# FFT Monthly Summary: February 2024

**Pencester Surgery** Code: G82015



# SECTION 1 **CQRS Reporting**

# **CQRS Reporting**

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
70	12	6	2	4	1	0	0	0	95	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:** 393

**Responses:** 95

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	70	12	6	2	4	1	95
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	70	12	6	2	4	1	95
Total (%)	74%	13%	6%	2%	4%	1%	100%

## **Summary Scores**

**36% 6% 86% 86% 86% 86% 86% 96% 86% 86% 97 86% 86% 97 86% 98%** 

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

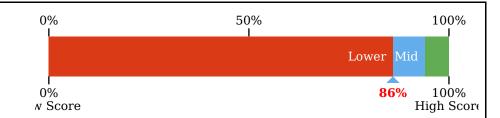
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

# **SECTION 3 Practice Scoring**

#### **Practice Score: 'Recommended' Rank**

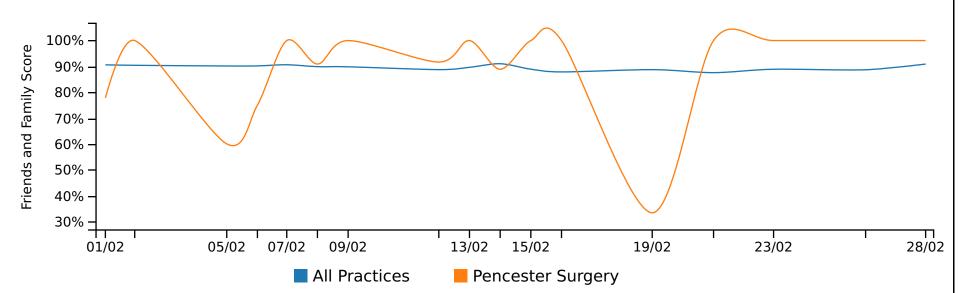
Your Score: 86%
Percentile Rank: 25TH



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 25th percentile means your practice scored above 25% 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.

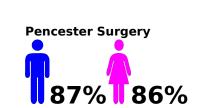
# **Practice Score: 'Recommended' Demographic Analysis**

#### Age

	< 25	25 - 65	65+
All Practices	85%	89%	93%
Pencester Surgery	100%	86%	84%

# All Practices

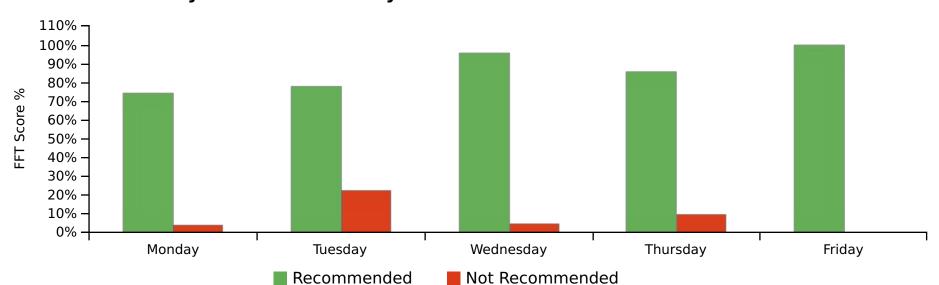
Gender



Notes: 1. Scores for current reporting month.

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

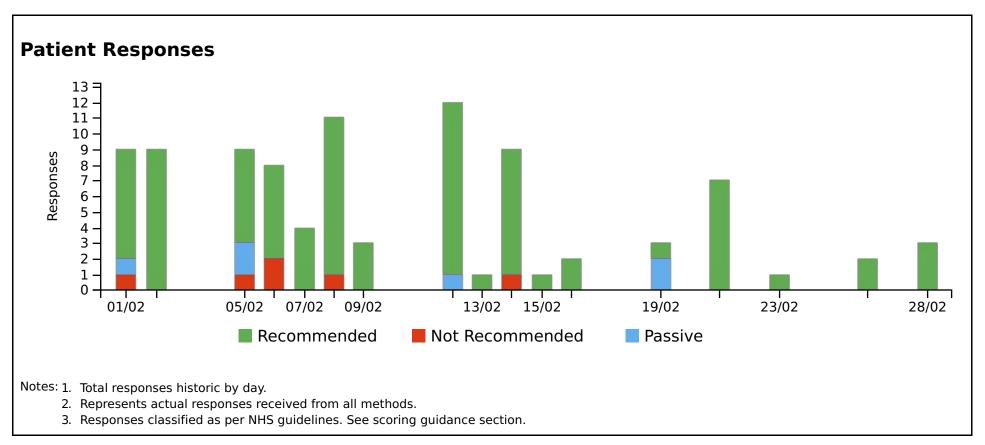
# **Practice Score: Day of the Week Analysis**



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**



#### **Patient Free Text Comments: Summary**

#### Thematic Tag Cloud Reception Experience 16 conscientious Arrangement of Appointment 10 Reference to Clinician 31 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. effective ve 3. Tag cloud is rendered using the most used present participle verbs, successful gerund verb, adverbs and adjectives where the word frequency is reflected in text size.

#### **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 that I received my treatment from was very nice and helpful
- ✓ I was treated professionally with consideration and punctual.
- ✓ Helpful, polite, interested colleague they sorted my problem wit
- ✓ Nurse practitioner took time to discuss results and I felt she listened to what I said
- ✓ Polite friendly and very helpful with regards to the nurse i saw this morning
- ✓ Very helpful and polite lady.
- ✓ Not a long time to wait to get seen
- ✓ From your receptionists to the Dr I saw a week ago Dr Jackson and the nurse I saw today. Friendly and efficient. I don't visit the doctors very often but it was a pleasant experience.
- ✓I was listened to. Examination was thorough, yet succinct. Practical advice. Approachable manner. 10/10
- ✓ Seen on time and dealt with professionally
- ✓ Very friendly professional service
- ✓ TEST AND INFORMATION FROM NURSE GOOD
- ✓ Very polite call
- ✓ Had appointment with the nurse, Rachel. She spent time explaining my condition and encouraged me to talk and gave me strategies for the way forward.
- ✓ While I rarely see GP, so can't really comment on their services, the nurses are excellent and the reception staff are very helpful.
- ✓ Good friendly service provided
- ✓ Happy with the service.
- ✓ I'm difficult to bleed and always sick, the nurse managed to get my blood and looked after me really well. Thank you Tara
- ✓ My nurse was very helpful in telling me what I was having and answered all the questions I had.
- ✓ Mrs Julie-Ann Jones was very professional, efficient & friendly with me, thank you
- $\checkmark$  The reception staff were really helpful and Julie was amazing.
- ✓ Did not have ro wait long at reception and nurse was very good explained everything very well
- ✓ The receptionist made me an appointment very quickly and Julie the nurse practitioner was very thorough and helpful
- ✓ Nurse and receptionist were very helpful and efficient.
- $\checkmark$  The service I have had has been outstanding and the Rachel is a real credit to the surgery.
- ✓ Good service
- ✓On time for my appointment. And the nurse was very good.
- ✓ Just good service from the nurse and receptionist
- ✓ Good service to me and quickly
- ✓ They're are doing great
- ✓ Nurse Rachel was very good and very helpful made me feel better and at ease Lady behind reception was also helpful helping me fill my forms out
- ✓ Nurse was nice
- ✓ Running a bit late
- ✓ My treatment for my health check was excellent
- ✓I made an appointment walked in to the surgery used the automated booking in system when the nurse was available I was called forward had my treatment all within twenty men arrival to departure
- ✓ The physio is excellent
- ✓ The GP thoroughly gave the briefing of the procedure. She gave a beautiful and friendly smile. She makes me at ease and she showed care
- ✓ Got there early and was seen early
- ✓ Service for me was good
- ✓ I have always found the surgery to be friendly and efficient.
- ✓ Nice / polite and efficient
- ✓ Nurse was very helpful
- ✓ No waiting and very friendly
- ✓ I had a very good service today- 1
- ✓ Knowledgeable answers
- ✓ Because service was good..simple
- ✓ Easy to book. No waiting, not a crowded waiting room, lovely lady nurse and no bruise after.

- ✓ Visit was successful
- ✓ Efficient & Friendly.
- ✓ Nurse was lovely
- ✓ Booked in seen on time asked if I had any problems regarding the treatment I was having injection given with no pain next appointment date given good service
- ✓ Cheerful, professional and competent
- ✓ All staff were very pleasant
- ✓ Because it was good
- ✓ Reception staff had time to deal with enquiry because surgery was quiet
- ✓ The members of the nursing team looking after me are very caring and conscientious.
- ✓Appointment was on time friendly staff and great care with my treatment
- ✓ Receptionist have always been helpful I received a gp appointed dr Richard's whom was very knowledgable (as always) and referred me to the FCP mr Mastan MSK physio again incredibly knowedlage and not only advices me for my low back pain. He also advised about my little finger and middle toe pain. So incredibly helpful, effective communication and very professional. Very supportive. Dr Richard's also spoke to me today regarding my gallbladder pain incredibly knowledgable and helpful Thankyou Pencester as always first class care
- ✓ Because fast and efficient

#### **Not Recommended**

- ✓ Staff look over worked, dissinterested, long breaks
- ✓ The appointment I had with nurse was very good, but appointment with the GP was poor, I didn't get any help.
- ✓ Can't get through to reception let alone see a doctor
- ✓ I requested a particular tablet form of medication. The receptionist didn't give the correct message to the gp.Consequently I received the incorrect prescription. I requested the correct medication from the gp.I had no response from the gp regarding on ongoing issue after I had messaged them.I couldn't get through in the morning to get a gp phone call. I phoned every day for over a week in the afternoon and they still didn't respond and the individual receptionists couldn't give me a positive response on how to get the gp to reply. Or how I could get an appointment via a phone call in the afternoon. Not a very good service at all.
- √The nurse was rough with my procedure and also was asking inappropriate questions.
- ✓ Unable to arrange routine GP appointment must use emergency 0800 call que. Even after seeing multiple specialists, I wanted to discuss the results and life long contraindications. symptoms of chest pain and palpitations poorly managed. Today's appointment was ok. Nurse friendly. Smell in reception and reception staff didn't greet me. Used screen arrival.

#### **Passive**

- ✓I thought I had pressed 2 for good!
- ✓ Very hard to get appointment. Even at 8 15 in morning no appointments for call back appointment for doctor
- ✓ Because that's a honest answer if you use scale system. You do have individuals I believe perform better.
- ✓ Two doctors have been very abrasive and one sounded incredibly obnoxious. I understand he's busy but lives can depend on them
- ✓ Because
- ✓ Because it is difficult to get to see a nurse or doctor & it can take awhile to get through to the surgery then sometimes if there are alot of phone calls they cut you off. I have not have a asthma check for over 6 months +