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. 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	96
SMS - User Initiated							
Tablet/App							
Web/E-mail	1	0	0	0	0	0	1
Manual Upload							
Total	66	18	4	3	4	2	97
Total (%)	68 %	19%	4%	<i>3</i> %	4%	2%	100%

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:

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 (%) =
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

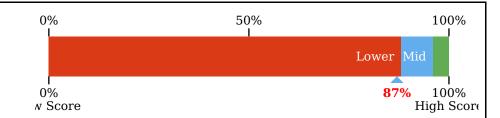
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

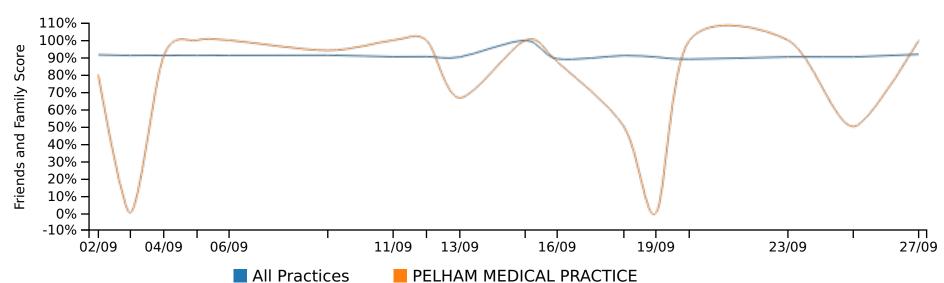
Your Score: 87%
Percentile Rank: 20TH



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.

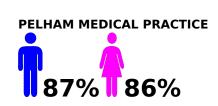
Practice Score: 'Recommended' Demographic Analysis

Age

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

All Practices

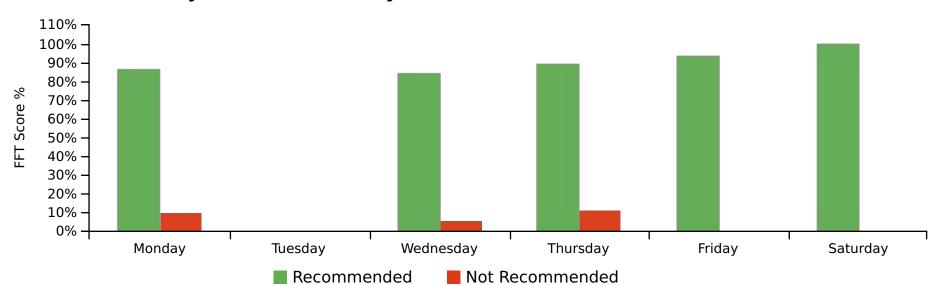
Gender



Notes: 1. Scores for current reporting month.

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

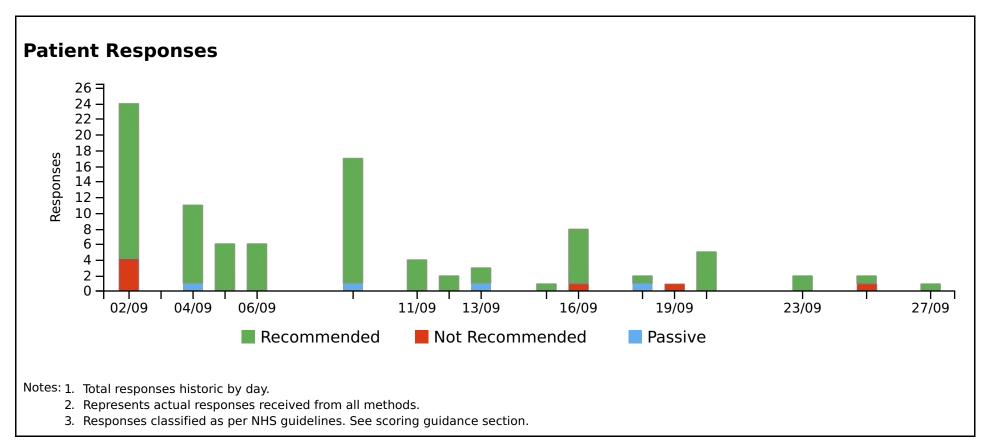
Practice Score: Day of the Week Analysis



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



Thematic Tag Cloud **Reception Experience** 15 Arrangement of Appointment 11 Reference to Clinician 29 separate exactly Notes: 1. Thematic analysis for current coming reporting month. 2. Thematic analysis covers the most discussed themes by analysing sentence fragements and is not an importan exhaustive analysis of all talking points. 3. Tag cloud is rendered using the available most used present participle verbs, gerund verb, adverbs and adjectives where the word frequency is reflected in text size. arriving correctly

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

- ✓ The nurse was very helpful and knowledgable, friendly and listened
- ✓ Because the staff work sohardtoplzu and whogiveu100%always will
- ✓ Was very quick referral
- ✓ ALL staff are friendly & very helpful (especially the ladies on the front desk). Appointments are prompt & on time
- ✓ Very helpful and professional
- ✓ Seen promptly and provided with a solution
- ✓I was quite satisfied with my consultation
- √ this is from my experience
- ✓ Friendly reception staff, short waiting time. Nurse prescriber actually listened to me!
- ✓ The phlebotomist was very nice, calming & quick.
- ✓ because I received fast and professional care!
- ✓ It was very good
- ✓ Quick and effective
- ✓ Doctor was great
- ✓ Because I have been having regular checkups with same doctor for the past year so continuity was important to me.
- ✓ Why
- \checkmark Because the lady nurse was kind and made me feel at ease in a relaxed way
- ✓ From requesting an appointment on line to getting one booked! To the appointment it's self from checking in with the receptionist to the actual appointment the only thing and I saw it coming is that I've been referred to the hospital I feel I've taken up enough people's time
- ✓ Because the Doctor listen to me and treat me very well
- ✓ All ways helpfull
- ✓ Got in for my appointment bang on time if not sooner No waiting Doctor was very polite and thorough
- ✓ Really great service. Lovely staff and reallyMade me feel at ease
- ✓ Dr I saw today was lovely listening to me and set up bloods/X-ray and a cortisone injection as I am in so much pain. I had to wait for my appointment but so happy I went.
- ✓ I was seen by your lovely nurse Nicky. I was seen in time, I was there for a wound dressing change, but the wound had healed. I was treated in a profession and friendly manner putting me at ease. I was also offered and took my first shingles jab. I always get excellent treatment at the surgery.
- ✓The health check with Nikki Hopkins went very well she was very efficient
- ✓ Everybody was helpful. I just had the feeling the 2nd doctor that came to see me had already pre- judged me. Wasn't till I said that I wasn't there to get time of work or for pain medication, that they became helpful and caring
- ✓ Gave me the information I wanted and was very helpful
- ✓ Caring doctor
- ✓ Veryg00d
- ✓ I always get receive a good and friendly response from the staff and find them very helpful
- \checkmark I have good experience with Pelham medical practice
- ✓ The doctor was very good the receptionist was helpful and went straight in to see doctor no waiting.
- ✓I was in to see the nurse on time.quicky sorted and out. Very nice personality. X
- ✓ I gave a 1 because all the staff go above and beyond
- ✓ The secretary was polite and helpful. The Doctor listened to me,ecked me and told me plans going forward. Excellent service but
- ✓ The interaction with the nurse taking my blood was very good and I felt at ease. She was very kind and professional
- ✓ The two drs I saw today for two separate incidents were brilliant! Very knowledgeable and impressivly responsive. Also. The appointments were on time no waiting.
- ✓ I visited St Gregory's practice (normally Pelham Road) it would have been useful to have the room numbers flash up on the board, not just the practitioners name
- ✓ Because I got the answer I wanted
- ✓ Dr was very professional and polite, and felt that the consultation wasn't rushed.
- ✓ Friendly service, not long waiting.
- ✓ Time Management ,Communication skills and she was very professional
- \checkmark Friendly receptionist. Mrs Swetha Duggimpudi was friendly and efficient.
- ✓ The dr helpfully took time to talk through treatment options.

- ✓ 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 in creased 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