FFT Monthly Summary: July 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	4	0	5	0	0	0	0	99	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: 390

Responses: 99

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	69	21	4	0	5	0	99
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	69	21	4	0	5	0	99
Total (%)	70%	21%	4%	0%	5%	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 (%) =
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

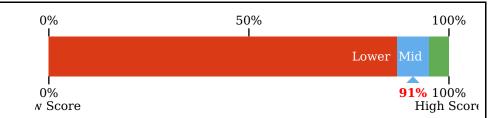
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

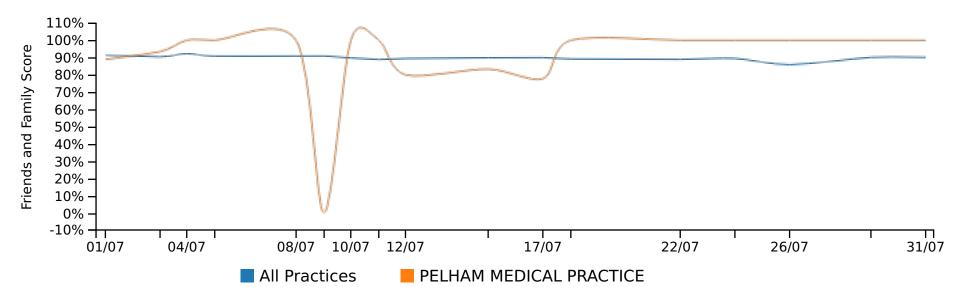
Your Score: 91%
Percentile Rank: 45TH



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	85%	90%	93%
PELHAM MEDICAL PRACTICE	83%	90%	96%

Gender

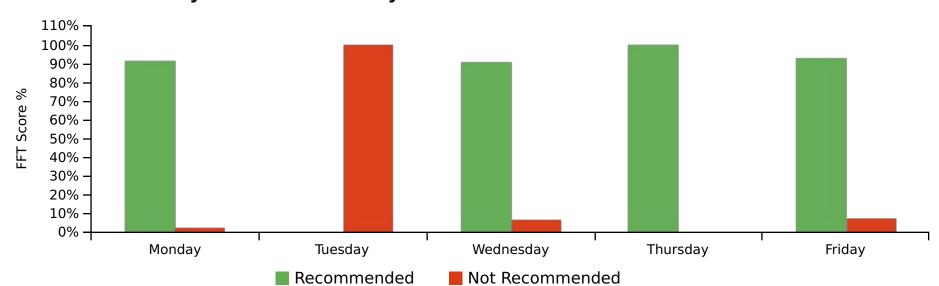




Notes: 1. Scores for current reporting month.

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

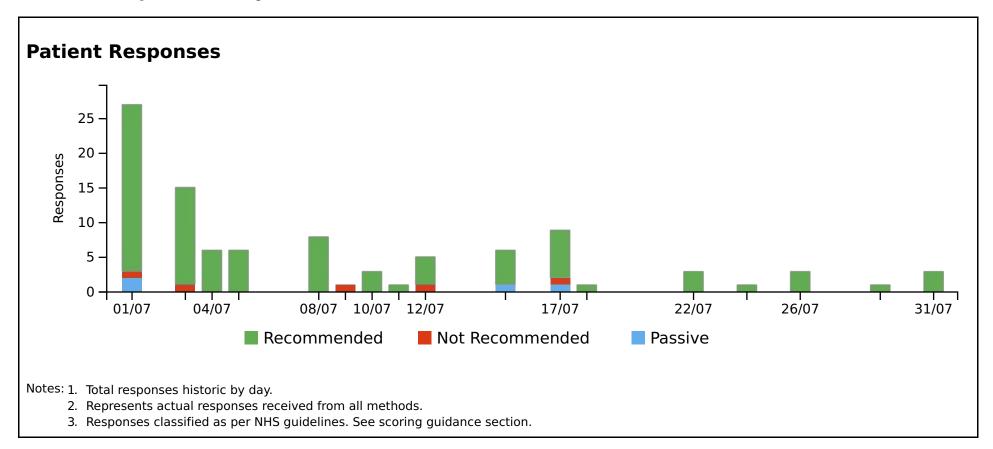
Practice Score: Day of the Week Analysis



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**



Reference to Clinician

Patient Free Text Comments: Summary

16

Tag Cloud

Thematic Reception Experience 16 Arrangement of Appointment 17

Notes: 1. Thematic analysis for current reporting month.

- 2. Thematic analysis covers the most discussed themes by analysing sentence fragements and is not an exhaustive analysis of all talking points.
- 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.

FILE OF Clean we alting clean to busy as a completely busy and com

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

- ✓ Very friendly and helpful and informative service
- ✓ This practice is much better then others atleast u can get a appointment when u r in need.
- ✓ Not waiting long and doc was easy to talk to , thanks
- ✓ GP was so caring and helpful.
- ✓ Very friend and professional
- ✓ Seen on time and very friendly receptionist and nurse.
- ✓I signed in at about 12.10. My appointment was at 12.20 and I was called in at 12.40 despite being the only person in the waiting room. The nurse was extremely welcoming, thorough and professional. She offered to print out the notes of the consultation which is useful. She gave good advice.
- ✓ On time , doctor very thorough ,also receptionist polite
- ✓ Service was good but had to wait 15 minutes after the appointment time
- ✓ Caring and friendly service.
- ✓ Doctor took to explain my condition with images and was very caring and thorough, not rushed
- ✓ Very good, prompt service.
- ✓i was sent a survey as 1 wasvery good 2good 3poor
- ✓ I was seen on time, the receptionists were very efficient and my consultations were handled very well.
- ✓ Very helpful GP.
- ✓ Because i was late at appointment, but staff give positive response and give me proper time to my child. So that's why I like it very mush
- ✓ Reception staff helpful and polite. Doc kept me waiting for 10m but was helpful when I did get seen.
- ✓ Although phone lines can be busy, receptions are polite and kind when trying to book you in. Managed to see the same doctor I saw last time which meant I didn't have to completely re-explain my symptoms. Doctors are reassuring. Pharmacy connected so getting prescription took no more than 5-10 minutes.
- ✓ Because the personnel there was very professional and supportive
- ✓ Understanding Dr. Good rapport with Dr.
- ✓ What I felt
- ✓ The staff was really nice and they also talk really nice as well ask everything normally. So it was really nice
- $\begin{cal}{\checkmark}$ Had to wait ages for the appointment. However on the day it was very good
- ✓ very friendly staff and quick
- ✓ Always really helpful and friendly receptionists and wonderful doctors and nurses. Great system in place to get appointments and very short wait times in the surgery. We are so lucky to have our NHS and this fantastic doctors surgery!
- ✓ All my questions were answered
- ✓ Good service
- ✓ Because the Gp listened, understood and helped me with my concerns
- \checkmark Professional service. Reception staff very polite and helpful.
- ✓ The doc I see today was very understanding and helpful
- ✓ Had some serious health concerns and was seen promptly. Then sent for urgent ultrasound. Results good and appointment booked for follow up today. Dr Okeze explained results and has alleviated my fears.
- ✓ All my issues were resolved
- ✓I'm always happy with the service you provide
- ✓ I arranged to have a blood test, but unfortunately, the receptionist booking the appointment booked it for Pelham rather than St Gregory's and I went to St Gregory's so the receptionist has booked it for tomorrow instead at St Gregory's
- ✓ Pleasant experience and very thorough
- ✓ Very polite and efficient
- ✓I attended the surgery for an ECG. The receptionist noticed I could have issues with the stairs and came to my aid so I could use the lift. The nurse who carried out the Ecg made me feel so comfortable and relaxed. Altogether a good experience for a very nervous patient. Thank you.
- ✓ It was good, professional and curteous service but my problem hasn't yet been resolved.
- ✓ Hardly any waiting around, prompt and efficient appointment with good outcome.
- ✓ Doors opened on time, I called in for my blood test earlier than my appointment. Reception staff were lovely and welcoming and the nurse who I saw was wonderful and efficient. A great visit.
- \checkmark All staff courteous and I was treated with respect my appt ran on time and pleasant clean surroundings
- ✓ Because very good service
- ✓ Appointment was on time and doctor was very good.

- ✓ Because I want to support the NHS .
- ✓ Quick service
- ✓ Everything is fine. very good doctor. everything was explained clearly.
- ✓ Staff were friendly helpful but appoint.time overran.
- ✓ The staff are always helpful and do these best to help you
- ✓ Treated with respect as always.
- **✓** Because she was looking for caring people or patients
- ✓ Best medical practice
- ✓ I had a doppler test today. I was nervous about it. Nikki, the nurse who did the test was calm, put me at ease, arranged for Stacey to come in and chat with me during the test. This made the procedure far less nerve wracking.
- ✓ Appointment on time efficient and professional service. Nikki very friendly.
- ✓ Lady very helpful on desk was number 16 in queue but after 10mins was seen and git appointment very happy.
- ✓ All good
- ✓ Have never had a bad experience at the practice

Not Recommended

- ✓ the service not very good for appointments have too wait a month when you are in pain now not in a month
- ✓ Three appointments very essential regarding Diabetes reviews have been cancelled by surgery, and has been placed on us to organise the alternative rather than offering alternatives. surgery has very low availability ranging from weeks to months in advance, which is extremely poor

Passive

- ✓ Because the appointments system is rubbish.
- ✓ The struggle I had to get an appointment and the reception staff
- ✓I didnt experiance anything. I felt mentally unwell so I really didnt take anything or the surrounding in. I justdid what I went for.