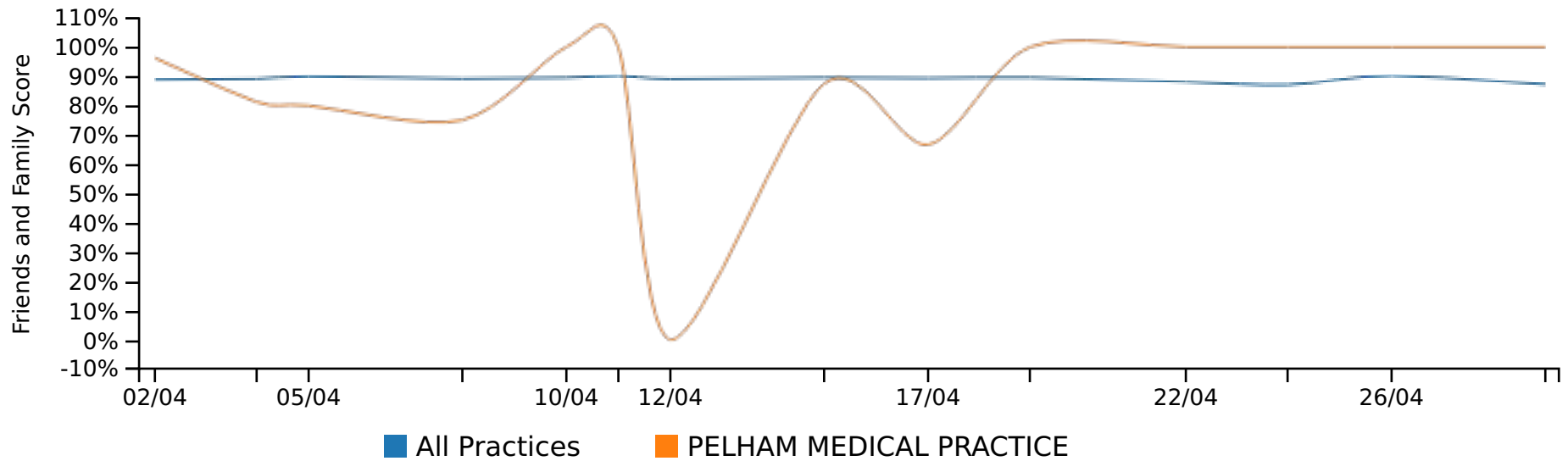
Your Score: 89%

Percentile Rank: 45TH



- 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 45th percentile means your practice scored above 45% of all practices.

Practice Score: 'Recommended' Comparison



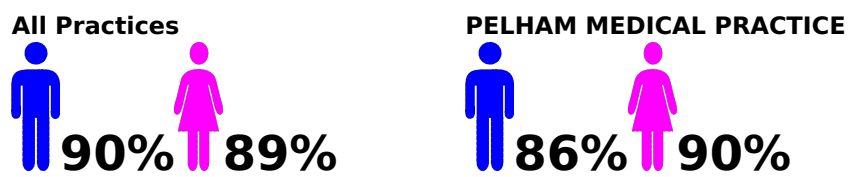
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

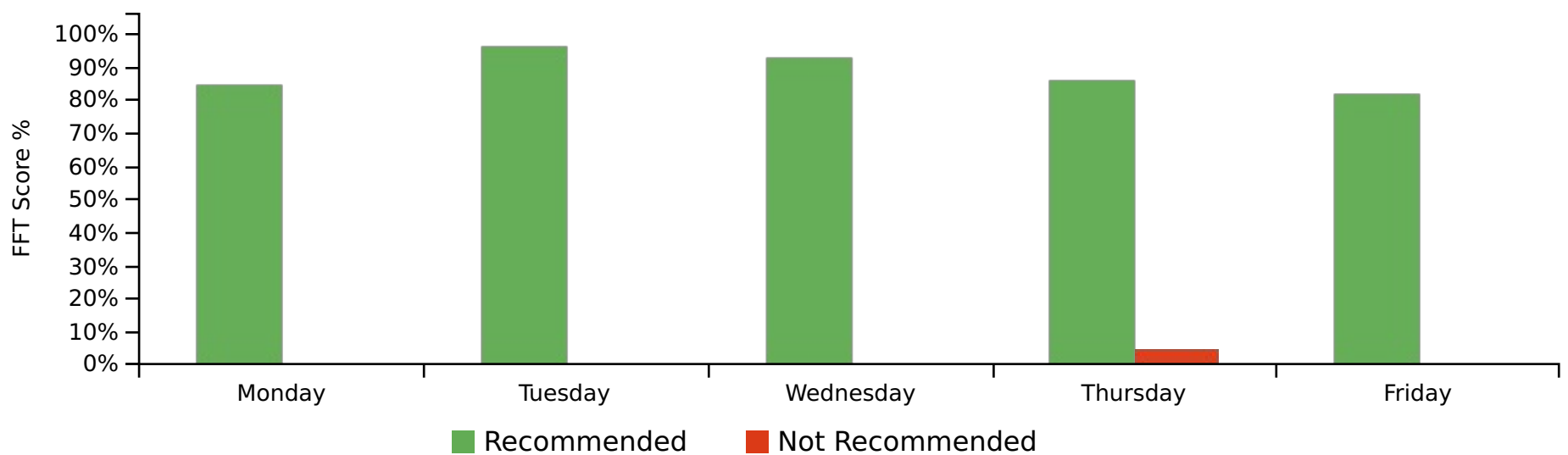
| | < 25 | 25 - 65 | 65+ |
|-------------------------|------|---------|-----|
| All Practices | 84% | 89% | 92% |
| PELHAM MEDICAL PRACTICE | 100% | 87% | 89% |

Gender



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

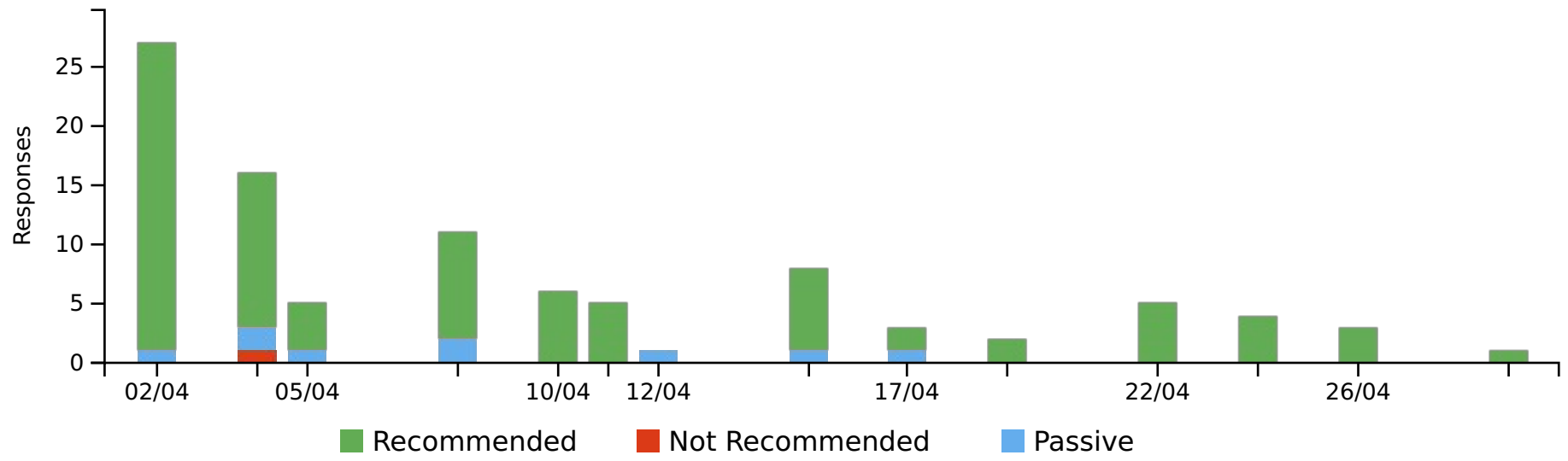
Practice Score: Day of the Week Analysis



- 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.

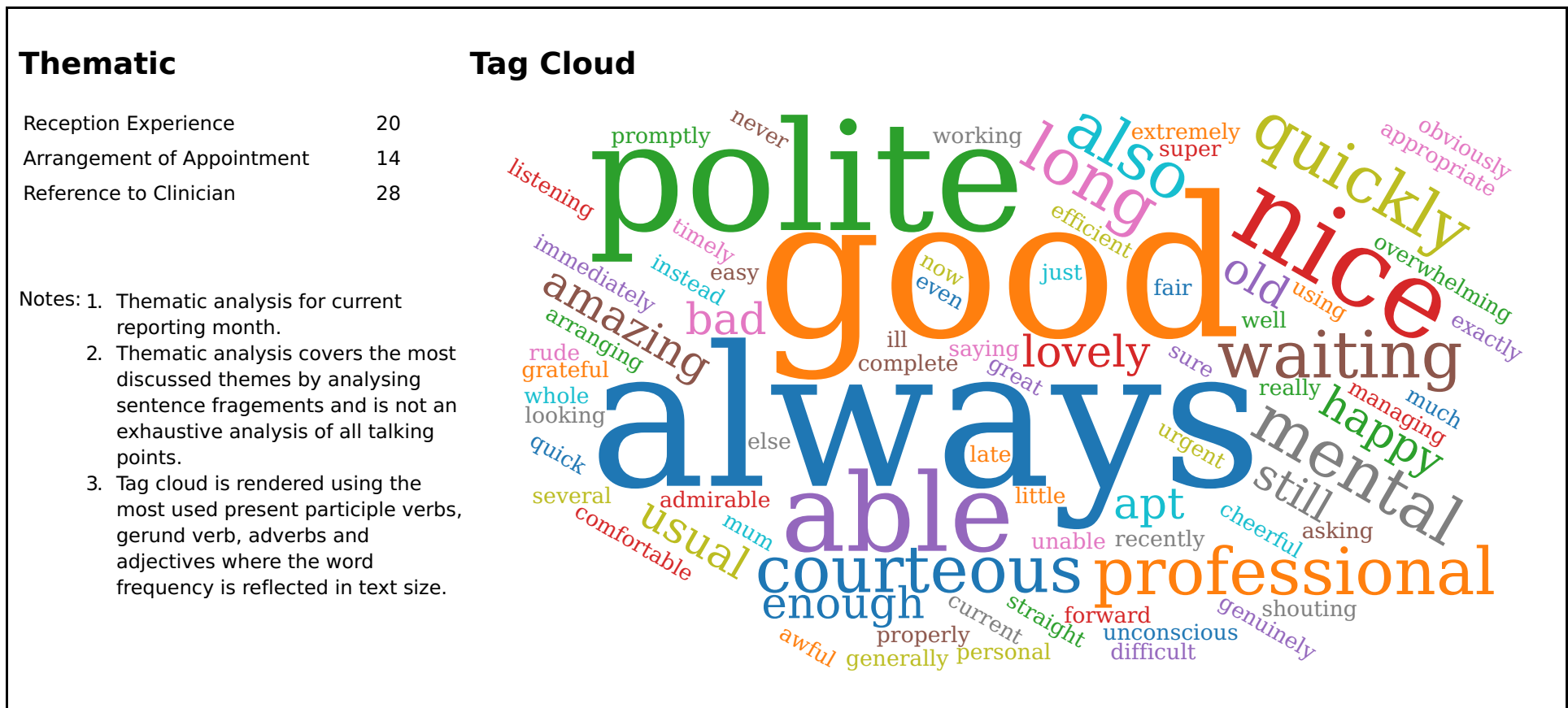
SECTION 4 Patient Response Analysis

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

- ✓ Nurse was polite and helpful
- ✓ *Because of the little waiting time and the care given to me .*
- ✓ The doctor was very nice, helpful
- ✓ *Helpful and support staff*
- ✓ Always very helpful staff Prompt appointments
- ✓ *The doctor I saw was very thorough and explained everything good*
- ✓ Nice nurse very helpful explained results well
- ✓ *Your dedication towards your clients is admirable*
- ✓ Your staff are always helpful
- ✓ *Good advice*
- ✓ Because I was very happy with the service. The 2 women in room 2 were very kind and helpful.
- ✓ *Although I had to wait at reception to check in, once done, I was seen immediately*
- ✓ I didn't have to wait long and the dr dealt with my problem to my complete satisfaction
- ✓ *Because you asked me*
- ✓ Very polite receptionist, on time, no pain with injection
- ✓ *Doctor was extremely patient and kind when my son was having a tantrum!*
- ✓ Able to get appointment quickly, saw a lovely GP who carried out thorough checks to my son and prescribed him the medication needed. Also received a further call arranging a review in a couple of weeks to see how my son is managing with his inhaler. Great service.
- ✓ *Easy to book the appointment, also on time, very courteous staff on every occasion and very helpful*
- ✓ My gp listened, understood my concerns and was able to reassure me. He is friendly and courteous
- ✓ *Very helpful (as always) and very friendly staff*
- ✓ Didn't have to wait to long to be seen, Reception was very pleasant, nurse who took my blood was very helpful, around a pleasant appointment
- ✓ *Very helpful, polite and timely, I also did cancel my appointment by texting cancel when prompted.*
- ✓ Was on time
- ✓ *Very efficient, staff were polite and friendly. Thought the doctor listened and had a lovely manner. Very good service*
- ✓ Always polite, cheerful and helpful, so much nicer than my old surgery !!!
- ✓ *Because I was able to show and talk about how i was*
- ✓ Doctor had time to talk to me very helpful
- ✓ *Because , the service was excellent.*
- ✓ The Doctor treated me like a Person of value as did the receptionist.
- ✓ *I've had excellent care from the Doctors and Nurses and the Reception staff are always friendly and very helpful. They all do an amazing job for which I am very grateful.*
- ✓ Because I thought Mr Sahota was very professional
- ✓ *Able to get appointment same day and then sent to A&E.*
- ✓ It was very straight forward the doctor knew exactly what I was there for, I didn't have to go through anything very pleasant visit.
- ✓ *Because i have had a bad chest since dec 2023 and its still no better*
- ✓ The nurse practitioner was very nice, listened and courteous
- ✓ *Satisfied with service !*
- ✓ Very good doctor
- ✓ *Because I didn't have to wait long in the waiting room before sng the nurse and she was very pleasant and professional and answd all the questions I had, no problems at all even helped in boog me in to see a doctor in a few weeks I'm very satisfied with e*
- ✓ Excellent receptionists, nurse Nikki and doctor ghozlan
- ✓ *The staff were friendly and helpful and explained everything in detail*
- ✓ I wasn't kept waiting. Hema was very thorough.
- ✓ *I've been using the surgery for 55 years and always happy with the staff and doctors*
- ✓ Because the service i experienced was good
- ✓ *I was seen promptly the doctor was very nice, she examined me and gave a diagnosis which I was very satisfied with and I felt very comfortable*
- ✓ Receptionist was very polite and helpful when my son was very ill
- ✓ *So kind and listened x*

- ✓ Very polite staff appointment on time very professional
- ✓ *Very nice lady that called me,*
- ✓ My chest xray,ecg were arranged very quickly
- ✓ *If my husband had taken the receptionist at her word and not Pushed for an appointment . I would not have been seen today. The anti biotics I was on was not working and I needed a urgent change of medication*
- ✓ Seen quickly. Nurse was very friendly
- ✓ *Excellent help for 85 year old mum reception listened to problem slotted her into lady dr quick to so referral done to get problem looked at*
- ✓ Not enough car parking spaces and 20 minute late appointment
- ✓ *He was really good at listening and genuinely seemed like he understood and wanted to help me*
- ✓ It would have been 1 if the appointment had been closer to the time between tests and consultation
- ✓ *The whole experience was done in an manner that reassured me*
- ✓ I have suffered a lot of problems over the years, such as a very close call with death with a week in ICU unconscious, fibromyalgia, my mental state has been awful, close calls of suicide, to name a few, the support I have received from my surgery has been overwhelming 2nd to none. I must say that Dr. Mann has been amazing but each Doctor has always been super helpful and always made me feel that I don't have to rush with the time constraints it must be so difficult but I never felt it. There is only one Doctor I wouldn't see again obviously I won't name them but I always opt for someone else. I generally have a telephone consultation if I can and still feel as though I have been seen.
- ✓ *Good service managed to book emergency appointment for my daughter.Seen on time got medication what we needed*

Not Recommended

- ✓ *The first apt available to book was 1st May . It then took me several attempts and a 44 minute wait in queue to get an apt with Nurse. She asked to see me again in 2/3 weeks but again no appointment available until 2nd May . It appears there are just not enough apts available for the number of patients on your books .*

Passive

- ✓ *Mental health practitioner is unable to change or alter current prescription without consulting a doctor who can.i thought he would do that whilst I was at the appointment but he didn't.so now I have to wait for a dr to look into it,which could take ages.so it would of been easier to have seen a dr instead of mental health practitioner.a waste of time to be fair.*
- ✓ *Receptionist excellent as usual but GP no eye contact at all and have to keep asking her to repeat what she is saying as I can't hear as she is not looking at me*
- ✓ *Wasn't sure because neither good or bad*
- ✓ *It was the most appropriate one.*
- ✓ *My appointment felt very rushed*
- ✓ *Doctor was good (for once I didn't feel rushed or like a nuisance not able to speak properly) but as usual the receptionist was rude, patronising and dismissive and there is no confidentiality in reception with them shouting out personal details for all to hear*