FFT Monthly Summary: February 2024

PELHAM MEDICAL PRACTICE

Code: G82032



SECTION 1 CQRS Reporting

CQRS R	eportin	g									
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
67	24	4	2	2	0	0	0	0	99	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:	349						
Responses:	99						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	67	24	4	2	2	0	99
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	67	24	4	2	2	0	99
Total (%)	68%	24%	4%	2%	2%	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 (%) =
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

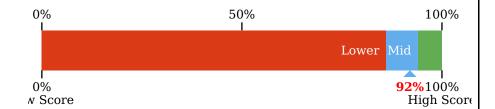
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

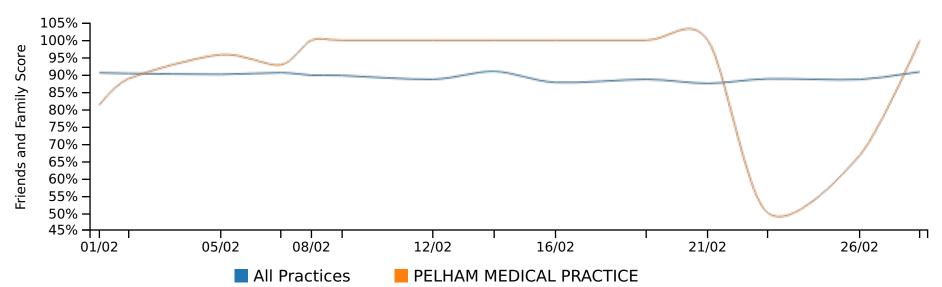
Your Score: 92%
Percentile Rank: 60TH



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 60th percentile means your practice scored above 60% 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%
PELHAM MEDICAL PRACTICE	92%	92%	96%

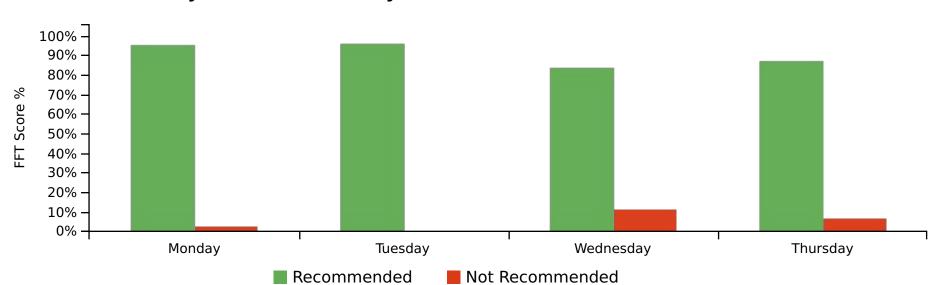
All Practices



Notes: 1. Scores for current reporting month.

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

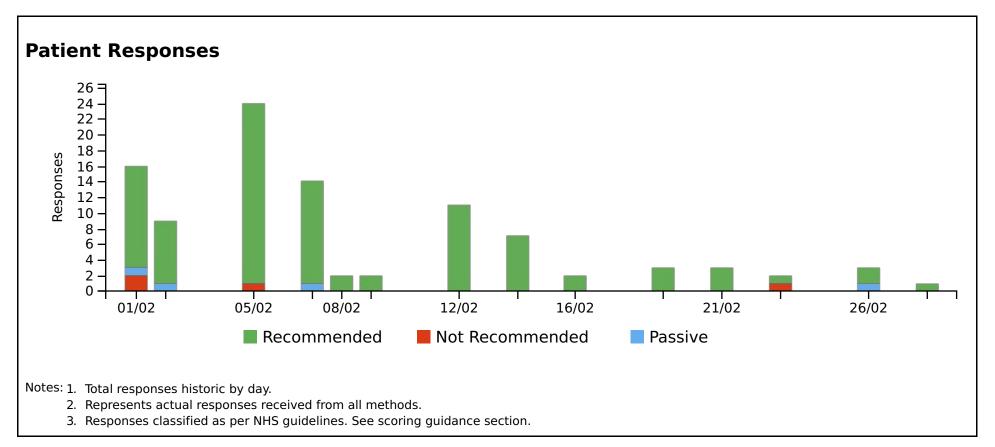
Practice Score: Day of the Week Analysis



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



Thematic Tag Cloud **Reception Experience** 16 Arrangement of Appointment 13 Reference to Clinician 21 supportiv 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. knowledgeable however

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

- ✓ Very helpful and friendly Nurse.
- ✓ Staff very helpful
- ✓ Nice to talk to in and out
- ✓ Urgent request was responded to quickly and the paramedic we saw was efficient and supportive
- ✓ Louise Money is excellent, caring and personable
- ✓ Very helpful overall fantastic service thank you
- ✓ Friendly staff and will help with inquiries as best they can
- ✓ Appointment on time and went well.
- ✓ Good customer service
- ✓ Always polite and helpful.
- ✓I was well attended yo
- ✓ Good customer service
- \checkmark Very kind and patient Dr mann. Spoke through everything with me and was reassuring. Thankyou
- ✓ Receptionist friendly and helpful and so was the Doctor
- ✓ The member of staff who took my blood was very pleasant, very efficient and reassuring.
- ✓ Because the service was good overall
- ✓ Prompt and felt chilled
- ✓ I was treated with civility and respect which I appreciate
- \checkmark Staff are polite and helpful, emergency appointments are available every day, and the practice is clean and tidy.
- ✓ Very good treatment
- ✓ Because there sevice is always verrgoodfromall reconist to doctores nurses and all other persernell
- ✓ As I'm happy with the service has been provided.
- ✓I was seen before my time, there was a very small queue that moved quickly and the practice was clean and tidy
- ✓ Second appointment, on time.
- ✓ Everyone at the surgery is very professional and kind and the waiting time is short.
- ✓ Got apt quickly didn't wait too long
- ✓ Always go above and beyond to help me
- ✓ My doctor who I see was louise she was so helpful and efficient I find all the staff at pelham surgery helpful and polite
- ✓ Good receptionist and good doctor
- ✓ The nurse explained everything to me today so made me happy
- ✓The doctor addressed the problem, covered a few options, gave initial solution for discomfort but following up with tests to make sure. She had great bedside manner, making it friendly space for my toddler who also accompanied me.
- ✓ Because dr chitambara is very good at what he does and has helped me more than he would ever know over the years and today. I don't trust anyone else
- ✓ Good efficient and friendly staff. From reception to doctors
- ✓ Because I don't have to weight long . & u are very helpful ,
- ✓Always prompt, friendly staff
- ✓ I got an appointment quickly (via E-consult), my appointment was on time, I got the medication I was asking for, reception staff are always polite and friendly.
- ✓I thought that I'd what I wantefy
- ✓ The gp was very thorough with my daughter and prescribed medication needed and went into detail
- ✓ Nurse was fantastic and very helpful
- ✓ y & help with pre bookable appointments and the e consultant service response is brilliant.
- ✓ Had to wait 4 weeks for an appointment
- ✓ Thoughtful, kind, listened
- ✓ Good availability of different doctors. Options to have your blood tests/vaccines done in the surgery. Same day availability for emergency appointments.

 Areas of improvement: Wait times could improve further at busy times. Open slots for non emergency appointments only via the nhs app to call volumes and Improve patient experience.
- ✓ I was very impressed with the consultation, the doctor went beyond off helping me to narrow down the investigation.
- ✓ Receptionist very efficient. Didn't have to wait long for my appt. Blood sample taken straightaway and I was on my way home again.

- ✓ Appointment was a little bit late, but otherwise excellent
- ✓ Receptionist was excellent and the Louise Money outstanding
- ✓ Excellent all round
- ✓ Staff are friendly, seen in a professional manner.
- ✓ Service was good we had to wait and was not seen on time however the gp was u very knowledgeable and helpful.
- ✓ Dr Francis Louis took his time to explain to me properly and offered to follow up on my case.i appreciate that.
- ✓ Was ok didnt wait too long while when in the surgery, although the wait to get an appointment is way too long
- ✓I find the practice very efficient and I have had nothing but good experiences with Doctors or nurses.
- ✓ Excellent nurse and receptionists, but busy waiting room.
- ✓ Good friendly service.
- ✓ Appointment on timeStaff friendly and helpful
- ✓ The GP I met on my previous appointment was proactive and the nurse today was informative and very good at her job.
- ✓ All the care I have from you a big thank you mrs parker 21 Tivoli gardens gravesend.
- ✓ Pleasant experience and great chair-side manner. The appt was for my baby and they were really efficient and appts had been made for us. Waiting time was also brief.
- ✓ The team are friendly, and are always willing to help. I feel I have been looked after so far
- ✓ Treated well

Not Recommended

- ✓ Always brilliant service.
- ✓ Not appointment

Passive

- ✓Once able to see a go the service and care is amazingHowever there seems to be policies in place that mean red tape and blocks from the reception team mean a lot of humanity is lost in the car of patientsIt's understandable that there are rules in place to give a good service but when it goes against g the right thing?
- ✓ Having always been taught to arrive in plenty of time for any appointment I arrived at the surgery at around 8.23. For an 8.30 appointment only to find the surgery locked. I stood outside in the cold with other patients until the door was unlocked at 8.30.All very well but what if it had been raining or snowing??? Some people have to catch buses so are bound to be early. Surely in this day and age you seriously can't expect old people or really ill people to stand about outside in poor conditions.
- ✓ Never able to book appt when urgently needed, but great for routine check ups with lovely staff