

FFT Monthly Summary: March 2024



PELHAM MEDICAL PRACTICE
Code: G82032

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
74	14	4	2	3	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: 337

Responses: 97

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	74	14	4	2	3	0	97
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	74	14	4	2	3	0	97
Total (%)	76%	14%	4%	2%	3%	0%	100%

Summary Scores

91% 5% 4%

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:

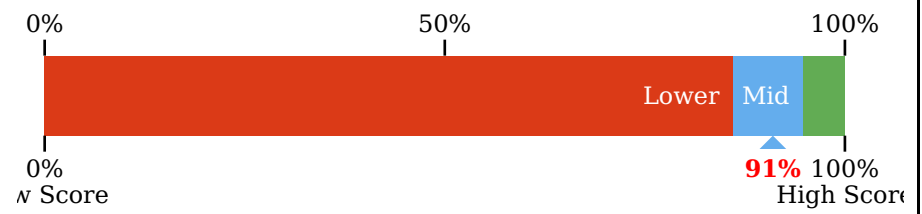
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

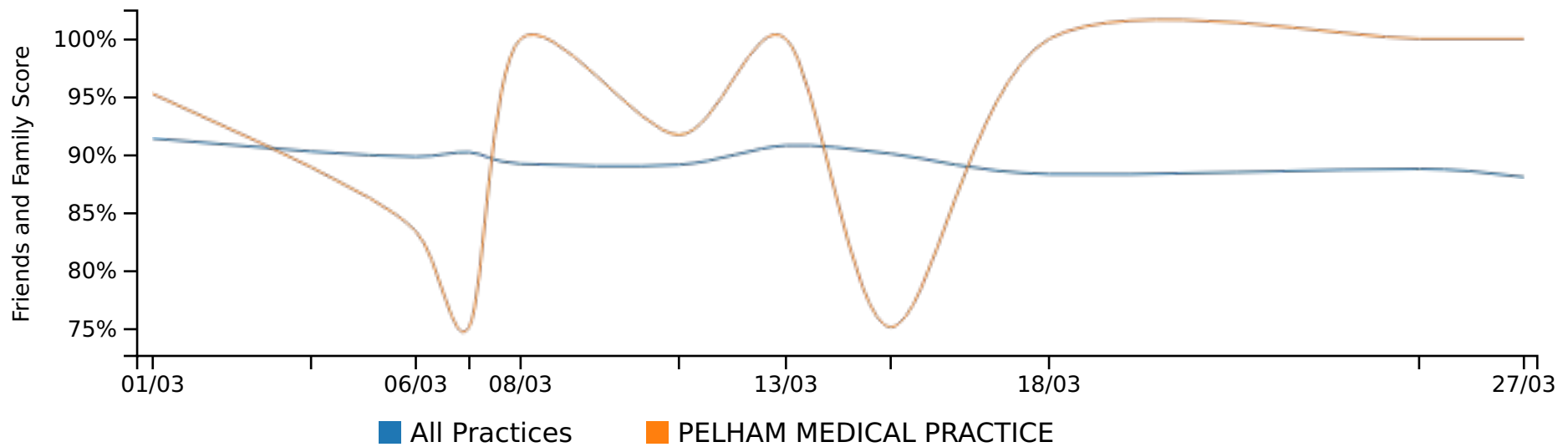
Your Score: 91%

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



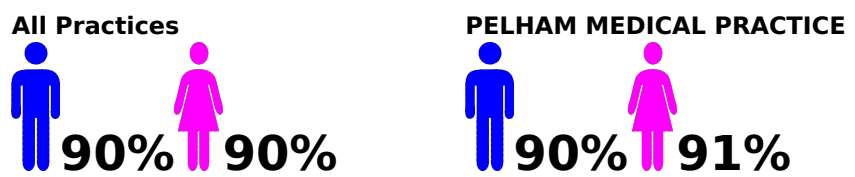
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

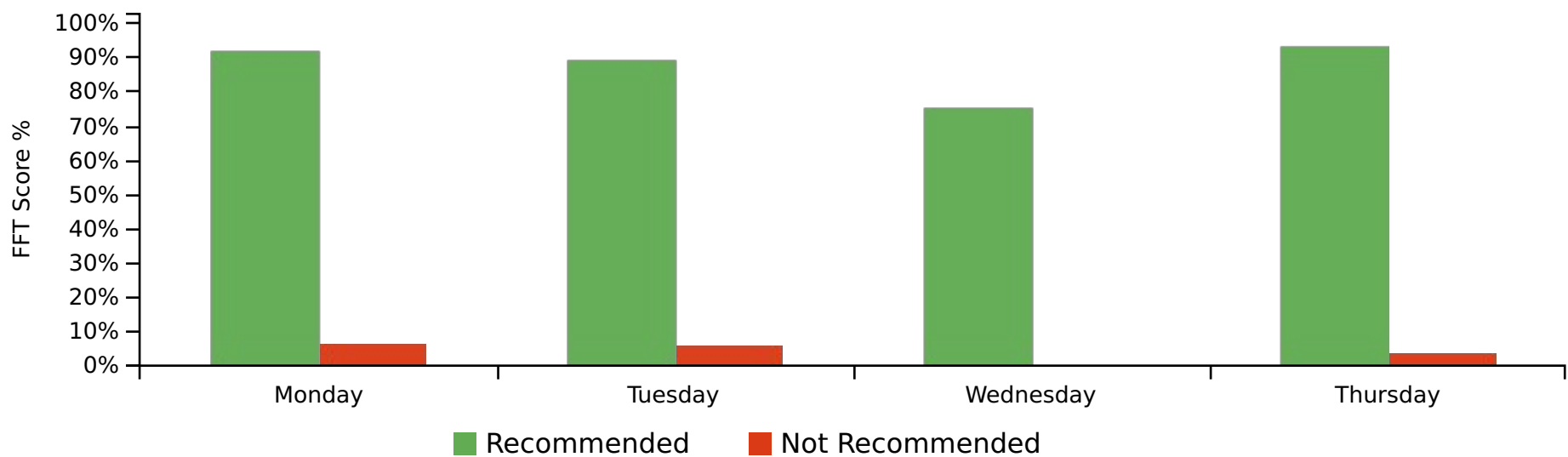
	< 25	25 - 65	65+
All Practices	84%	89%	93%
PELHAM MEDICAL PRACTICE	79%	92%	94%

Gender



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

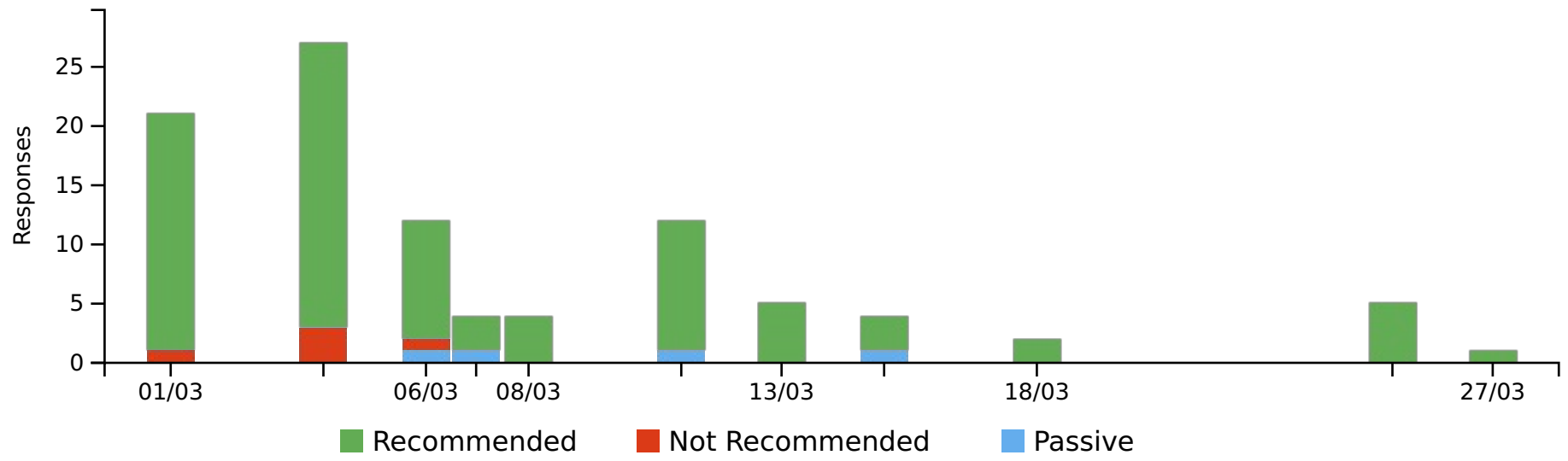
Practice Score: Day of the Week Analysis



- 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.

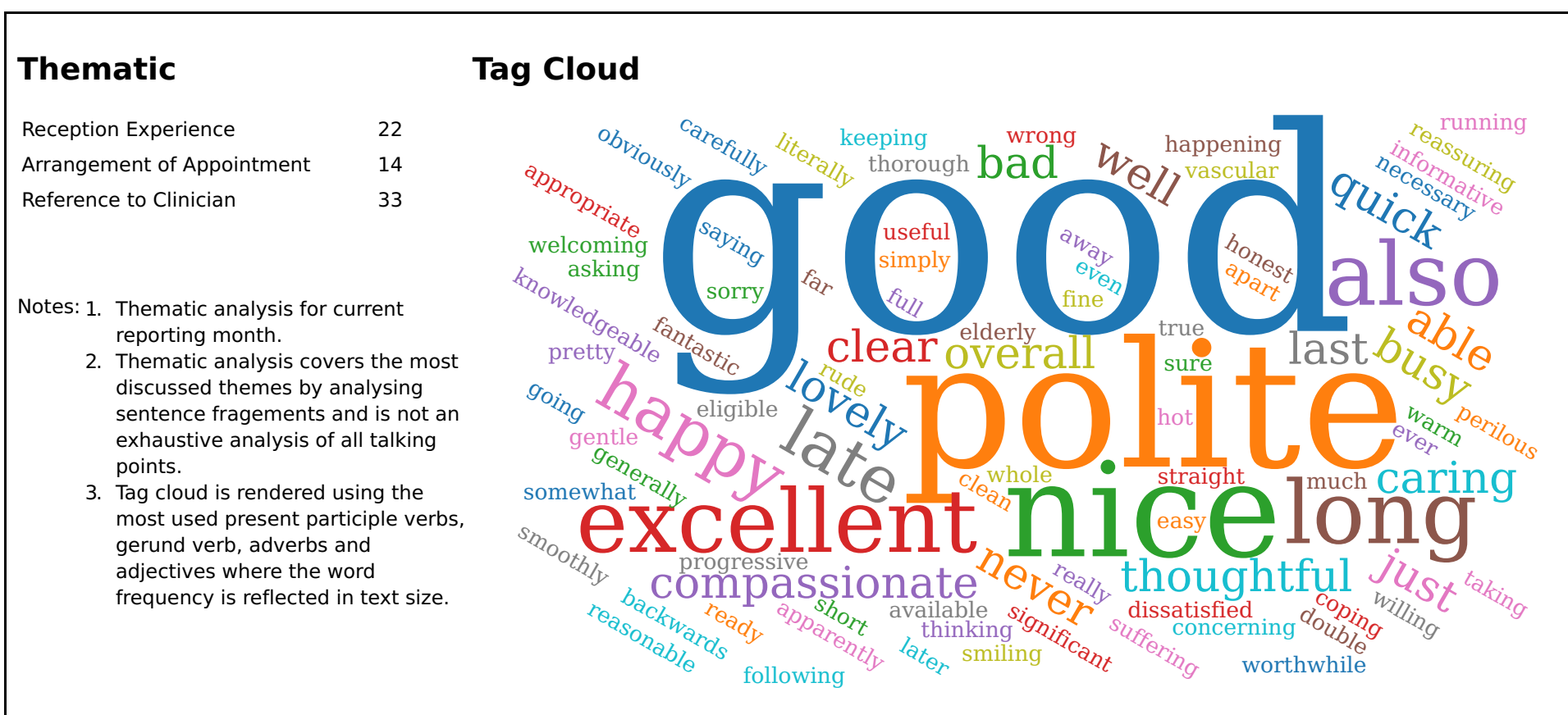
SECTION 4 Patient Response Analysis

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.

SECTION 5 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

- ✓ Generally the services, the reception, the interaction etc
- ✓ Firstly I am not dissatisfied at all my score was based on the two week wait to book the blood test and the 15 minute wait to be seen after my appointment time. I am not annoyed or upset regarding the two issues but had they not existed my score would have been 1.
- ✓ ??? Because I was happy with the overall experience and my results???
- ✓ Very polite and help full
- ✓ The nurse was very thoughtful and helpful
- ✓ Apologies It should have been 1 as the service today was great
- ✓ Because I was very happy with the service
- ✓ The receptionists are lovely and very helpful and I've never struggled to be seen in an emergency by the team of fantastic nurses, hca and doctors
- ✓ All good and on time
- ✓ Louise was great.. friendly, knowledgeable and efficient
- ✓ Always pleasant receptionist ,extremely helpful, Doctor All so very nice
- ✓ Dr C had bad news to impart to me. He was clear, helpful, honest and compassionate
- ✓ Friendly, helpful, excellent care. Thank you.
- ✓ The staff are gentle and professional.
- ✓ The doctor who attended to me, took his time to explain in detail, the options available to me, regarding my health issues.
- ✓ Excellent customer Service
- ✓ The staff were friendly and professional and my nurse was a lovely lady who made the experience better
- ✓ Because the staff literally bend over backwards to help.you .I don't think I have had a bad experience in all the years that I have been with the practice 75yrs so well done.
- ✓ When the queue was going outside the door a receptionist was called to clear the people just waiting to book in for appointments and always Dr Nasrally was very easy to talk to and a pleasure to see
- ✓ Good experience no waiting very professional good overall
- ✓ Very good experience a round
- ✓ I saw a nurse called Donna Dodson and she was very friendly and welcoming, made me feel at ease straight away. So kind and professional. Great member of staff.
- ✓ The reception staff and the doctor were very nice
- ✓ Receptionist were perlite, friendly, Dr also the same.
- ✓ All ways ready to listen and Make sure your coping with what ever is happening to you
- ✓ Receptinononist very pleasant. And the Doctor very informative and polite.
- ✓ The consultation was thorough and a lot of ground covered. Reassuring information about my health and actions being taken to help with issues.
- ✓ Good service and efficient surgeries close to me
- ✓ Efficient. Nice receptionists. Didn't have to wait too long to see the doctor.
- ✓ Reception staff v good Nurse b good polite
- ✓ Friendly service at counterCompleted an e-consult at 10am. Recieved phonecall at 11am for a same day appointment. Waiting time reasonable.
- ✓ Dr listened to me carefully. And addressed all my issues. Changed a prescription, made referrals for further investigation
- ✓ Always been very helpful
- ✓ You ask
- ✓ Helpful staff and doctors,
- ✓ The nurse was very kind and helpful
- ✓ Polite helpful receptionists, clean and warm waiting room, drs always seem to go above and beyond to help
- ✓ Polite and prompt
- ✓ I have always been given an appropriate appointment and dr Mann has always seen me with a caring and compassionate attitude
- ✓ We had a good appointment with Dr. Okeze. I really like her and I trust her with my daughters. We also had jabs for our baby today and the nurse was very nice.
- ✓ Professional and quick service
- ✓ Reception was very pleasant, very helpful. Didn't have to wait long at all I had my shingles vaccination
- ✓ The staffs at the reception were nice and friendly, also willing to help, the nurse that attended to me was good
- ✓ Always been very happy and well informed with the whole team keeping me on my somewhat perilous road to good health.
- ✓ Waiting times on phone can be improved

- ✓ *Always get good service*
- ✓ All staff were very helpful and professional
- ✓ *Very nice nurse, made me feel comfortable while having a smear test, which has never been a comfortable experience before*
- ✓ The Doctor was very professional and offered good advice
- ✓ *Surgery was busy but polite receptionists. Friendly and efficient nurse. At no time did I feel that I was being hurried out.*
- ✓ Was able to see Dr once symptoms explained (wasn't able to last week)
- ✓ *I had appointment today and I received excellent service.*
- ✓ I know they was thinking that it was in my best interests to ignore and book a double appointment I feel like I'm a burden and taking up everyone's time it could of been a telephone appointment
- ✓ *Very prompt appointment, Dr. Goslan has been very understanding and professional. Very helpful.*
- ✓ It true
- ✓ *Doctor rang on time and dealt with my problem.*
- ✓ Because I was pleased
- ✓ *Quick and efficient service very caring GP*
- ✓ If we run from 3 mins to 10 mins late our appointment gets cancelled if the gp runs late anything up to 20 mins its fine for us to sit and wait i think its disgusting as we might have other commitments
- ✓ *I put in an econsult this morning and got a call for appointment about 2 hours later. I am so pleased with the econsult service and obviously Dr Nasrally is the best :)*
- ✓ Apart from having a long wait on the phone to book an appointment, I was treated with respect and understanding, I was seen the same day and the doctor knew why I was asking to be seen. They listened to me , prescribed medication and sent useful links for self help within minutes of the end of the appointment.
- ✓ *Staff always polite,doing the best they can.*
- ✓ Seen pretty much on time. Staff very polite & friendly
- ✓ *The service was good although running late*
- ✓ I was treated with dignity and listen too
- ✓ *It was kind thoughtful and efficient.*
- ✓ A smoothly run operation with friendly, smiling staff.
- ✓ *Excellent service*
- ✓ Whenever I have seen your nurses I feel like I'm meeting up with friends, not as a patient.
- ✓ *Always helpful*

Not Recommended

- ✓ *Sorry Pressed wrong button 2*
- ✓ *I waited 2 days to have urine sample tested as i couldn't be seen as nobody would test it without a face to face appointment*
- ✓ *6th march my telephone appoinment Which is disgusting service .*
- ✓ *Because I was waiting over 1 hour for my appointment today and then a following 35 minutes in the pharmacy to pick up my prescription. I was exhausted and frustrated after everything. Waiting so long for just a 10 minute appointment was not worthwhile.*

Passive

- ✓ Appointment was cancelled by the nurse with 30 minutes' notice. Apparently I was not eligible for the session, which was booked on or before 8th Feb. I am self-employed, so had given up half a days' pay for nothing. Receptionist who phoned was rude, even saying I was confused. She seemed confused herself, or simply not bothered to understand that the short notice of the cancellation meant a significant loss of earnings to me. The cancellation could have been made weeks earlier.
- ✓ *Feel very rushed the last 2 visits. I appreciate how busy all drs surgerys are atm but with an elderly father suffering with progressive Alzheimer's vascular dementia it's extremely concerning that these days no one wants to give you the time necessary to get your concerns resolved.*
- ✓ I had to wait 15 minutes beyond my app time. The waiting area was also far too hot. Nurse was OK.