FFT Monthly Summary: March 2024

Pencester 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

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

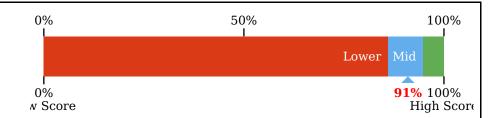
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

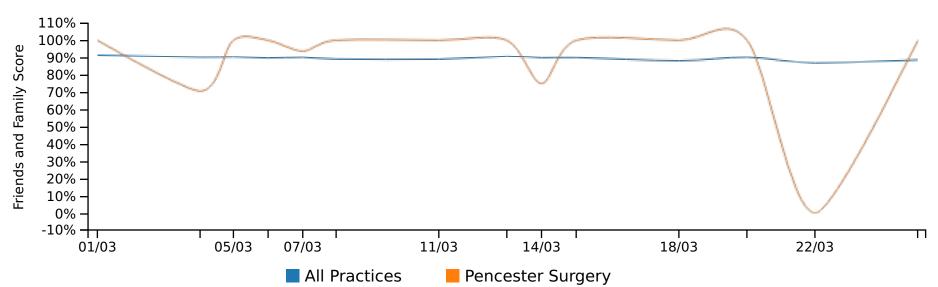
Your Score: 91%
Percentile Rank: 50TH



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.

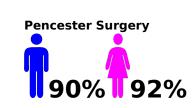
Practice Score: 'Recommended' Demographic Analysis

Age

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

All Practices

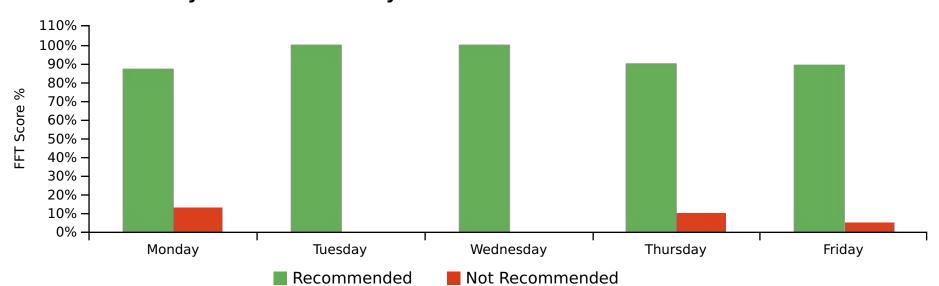
Gender



Notes: 1. Scores for current reporting month.

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

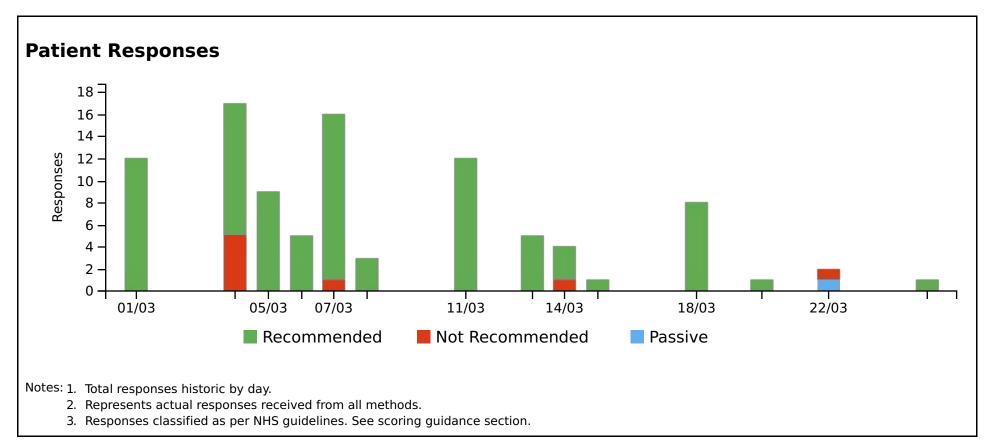
Practice Score: Day of the Week Analysis



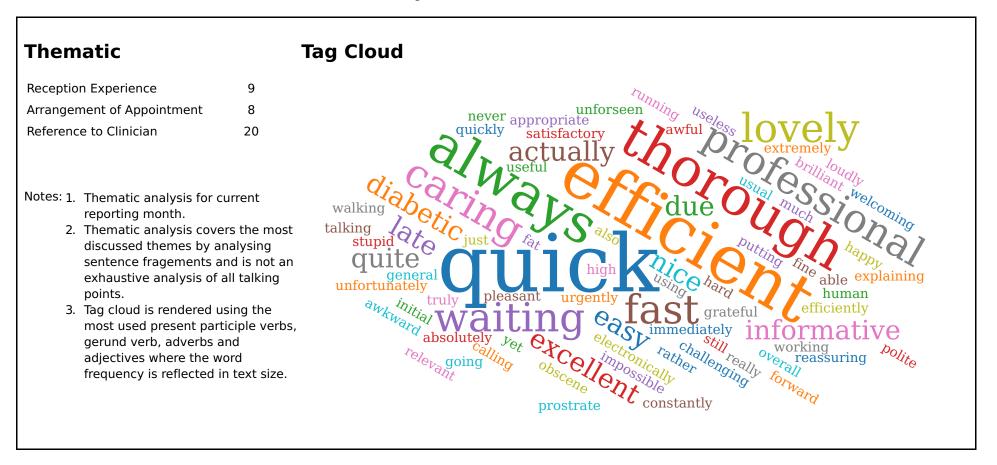
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

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

SECTION **4 Patient Response Analysis**



Patient Free Text Comments: Summary



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

- ✓ nurse was very nice
- ✓ 1good
- ✓ Nurse donna saw me on time. Easy to electronically sign in. Nurse did not rush but took time to listen to me
- ✓ Friendly and helpful practice couldn't have asked for any better treatment from the staff
- ✓ No waiting The nurse was very friendly and helpful All good as per usual
- ✓ I found the service provided to be fast and efficient.
- ✓ Because the diabetic nurse was a 100% exerlant
- ✓ Because I was seen on time and the nurse listened to me.
- ✓On time service, and due to feeling unwell the diabetic nurse saw me immediately to urgently review.
- ✓ Nurse Willis is always thorough and helpful consulted the doctor who provided useful advice
- ✓ Because the service from Donna was very satisfactory.
- ✓ Good service
- ✓ Nice people helpful
- ✓ Quick response to being seen.
- ✓ Staff member could have been friendlier. Putting a patient at their ease. Receptionist was fine.
- ✓ Very caring took time and I was truly grateful
- ✓ Seen on time no problem
- ✓ Very fast No waiting.
- ✓ Both nurse and receptionist were helpful.
- ✓ I had good service with Julie Willis 2day
- ✓ All staff interacted with were extremely friendly yet remained professional
- ✓ No waiting
- ✓ The nurse was absolutely lovely. She was very caring and listened to what I had to say. I could not fault her.
- ✓ The Reception Staff were quick and efficient, identified the issue and referred me to the appropriate member of the team who was able to diagnose the problem. Brilliant!
- \checkmark My appointment was on time. I was asked all the right questions about my condition. It was a very thorough meeting.
- ✓ It was very quick and fast and the staff was really kind
- ✓ Excellent service and very helpful and friendly, easy to talk too.
- ✓ Good advice from the DBN to achieve desired blood sugar levels.
- ✓ In time and good service with helpful nurse.
- ✓ Because i was happy with the service i received today
- \checkmark Overall good service of Pencester Surgery.
- ✓ Because they were very welcoming and kind
- ✓10 mins late
- ✓ Was in and out quickly
- ✓ Unfortunately I was 10 minutes late for my appointment due to unforseen traffic delays but nurse Tara Maxwell still managed to see me on time for my dressing change. Thanks very much.
- \checkmark On time and the Nurse was very pleasant x
- ✓I found Rachel Marsh very helpful and informative
- ✓ Practice nurse was very quick and efficient
- ✓ You were running approx 20 mins behind, with no update and the lady that saw me, was walking around in the corridors before hand. I also found the appointment quite awkward. I haven't had a vaccination in a while and she acted like she knew I would be in and out of there in minutes. Rather than explaining
- ✓ Today I was seen by a lovely nurse that listened to me and didn't make me feel stupid or fat.,
- ✓ Because there were a couple talking very loudly, using obscene language and having a lot to say about the receptionist. A lot of it she didn't hear as she was doing her job. There was quite a lot going on at reception with customers.
- ✓ Service was very professional and informative!!!
- $\checkmark \text{It was a very thorough and reassuring consultation with your pharmacist Lydia . Very kind and helpful. } \\$
- ✓ The nurse was very helpful

- /
- ✓ Good service quick
- ✓ No wait. Good forward plan
- √ I was looked after today
- ✓ It was as good as I expect into todays 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 appoitment
- ✓ 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 cant 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 prostrate folks in Canterbury as they answer their phone thete
- ✓ 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.