FFT Monthly Summary: December 2024

PELHAM MEDICAL PRACTICE

Code: G82032



SECTION 1 CQRS Reporting

CQRS Reporting												
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012	
69	21	3	3	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:	316						
Responses:	98						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	69	21	3	3	1	1	98
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	69	21	3	3	1	1	98
Total (%)	70 %	21%	<i>3</i> %	3 %	1%	1%	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 (%) =
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

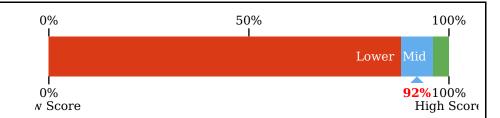
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

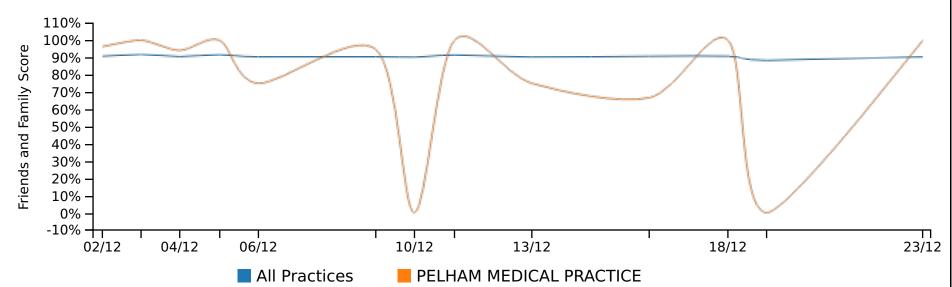
Your Score: 92%
Percentile Rank: 55TH



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 55th percentile means your practice scored above 55% 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%	90%	93%
PELHAM MEDICAL PRACTICE	90%	87%	100%

Gender

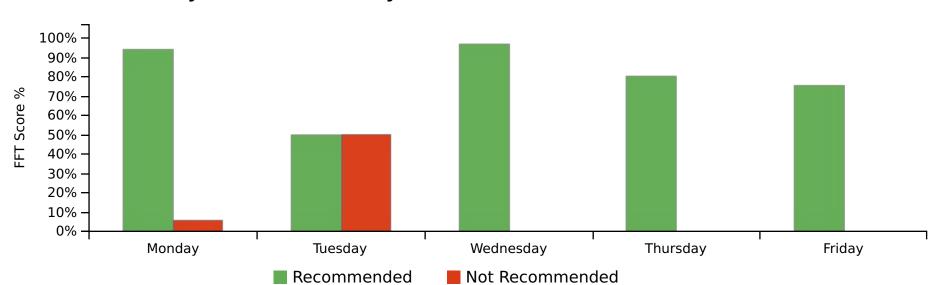




Notes: 1. Scores for current reporting month.

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

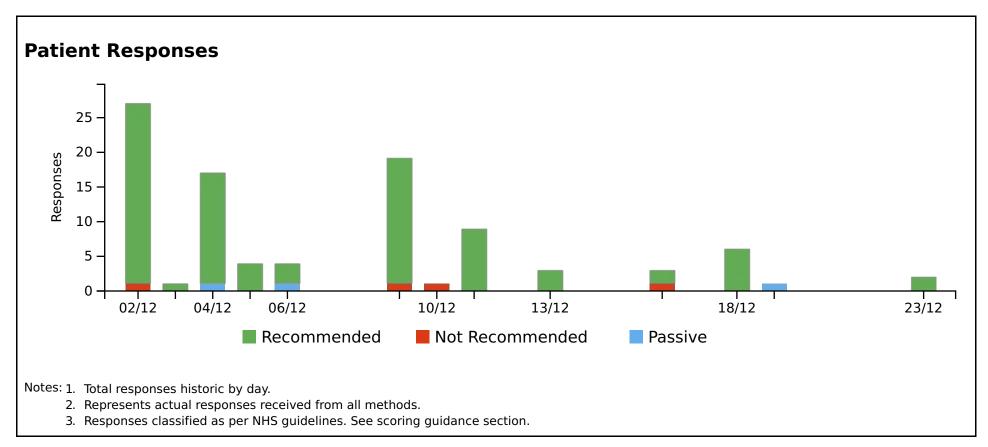
Practice Score: Day of the Week Analysis



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 Free Text Comments: Summary

Thematic Tag Cloud Reception Experience 21 Arrangement of Appointment 11 unfortunately Reference to Clinician 19 diagnosing seeing generally Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most warm wrong including Supportive discussed themes by analysing sentence fragements 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. simply forward

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

- ✓On time and helpful
- ✓ It was the most appropriate response.
- ✓ Dr Gbeeley was very thorough and approachable and I did not feel rushed
- ✓ Recieved very good service from all members of staff who have had contact with.
- ✓ Nikki is fab and great
- ✓ The nursing staff all very helpful and attentive.
- ✓ Appointment on time member of staff very friendly and helpful.
- ✓ Cheerfull, efficent and helpfull staff. Surgery clean, tidy and not too warm, comfortable.
- ✓ Although they are very besy and appointments are a bit of a wait once I'm seen always had a professional and friendly service
- ✓ Issue talked through
- ✓ Doctor sorted out both problems. arranging a scan has taken away stress thanks
- ✓ Your always reminded about appointments, more than once which is a good thing.
- ✓ The reception staff were polite and efficient. I had a face-to-face GP appt (always better!) who listened and had a collaborative approach. I came away feeling "heard" and am happy with the suggested approach to my issue.
- ✓ Because every time I go to the surgery they are very polite and I don't have too long to wait
- ✓ Yer very good
- ✓ Very supportive friendly and understanding
- ✓ Good service
- ✓ I rang in the morning got app same day. Dr was very thorough & kind. The nurse I saw in the afternoon was lovely & all staff were very friendly 10 out of 10
- ✓ Very patient and understanding and informative Gave me good adviceVery professional
- ✓ Because it was.
- ✓ Staff are brilliant. Always got appointments I need. The doctors are caring especially dr Hema! The nurses are lovely.
- ✓ Seen, straight away, signposted to correct services and offered appropriate advice
- ✓On timeListening staff
- ✓ Listened, showed empathy. Advice given on questions asked, explained clearly, not rushed.
- \checkmark Because the service and attention I receive is excellent
- ✓ Dr was very nice and did really food service we are really happy
- ✓ Because the person I saw was very helpful and the receptionists are always polite and also helpful
- ✓ normal good service by the staff
- ✓ Because the doctor was friendly even though we were taken a bit late. It was easy to get to and there was parking.
- ✓ The nurse was very helpful and removed staples. The practice as a whole I am sorry but if you need a blood test because of the new medication given by the doctor but have to wait 6 weeks! Never any appointments available and some not all very rude receptionists! Overall a high dip in my estimation and whilst I appreciate you have more patients than you can cope with the days of receptionists diagnosing people and not allowing them to see a doctor is a complete travisty!
- ✓I have always loved my GP surgery for the services and care they often offer.
- ✓ The nurse who took my blood was very cheerful, polite and kept me calm and I hardly felt a thing. She was great.
- ✓ Nurse was really nice, helpful and friendly
- \checkmark Seen on time and staff friendly and efficient
- ✓ Had a nice conversation about my problem ask loads of questions to try & pin point exactly what's wrong & I left satisfied with the outcome & happy that my appointment went well.
- ✓ Very helpful staff
- ✓ Dr Okeze is amazing. She has done so much for my daughter. She is not just a doctor she is caring thoughtful, kind and she actually listens and is very understanding. Wish all doctors was like her
- ✓ Very friendly
- ✓ It was extremely good in a way that the nurse gave me a great check up and spoke in detail of what I need to start working on regarding health. Amazing
- ✓ The nurse was very kind and understanding
- ✓ Because the Doctor very informative about my condition and he took his to explain
- ✓ The nurse put me at ease.. spoke to me , not at me and must of all listened and responded clearly that I could understand
- ✓ Appointment on time good patient treatment
- ✓ Seen on time and staff always polite and helpful

- ✓ Generally service is very good although there are times when getting an appointment is difficult
- ✓ I was seen on time of the appointment and staff was helpful and polite
- ✓ Staff is very friendly and professional.
- ✓ Excellent staff all very polite efficient and professional
- ✓ My experience was efficient and I received the help that I needed.
- ✓ The staff were all polite and professional. I was seen on time if not ahead of time.
- ✓ Always had good service
- \checkmark GP was helpful without being patronising. Gave reassurance as to what else could be done.
- ✓ Seen on time and friendly staff
- ✓ The best service I encountered here than in other GPs, staff is kind and very helpful
- ✓ He listen to me and help
- ✓ I was pleased with the service that I received
- ✓ Almost and always try to sort out my medical issues out
- ✓ The nurse (Swetha) is always so smiling and accommodating
- ✓ Everything is straight forward from the receptionist who books the appointment including a text reminder to visit the doctor/nurse who tries to explain things simply so I can understand. A great team!
- ✓ Because the lady that done my flu and COVID jabs was really nice x very caring

Not Recommended

- ✓I was invited to an appointment which I was not entitled to have
- ✓ Very rude and late seeing me

Passive

✓I go very rarely...no-one ever follows up re a lot of medication