

FFT Monthly Summary: March 2024



Penchester Surgery
Code: G82015

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
70	17	1	2	6	0	0	0	0	96	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:	307						
Responses:	96						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	70	17	1	2	6	0	96
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	70	17	1	2	6	0	96
Total (%)	73%	18%	1%	2%	6%	0%	100%

Summary Scores

91% 8% 1%

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:

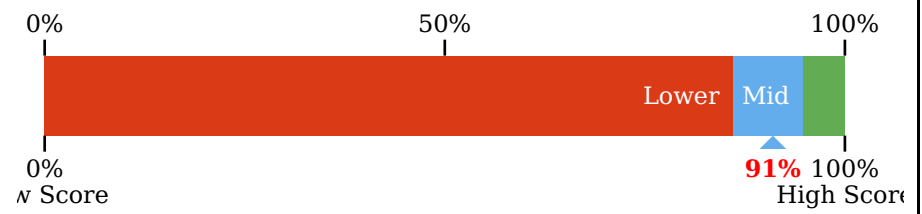
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

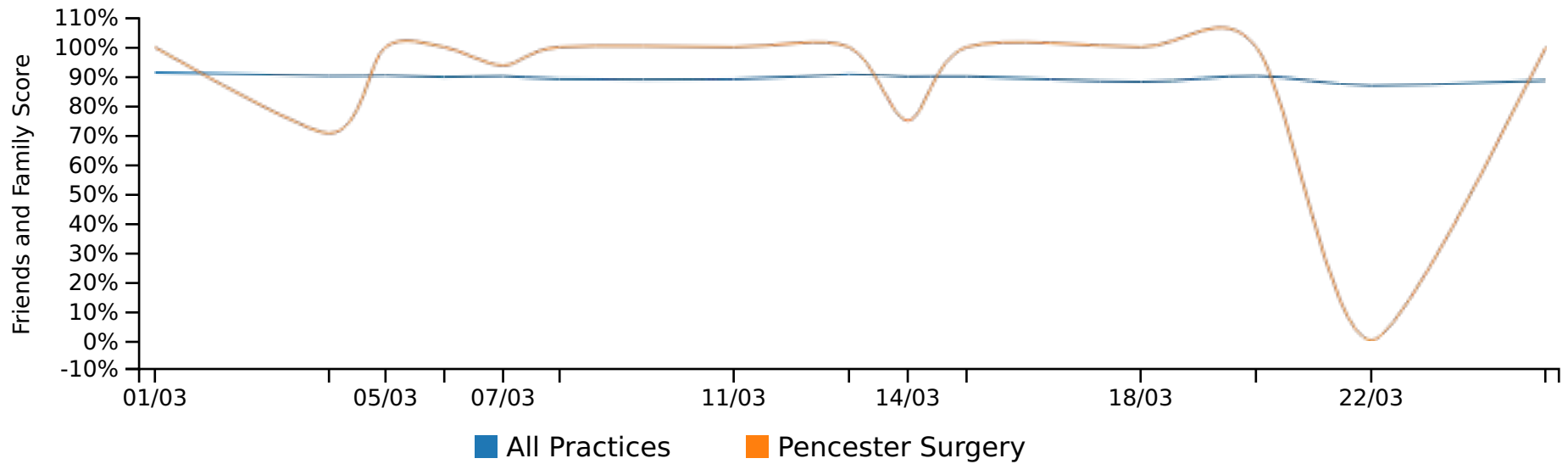
Your Score: 91%

Percentile Rank: 50TH



- 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 50th percentile means your practice scored above 50% of all practices.

Practice Score: 'Recommended' Comparison



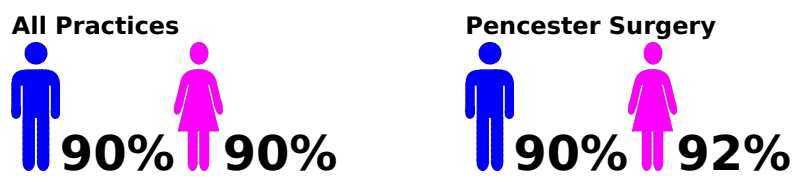
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

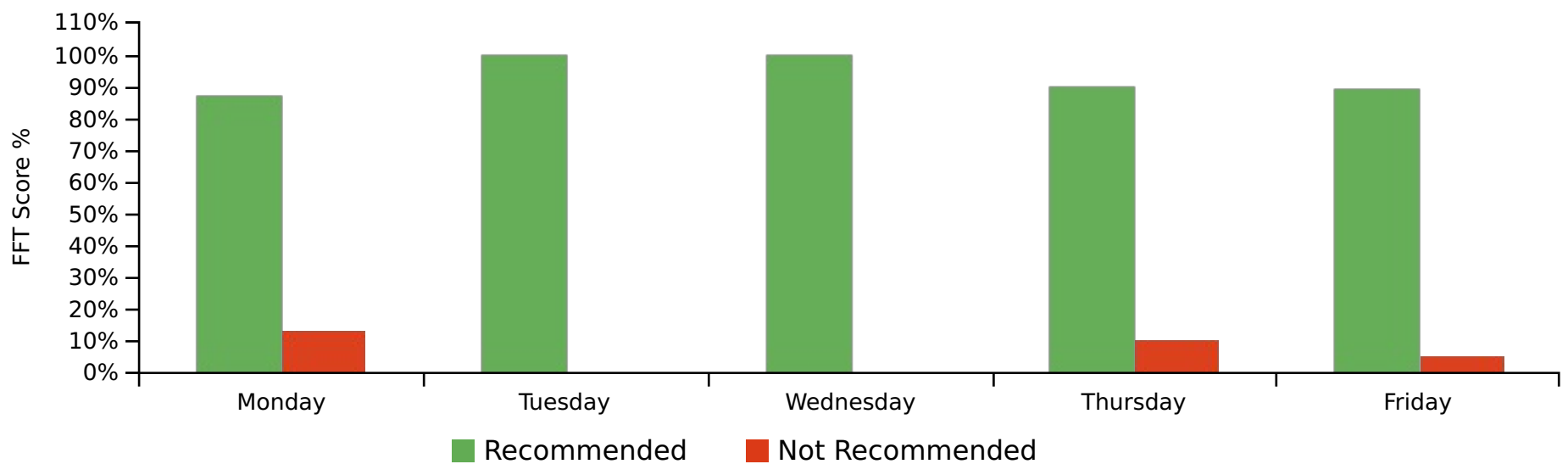
	< 25	25 - 65	65+
All Practices	84%	89%	93%
Pencester Surgery	50%	92%	94%

Gender



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

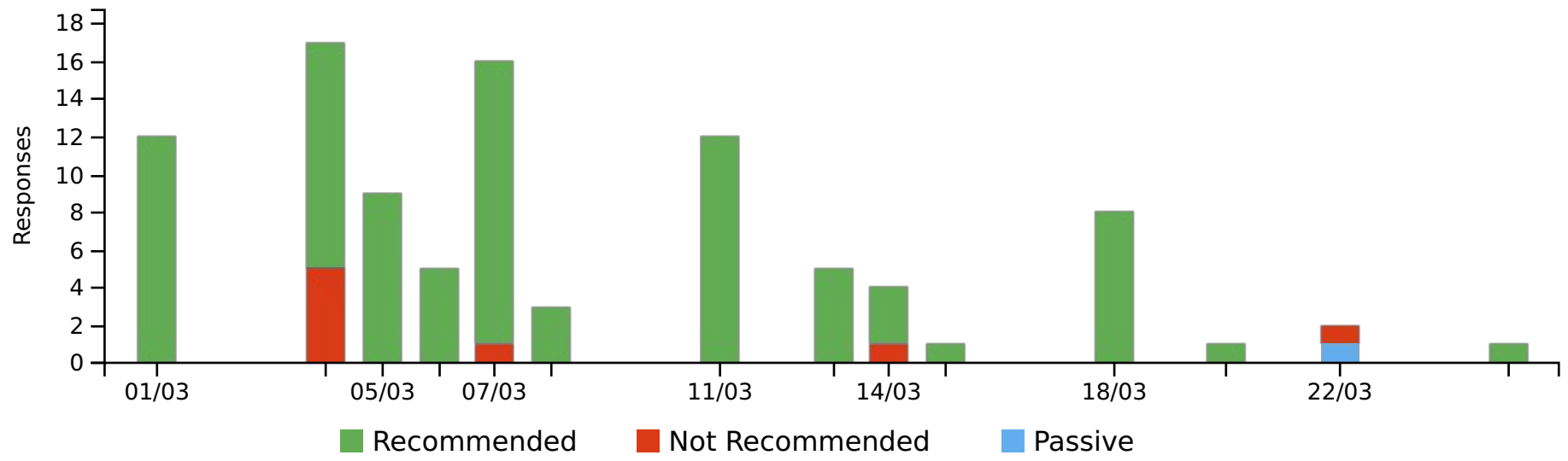
Practice Score: Day of the Week Analysis



- 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.

- ✓
- ✓ *Good service quick*
- ✓ No wait. Good forward plan
- ✓ *I was looked after today*
- ✓ It was as good as I expect into today's climate.
- ✓ *The service was good*
- ✓ Can't fault the reception team or the nurses . shame that I have to wait 2 weeks for a blood pressure 24 hr monitor as you only have 1
- ✓ *That was very friendly and lovely appointment*
- ✓ Service always good. Polite staff, Efficient & organized. Thank you.
- ✓ *Because my husband who was the.*
- ✓ You asked and I answered. I could not make it to my appointment, I want to thank you doctor
- ✓ *Quick visit*
- ✓ The nurse was very friendly and personable
- ✓ *The nurse was excellent and very helpful and friendly, she was very professional.*
- ✓ On time, efficient and caring.
- ✓ *The relevant number fitted my experience.*
- ✓ Good service as always.

Not Recommended

- ✓ I have been calling you since 9.30 and I can't get through. When the phone rings it cuts off. When I do get a human being I can't make an appointment. Is there anyone with a brain that can see how awful and useless this is. It's actually not hard. I have a high PSA if there is a doctor in existence I would love to actually talk to them. If they are all working from home then just refer me to the prostate folks in Canterbury as they answer their phone there
- ✓ *Donna always very thorough, friendly and helpful*
- ✓ I needed help and I haven't received help I should get
- ✓ *An hour on the phone to make the initial appointment*
- ✓ Can never get through to to make appointment on your phone line service
- ✓ *I had two appointments but I got told there was only 3*
- ✓ They're impossible to get hold of. Constantly.

Passive

- ✓ BP test done efficiently and on time, Today's visit good but practice in general can be "challenging" to deal with.