

FFT Monthly Summary: February 2024



Penchester 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

86% 6% 8%

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:

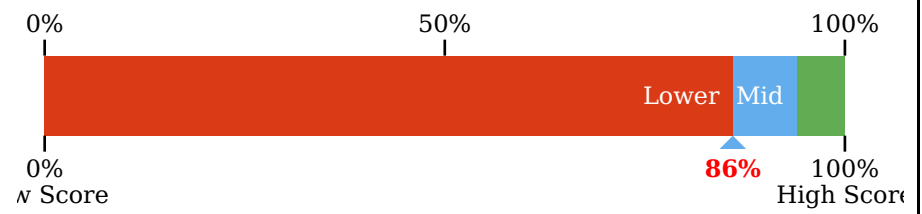
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

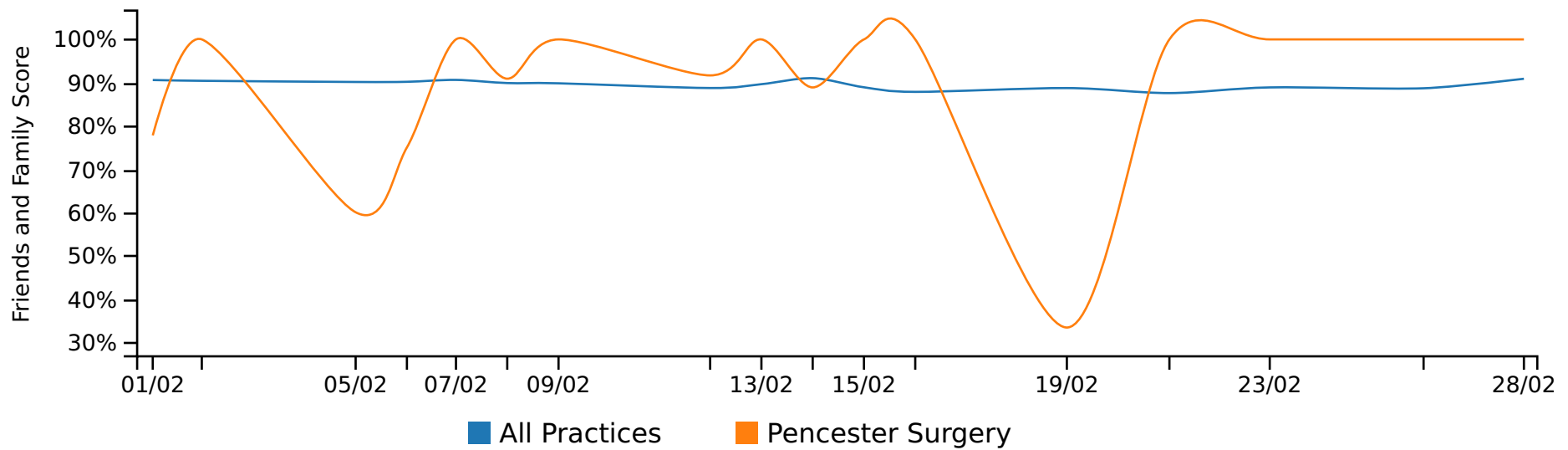
Your Score: 86%

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



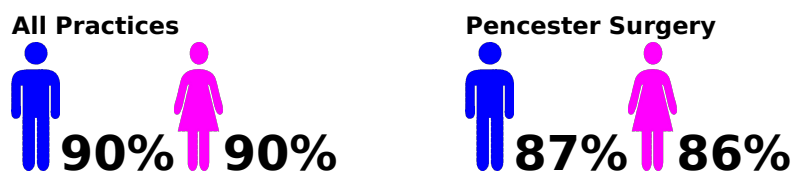
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

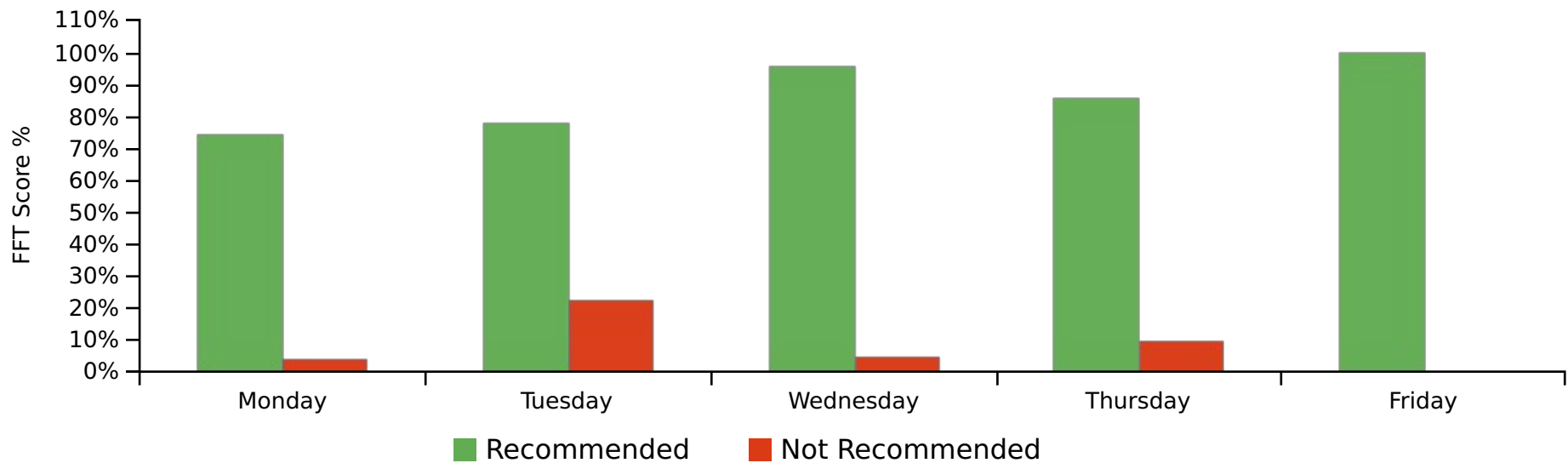
	< 25	25 - 65	65+
All Practices	85%	89%	93%
Pencester Surgery	100%	86%	84%

Gender



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

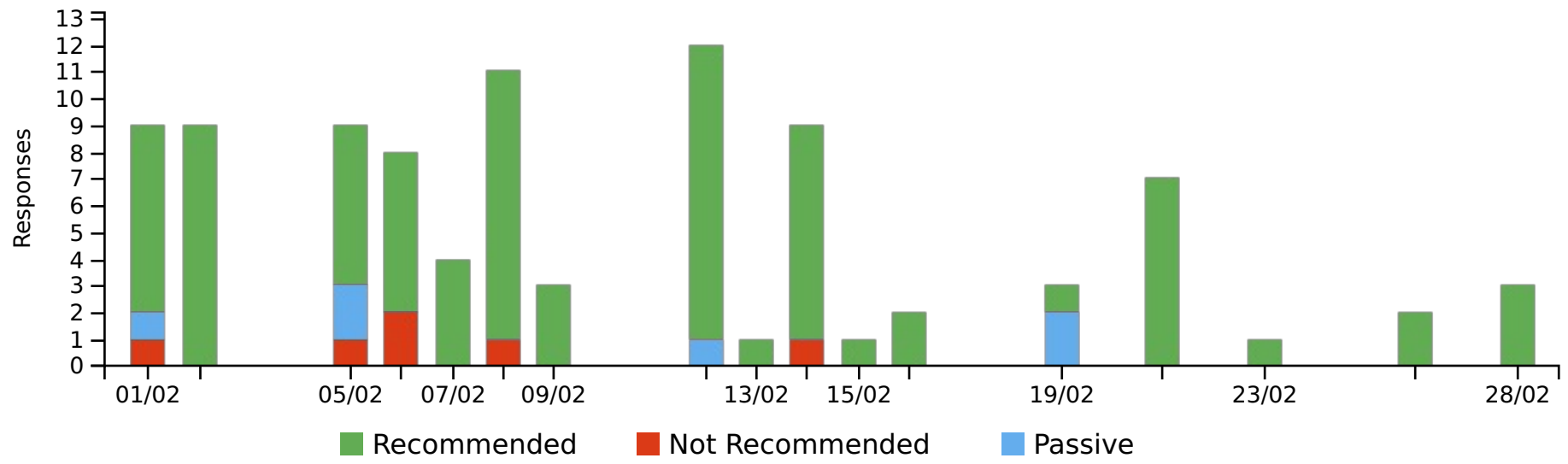
Practice Score: Day of the Week Analysis



- 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.

- ✓ *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 knowledlage 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 Pncester 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 +*