

FFT Monthly Summary: June 2024



PELHAM MEDICAL PRACTICE
Code: G82032

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
75	14	4	1	3	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:	382						
Responses:	98						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	75	14	4	1	3	1	98
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	75	14	4	1	3	1	98
Total (%)	77%	14%	4%	1%	3%	1%	100%

Summary Scores

91% 4% 5%

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:

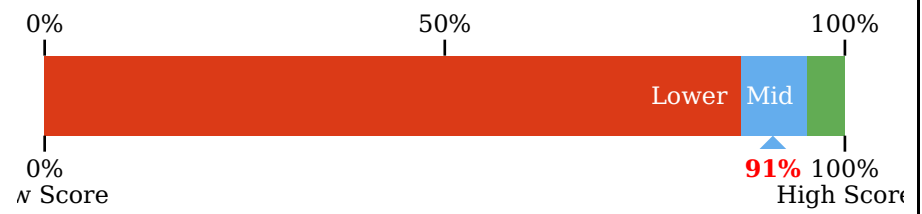
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

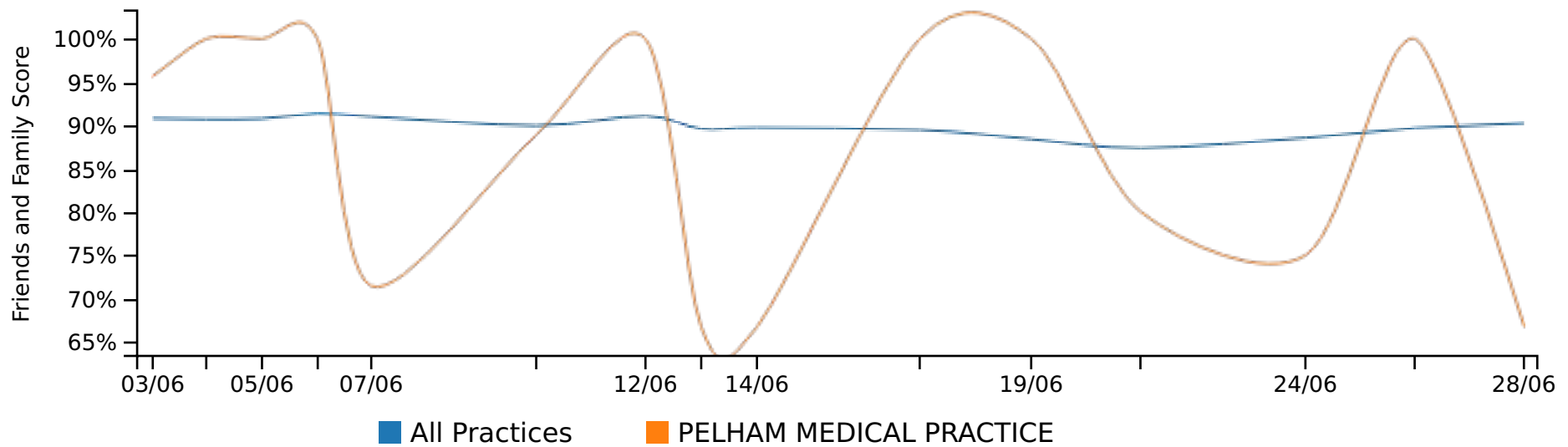
Your Score: 91%

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



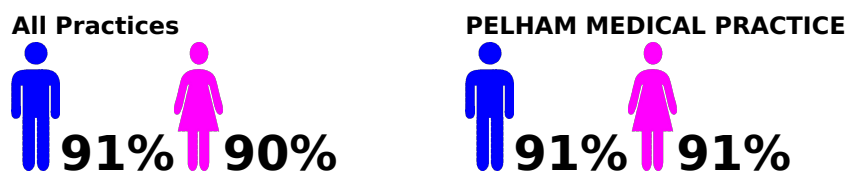
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

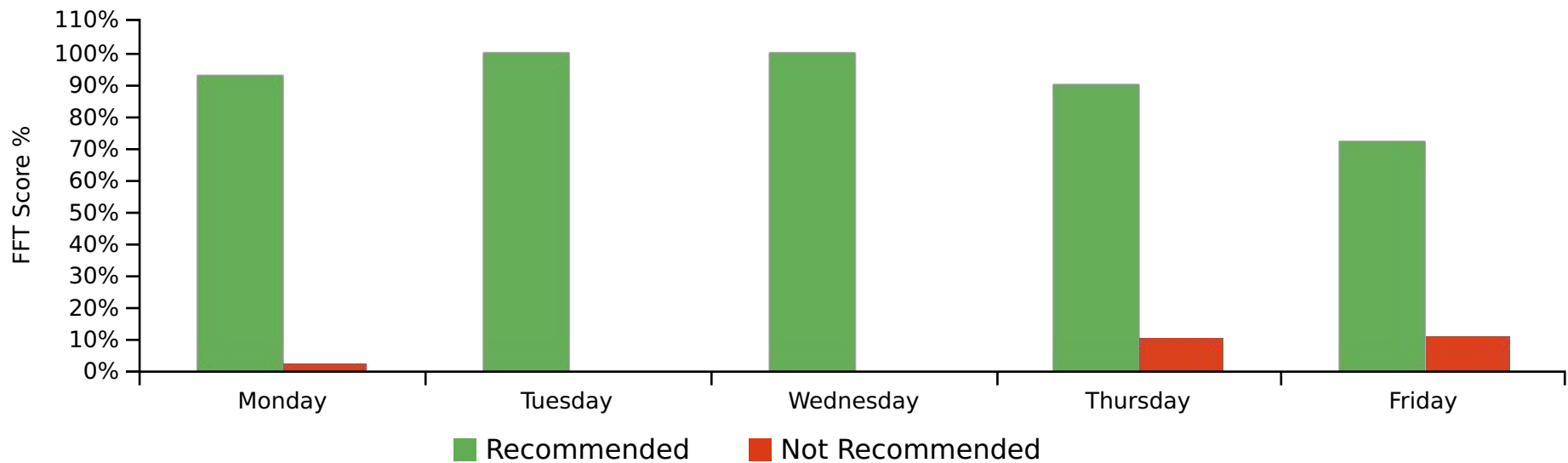
	< 25	25 - 65	65+
All Practices	84%	90%	92%
PELHAM MEDICAL PRACTICE	88%	95%	83%

Gender



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

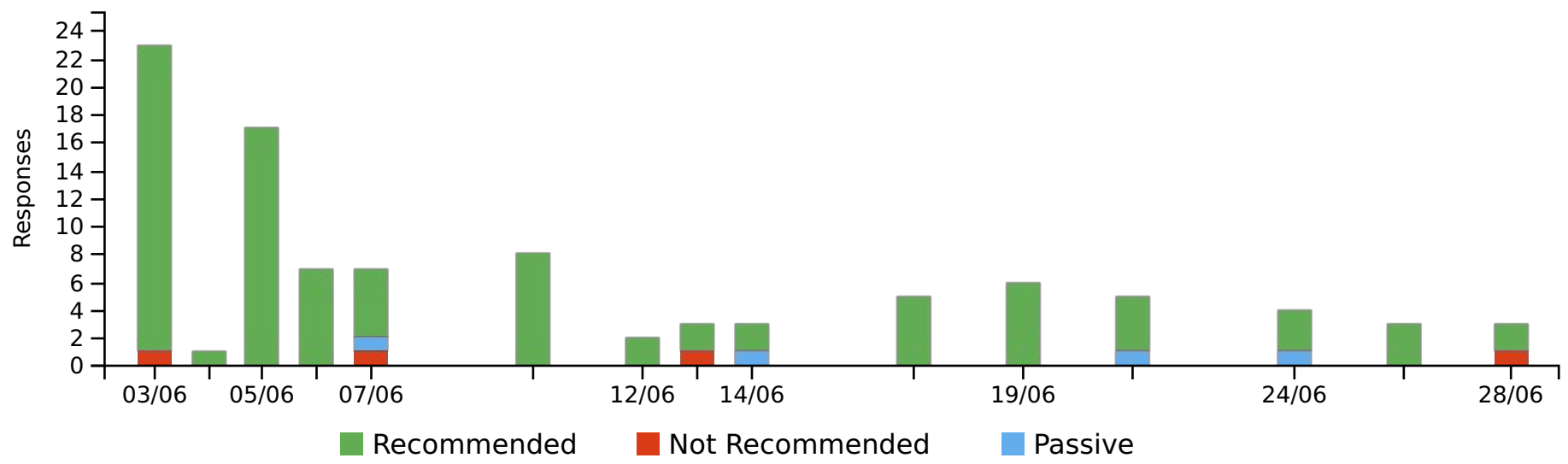
Practice Score: Day of the Week Analysis



- 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.

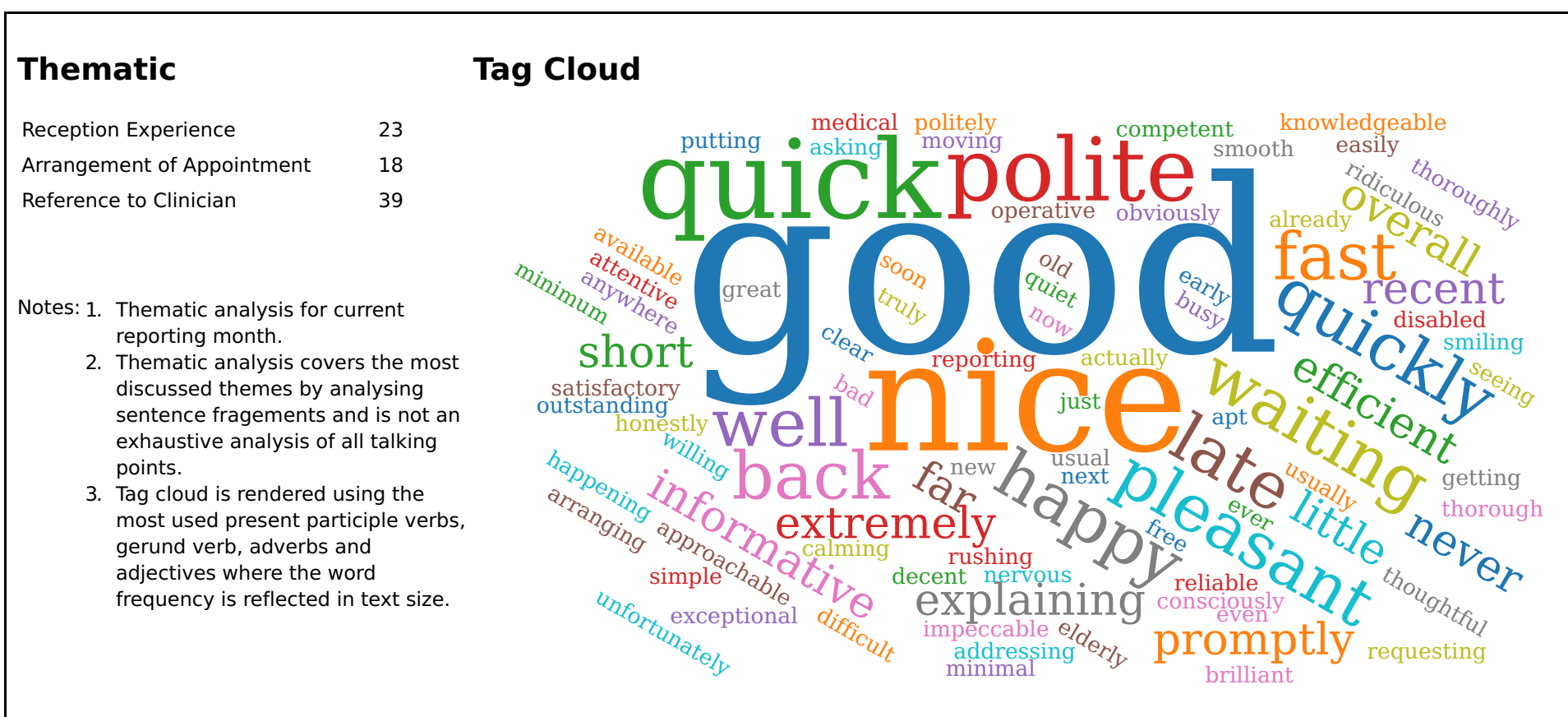
SECTION 4 Patient Response Analysis

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

- ✓ I didn't have to wait too long to see the doctor and doctor delta with all my needs and listen to me not rushing me .
- ✓ Very good when I saw dr. But long wait for an appointment
- ✓ This morning, my appointment all went well
- ✓ I hadn't got to be anywhere
- ✓ The staff is very polite and co-operative provide good service and listen patients issues consciously
- ✓ Good experience
- ✓ The nurse I saw explained everything to me. Is she was good at what she done
- ✓ Friendly receptionist. Appointment was on time and the doctor was very kind and efficient as usual
- ✓ The Member of staff was extremely helpful, and was actually concerned & willing to listen to what the issue was with myself.
- ✓ Very good at there jobs, didn't have to wait long, and very polite.
- ✓ Always manage to get an apt, friendly ,professional staff, usually seen on time. Have been with you for 24years, can't fault the service
- ✓ Very helpful
- ✓ Very helpful and friendly staff
- ✓ Appointment was on time. Dr was nice. Although surprised the surgery was so quiet as media always reporting that GPs are so busy?
- ✓ The service was impeccable and all my questions were answered Thank you. Both nurses were great and informative
- ✓ Vary calming and made me feel relaxed as was vary nervous having ECG
- ✓ The doctor was very nice explaining things to me
- ✓ I found the Staff at the Surgery , very helpful and friendly at all times. Thank you.
- ✓ Appointment on time or earlier and nurse very nice and pleasant
- ✓ Given next steps and a plan to monitor asthma
- ✓ Overall good experience. Difficult to make appointments but Dr and nurse staff all competent and friendly
- ✓ Receptionist nice nurse was very good and didn't have to wait long
- ✓ Quick response, appointment given, doctor was nice and professional.
- ✓ Was seen on time, doctor explained everything to me in a way I could understand it
- ✓ Reception staff helpful when booking appointment didn't wait long on day of appointment attentive GP quickly picked up prescription from chemist
- ✓ Smiles from staff in reception and very little wait.
- ✓ Quick appointment and a good doctor and friendly reception staff
- ✓ Since moving to Pelham from my old gp surgery i don't have a bad word to say reception are always friendly and helpful I never feel rushed in my appointments with the gp
- ✓ The dr was very good parson
- ✓ Was on time fast and friendly service
- ✓ From first moment of contact with Receptionist through to getting an appointment to see Dr then seeing the Dr an overall very pleasant experience The staff are always happy to assist and smiling
- ✓ Didn't have to wait long for an appointment, appointment was on time. Dr did a referral as requested and prescribed medication in the mean time .
- ✓ Seen very quickly. And nurse was on time.
- ✓ - Fast and professional service from the receptionists whenever I needed,- Minimum waiting time, a few minutes,- Reliable, fast and professional service from the nurse
- ✓ Very happy with my treatment, very pleasant nurse
- ✓ Quick to get an appointment and seen thoroughly Only thing with this Survey Better to have ALL QUESTIONS IN ONE TEXT
- ✓ Friendly, informative and approachable
- ✓ Doctor was very helpful, understood our problems and helped find a solution
- ✓ Quick and efficient service - even though I was a little bit late for my appointment
- ✓ Very professional time and care taken
- ✓ Receptionists polite. Mrs Nikki Hopkins very friendly. Her explanation about what she was doing or what was happening was very clear. I never felt rushed.
- ✓ Was attended to promptly & politely by both receptionist and the doctor
- ✓ Short wait and decent Dr (Ghozlan)
- ✓ Reception v helpful and dr extremely helpful and explained things very well in detail
- ✓ The receptionist and the nurse who attended to me gave me a very good service and it was quick service. Thank you PELHAM MEDICAL PRACTICE
- ✓ Dr Gozlan, examined listened and explained what the problem could be, referred to orthopaedics

- ✓The doctor I saw today as friendly and professional
- ✓*The doctor provided exceptional care during my recent visits arranging required tests and scans. She rendered thorough explanations of the results and thoughtful advice on how to proceed. Truly appreciate her dedication in addressing all my long term health concerns. An outstanding practitioner.*
- ✓I was seen promptly. The nurse was friendly and knowledgeable
- ✓*I am very satisfied*
- ✓Dr Mann is by far one of the best Doctors I have ever seen at this Surgery, very nice to talk to and always treats you as a person she knows and shows consideration.
- ✓*Receptionist always on the ball and helpful and the Physio assessor was very professional explaining everything in simple terms*
- ✓I was satisfied with the service and the service provider Louise Money is always nice, professional and knows what she is doing.
- ✓*Always helpful when needed*
- ✓Appointment was on time minimal wait and Dr was well spoken polite and instructed me what to do so easily understand what I had to do
- ✓*Was there for injection, seen on time, nurse was kind, helpful and professional.*
- ✓Gp was brilliant took the time to listen to me and my partner after my stroke the new receptionist seemed like she didnt want to listen or understand what it was we was requesting before we left unfortunately but we got there in the end
- ✓*Very friendly staff, short waiting time and sorted problem very quickly. Very good at putting "your mind at rest"*

Not Recommended

- ✓*After recent experience today at the doctors. My nan had her appointment at 2pm today, she only came just 10 minutes late. I'm her granddaughter, we both disabled and had to come by bus travel to the doctors waited a very long time for it. I was there first at 1.55pm, waited for her obviously the bus arrived very late and I explained that to the receptionist. So I refused to wait don't know how long it would be she says because I had to get back to collect my daughter from school. I am not happy because I have an elderly Nan and she waited a long time for this appointment. Now she's given us in 4 weeks time, its ridiculous honestly. I be asking for an early appointment soon and explain the situation. Kind regards*
- ✓*One of my Drugs prescription was mistaken omitted by the doctor, I went back from the Pharmacy which was in the same building but the way the reception attended to this issue was far from being satisfactory.*
- ✓*No free contraception available for men*
- ✓*All was smooth on this occasion*

Passive

- ✓*Because my appointment got muddled up*
- ✓*You sent a survey message*
- ✓*Feel gp rushes you*
- ✓*I feel this appointment was a waste of time, the questions I was asked had already been covered at my GP appointment. I was not given any exercises to do, I asked for exercise advice .. this will be sent via email.*