FFT Monthly Summary: January 2024

PELHAM MEDICAL PRACTICE
Code: G82032

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
64	23	5	0	5	0	0	0	0	97	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: **350**

Responses: **97**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	64	23	5	0	5	0	**97**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**64**	**23**	**5**	**0**	**5**	**0**	97
Total (%)	*66%*	*24%*	*5%*	*0%*	*5%*	*0%*	*100%*

Summary Scores

👍 90% 👎 5% 👈 5%

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:

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

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

For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:
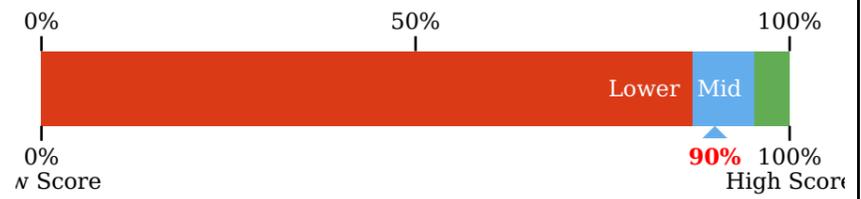
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Practice Score: 'Recommended' Rank

Your Score: **90%**

Percentile Rank: **45TH**

| 0% | 50% | 100% |

Lower | Mid

| 0% | 90% | 100% |
N Score | | High Score

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 45th percentile means your practice scored above 45% of all practices.

Practice Score: 'Recommended' Comparison

■ All Practices ■ PELHAM MEDICAL PRACTICE

(Y-axis: Friends and Family Score; X-axis dates: 02/01, 05/01, 10/01, 15/01, 19/01, 29/01)
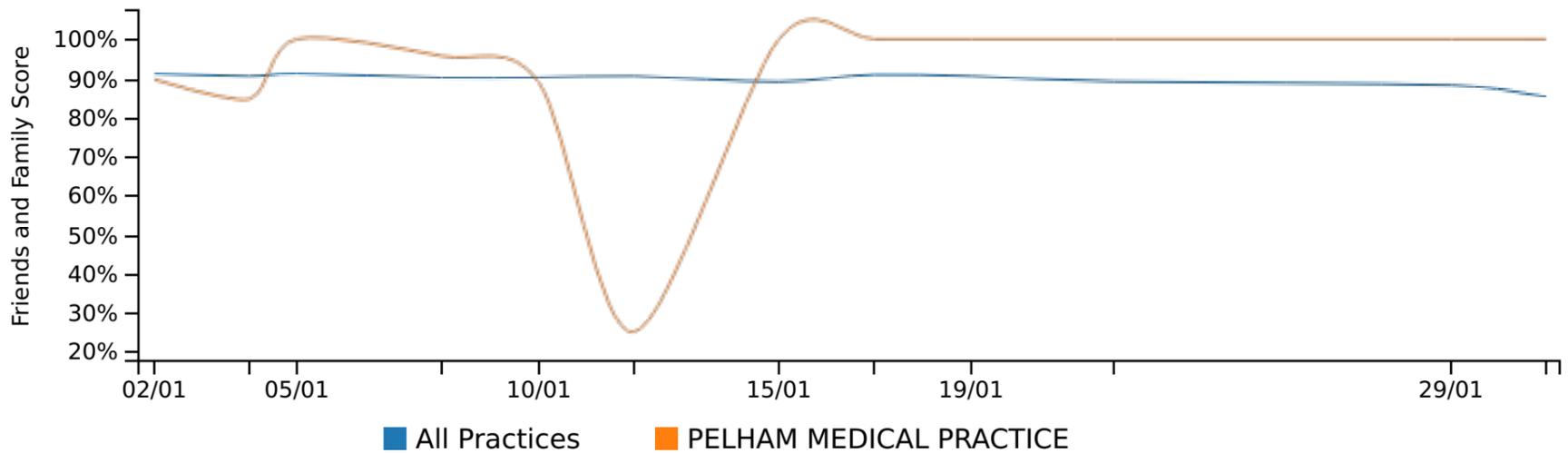
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	85%	90%	93%
PELHAM MEDICAL PRACTICE	90%	83%	100%

Gender

All Practices

90% 90%

PELHAM MEDICAL PRACTICE

87% 91%
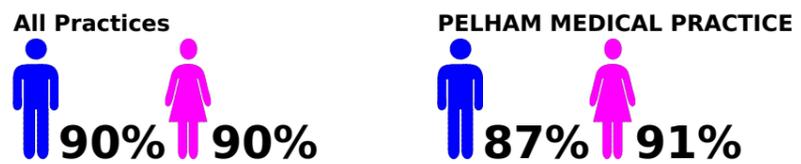
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis

■ Recommended ■ Not Recommended

(Y-axis: FFT Score %; X-axis: Monday, Tuesday, Wednesday, Thursday, Friday)

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.

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.

Patient Free Text Comments: Summary

Thematic   **Tag Cloud**

Reception Experience	15
Arrangement of Appointment	13
Reference to Clinician	25

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.
3. Tag cloud is rendered using the most used present participle verbs, 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

✓Had to wait 15 mins, otherwise a 1

✓*Pelham practice very professional*

✓On time and very professional

✓*Lovely doctor, very attentive and got me an appointment quickly*

✓I didn't have to wait long and the phlebotomist was very kind and helpful

✓*The staff were very helpful and friendly*

✓I met a pleasant doctor who advised me about my medication & general health, Excellent,

✓*On time and a very understanding doctor*

✓The phlebotomist was very professional and friendly. Reception was helpful.

✓*Best. Doctor she. Very. She. Amazing.*

✓Good service

✓*Good friendly service, waiting time was a little bit long but reason was explained.*

✓Louise was fantastic (as always)

✓*Good service but my appointment was late*

✓Because dr Mann listened to my problems, examined me, gave me medication and advised me for the next steps

✓*Listen to what I had to say*

✓You sent a survey

✓*It would of been very good but was questioned why I was having the test done.*

✓So helpful, smiley and nice colleague atmosphere!

✓*I don't*

✓Between the 2 surgery's they always manage to get my mother a appointment

✓*I was completely satisfied with the service I received so obviously I marked "1"*

✓For good service

✓*Always good staff*

✓It's what i think

✓*On time*

✓Very happy overall

✓*I spoke to the receptionist and the nurse, both very pleasant. The nurse was helpful, especially of long 'words' and patient.*

✓Very thorough, patient, understanding and explained about my sons infection well.

✓*The Doctor was very thorough, examined me and sent me for blood tests to find out the cause of my swollen ankles*

✓Had no problems

✓*Kindness of receptionist and on time , very kind and caring lady who took the blood very gentle*

✓Nice greeting from main reception, short wait and professional process with friendly phlebotomist

✓*Cos the doctor was helpful*

✓Very good doctor

✓*Got an appointment on the day and thought the advice I was given was well considered*

✓I was given an emergency appointment, and dealt with in a friendly professional manner.

✓*the doctor is a very good specialist and a very nice person.*

✓We got an immediate appointment for our emergency and the doctor was excellent

✓*Happy lovely lady.went through results for what I was having done.reassured me and made me feel comfortable.*

✓Quick to be seen , GP was also good

✓*Dr Ghozlan is excellent , listens to patient, makes referrals and arranges follow ups in good time . .All the GP"s and nursrs are good as is receptionists There is one excellent receptionist .tall slim brown / blond short curly hair ..glasses Relatively new at surgery .Goes above and beyond to sort things out May be a team leader .*

✓Time management and quick respond

✓*Very efficient, professional & informative*

✓From calling the surgery to seeing the doctor was brilliant.Doctor was very helpful and has sent me for a X-ray

✓*As always excellent appointment*

✓Service was quick with phlebotomy. She can always get blood as there is difficulty getting my blood ,Louise can do it every time .

✓ *As always a friendly and helpful reception Doctor was kind and understanding and caring*
✓ Because I was treated very well by the Nurse and by the Doctor
✓ *Everything you do is good thanks*
✓ Friendly, informative
✓ *Had a very professional service from my GP today.*
✓ From the way the text was worded, I am assuming feedback on my visit today was requested. If it is a wider response, then please let me know.
✓ *My test results were all explained thoroughly and the doctor put my mind at ease as I was quite worried about certain issues. She has given me good advice to follow and plans to see me in about four weeks to see how things are going .*
✓ Good polite professional service at reception greeted with a smile . Was at ease speaking to Doc gave me time to explain and reassure me as to what needs to be done to help me manage my symptoms .
✓ *Today I was helped.And I thank who I came in touch with.*
✓ Nurse took time to go through child's issues and referred
✓ *Staff were friendly and the appointment was smooth, but I had a longer wait for the appointment than expected.*
✓ Very polite and friendly service
✓ *The staff in the reception are very polite and cheerful. I didn't have to wait for long for my call and the doctor who I saw was very polite and had a patience with me. Gave me a good result that I wanted to hear.*
✓ Service at the reception and through phone are very helpful, easily able to schedule appointments, and the doctors nat the practise are very helpful
✓ *Felt I have been listened to & now things have been seen to*
✓ Staff are very helpful and caring
✓ *I gave the answer because I called to book an appointment, and I was attended to promptly and politely and was attended by a Dr same day.*

Not Recommended

✓ My son had an appointment today to see Doctor Chitambra, we got to the reception the lady who attended to me was Kerry, when it was my turn she said we were late, at that time it was 5.05 pm. I explained to her that there were two patients in the Queue before us. She was the only receptionist attending to the patients the other receptionist joined her when it was about my turn, I also explained to her that our appointments had been booked almost a month ago and he needed to see the doctor to find out if he would be referred to Darent Valley he has done some blood tests and we have been coming to see Doctor lady Dr Sahota. I believe her cancelling my son's appointments was wrong because we could have seen a doctor if someone attended to us on time. Moreover Ever since I have been coming for appointments doctors never called me at the exact time I booked.
✓ *Because doctor doesnt listen what i am saying, in my situation it was that i have gp appointment where says if in 72 hours cough will not stops must make chest xray, but. Dr sahota says no you don't need interrupt when i try to explain that i have not only cough but pain in chest as well .*
✓ Very good

Passive

✓ Very noisy environment, long wait time. I think there should be some kind of toy thing for kids as they often run up and down the ramp
✓ *Difficult getting appointments*
✓ I didn't feel like I could ask for my blood pressure to be mea
✓ *Receptionist weren't very responsive, one was eating a chocolate bar while I stood waiting to be seen.It's also taken 2 months to see a Dr about an important scan.*