

# FFT Monthly Summary: September 2024



**PELHAM MEDICAL PRACTICE**  
Code: G82032

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
66	18	4	3	4	2	0	0	0	96	1	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

**Surveyed Patients: 370**

**Responses: 97**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	65	18	4	3	4	2	<b>96</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail	1	0	0	0	0	0	<b>1</b>
Manual Upload							
<b>Total</b>	<b>66</b>	<b>18</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>97</b>
<b>Total (%)</b>	<b>68%</b>	<b>19%</b>	<b>4%</b>	<b>3%</b>	<b>4%</b>	<b>2%</b>	<b>100%</b>

### Summary Scores

87% 7% 6%

## 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:

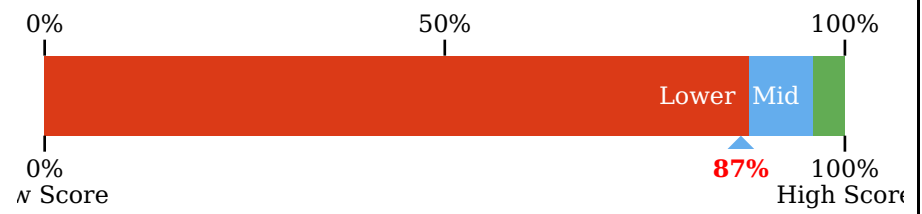
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

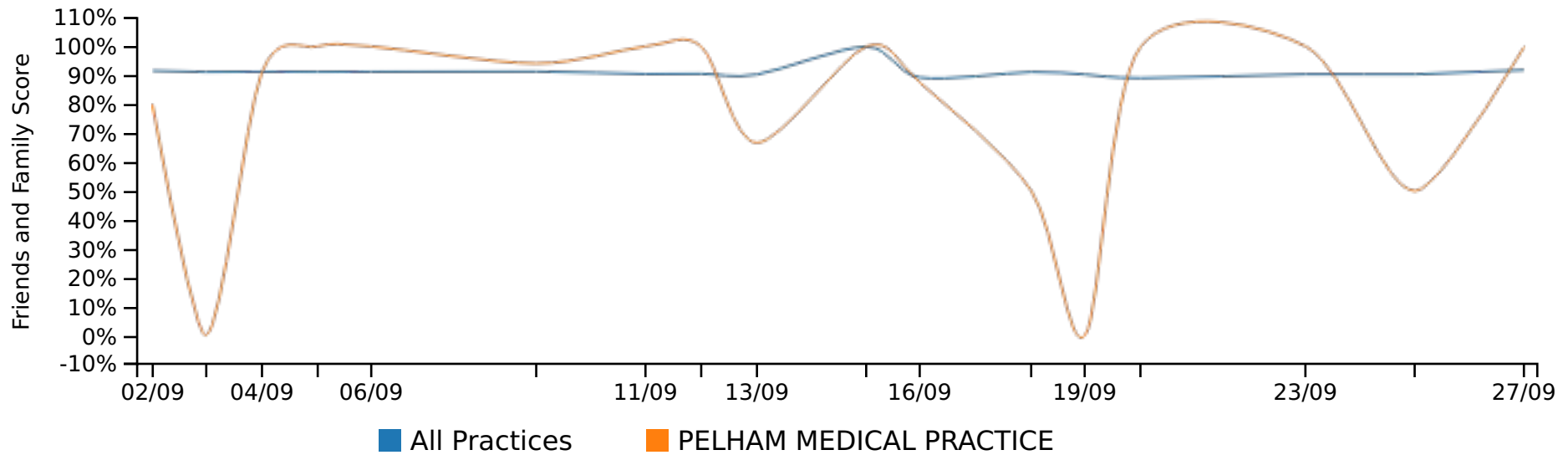
**Your Score: 87%**

**Percentile Rank: 20TH**



- 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 20th percentile means your practice scored above 20% of all practices.

### Practice Score: 'Recommended' Comparison



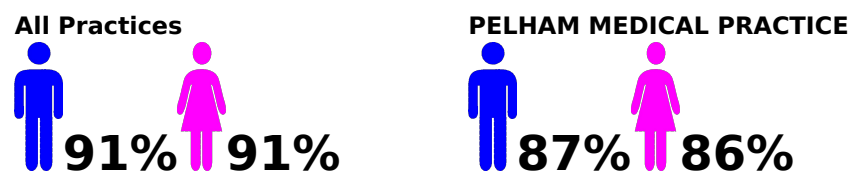
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

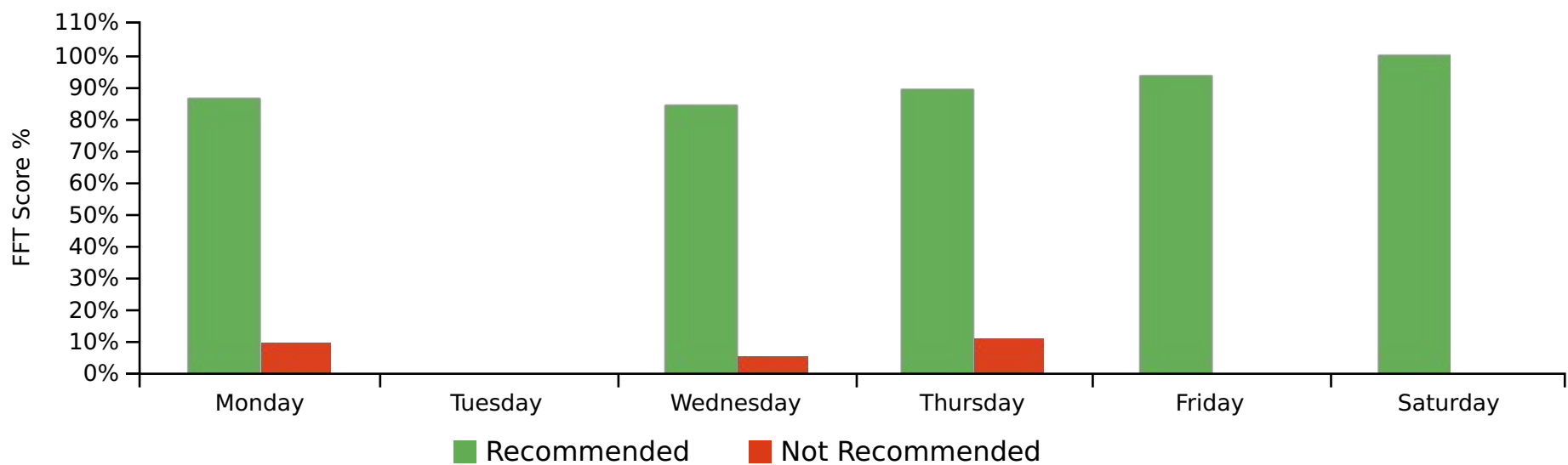
	< 25	25 - 65	65+
All Practices	86%	91%	93%
PELHAM MEDICAL PRACTICE	100%	84%	93%

#### Gender



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

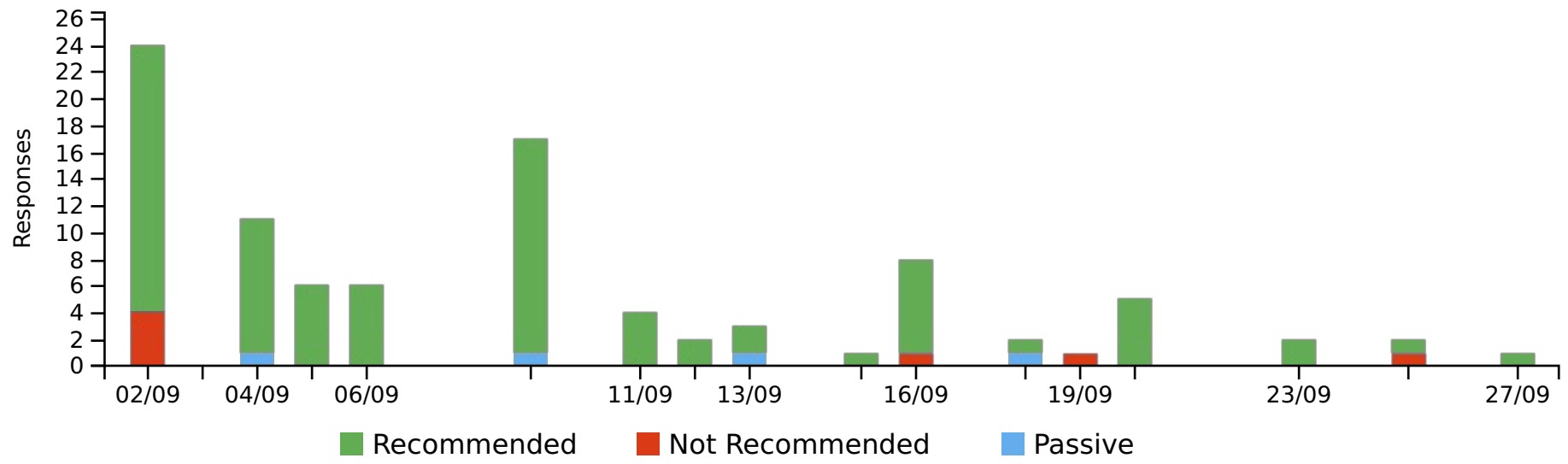
### Practice Score: Day of the Week Analysis



- 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.



- ✓Very quick appointment at last minute and good consultation
- ✓*The practice is very friendly*
- ✓The staff were polite, as always. My clinician was kind and knowledgeable. I have always find everyone I've dealt with here try and help as much as they can
- ✓*Very help for and explained everything clearly*
- ✓We arrived at surgery, receptionist was very helpful as we needed to make an appointment for a different thing as well, appointment was on time and Dr Mann was very good and helpful as she always is.
- ✓*We saw Sam the paramedic he was very thorough made us feel at ease and felt he was very knowledgeable*
- ✓Service was very good
- ✓*No delays and instant service*
- ✓Helpful polite and friendly staff,
- ✓*I went for my asthma yearly check up. A lovely nurse checked I was using my inhaler correctly. Gave me advice as this is a bad time of the year for my asthma. She then increased my prescription for my holiday in case I need it. She was pleasant and made me laugh.*
- ✓Prompt response from econsult. Same day appointment givenThe trainee doctor listened well and very professional. Service was good
- ✓*Every member of staff seen today was helpful and polite.*
- ✓Had to wait a short while before checking in & then didn't get to see the doctor on time.

### **Not Recommended**

- ✓Doctors were helpful and kind. Was treated for what was needed.
- ✓*I felt like I was fobbed off and judged as if I don't know my own body.*
- ✓The receptionist advised there were no appointments available, which I understand. She advised I take a urine sample in a Tupperware container to Singlewell pharmacy for them to test. She explained they do this for women aged 60-64 only but I would need to pay for the medication if I needed any.My husband went to the pharmacy and they informed him that they offer no such thing. He then went to my doctor surgery and spoke to a receptionist and explained the above, she said she cannot understand why I was told this as it is incorrect.I was then given an appointment and saw a lovely doctor who prescribed me with the correct medication.Please can this member of reception staff be informed of this. This was a call back, which I received at exactly 9am.
- ✓*There was a que but I was called forward as I had an appointment. Friendly nurse who chatted me through my questions.*
- ✓*Sorry!!! I meant to put 1. Service was excellent!!*
- ✓*Still have to wait to see another gp end of the week as they couldn't prescribe what I needed*
- ✓The GP did not give good advice and I felt he was very dismissive of my daughter's condition and not much help to us.

### **Passive**

- ✓During my visit this morning, I felt that the practitioner I spoke with came across as somewhat abrupt. Upon arriving at the consultation room, I knocked@ocked
- ✓*On hold for 30 minutes. Picked up by a polite receptionist who told me only 1 appointment left but did offer an alternative on Saturday. Receptionist was great but would expect to get something. Felt it was a fluke appointment. GP listened and talked the treatment through and investigated the problem*