

FFT Monthly Summary: December 2024

Grassendale Medical Practice
Code: N82009



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
44	4	1	0	1	0	0	0	0	50	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: **115**

Responses: **50**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	44	4	1	0	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	44	4	1	0	1	0	50
Total (%)	88%	8%	2%	0%	2%	0%	100%

Summary Scores

👍 96% 🗳️ 2% ➡️ 2%

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: 96%

Percentile Rank: 85TH

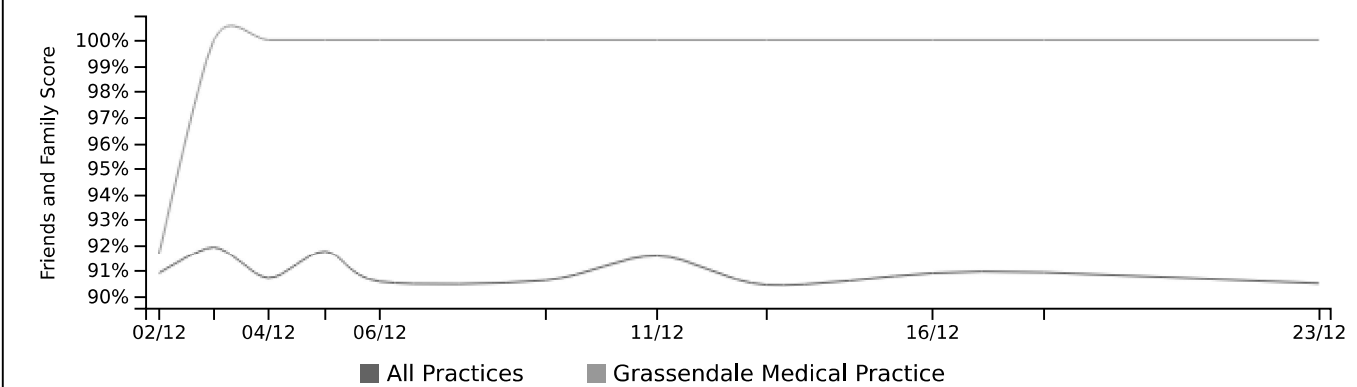
0%50%100%

0%100%

LowerMidHigh 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 85th percentile means your practice scored above 85% 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%	90%	93%
Grassendale Medical Practice	100%	100%	91%

Gender

All Practices

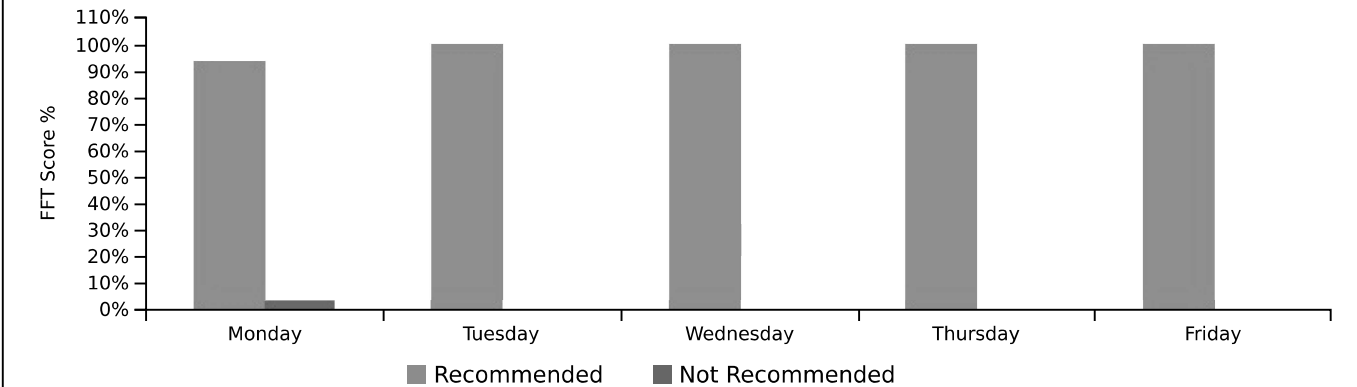
91%91%

Grassendale Medical Practice

100%94%

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

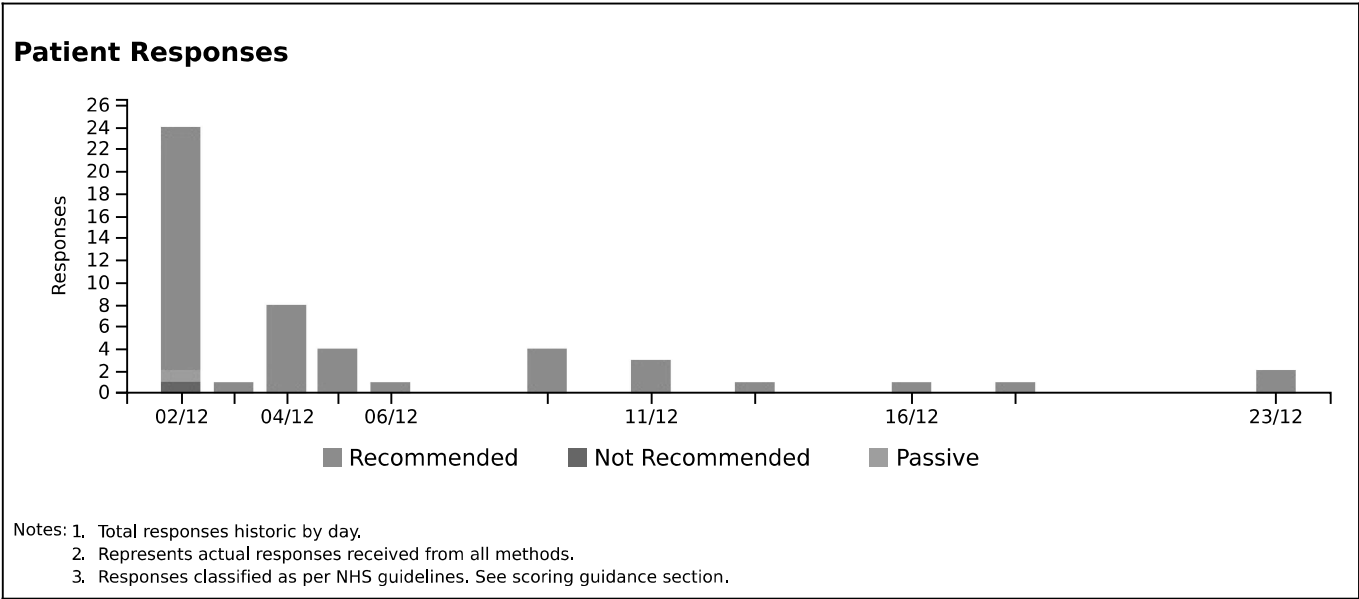
Practice Score: Day of the Week Analysis



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

Tag Cloud

Reception Experience	2
Arrangement of Appointment	8
Reference to Clinician	22

Notes:

1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragments 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.



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

- ✓fast service from putting in patches consultation, give appt straight away, went in fast when arrived, friendly approachable dr wridnall, has great bedside manner and it's fully appreciated with a little one. speaks to you on your level and nothings ever a bother.
- ✓*Professional with great advice and reassurance.*
- ✓The new call back system is great! Got an appointment on the day I needed and the doctor was amazing
- ✓*Efficient and friendly*
- ✓Doctor was very understanding and helpful to my medical condition
- ✓*The call back phone service was much welcomed and avoided a half hour wait on hold. I did find the immediate text straight after arranging an appointment a bit disconcerting though as it suggested I could manage my condition at home without being seen which, at this point, I wasn't certain I could. That said, when I did come in for the appt, Dr Baxter was professional and pleasant, thorough in checking everything was as it should be, and this really put my mind at rest. Thank you*
- ✓Because it is true. I have always received first class treatment and care fromk Grassendale Medical centre
- ✓*It's only what I would expect.*
- ✓I had an early appointment so I could work and Dr Brookes explained all the issues I have in detail and the processes to follow.
- ✓*The speed of service was excellent on this occasion and doctors excellent*
- ✓The appointment was on time , the GP was professional,friendly and delt with both my issues very efficiently ,this practice is patient focused with high standards.
- ✓Yes
- ✓Friendly professional and knowledgeable
- ✓*Professional and answered all my questions*
- ✓Mr Dandas was very knowledgeable and helpful
- ✓*Doctor listened, understood and took my history into account.*
- ✓Prompt professional treatment and caring concern shown.
- ✓*Very pleasant and helpful doctor. Very clear and informative about my condition. Very clear about next steps*
- ✓The GP I saw was excellent but I think the process used to get an appointment is very poor
- ✓*I was able to book my appointment today and see a physio shortly after. Which is quick and efficient and allowed me to understand my problem straight away. Very happy with the service today. Thanks*
- ✓The same particular Doctor that I have seen on last few occasions listens to what you have to say and never seems in a hurry!
- ✓*Val was friendly and helpful and made me feel very comfortable. There was also no delay in my appointment.*
- ✓The doctor I saw was listening to my problem and explained properly to me so I could understand. The doctor was very nice and polite it's nice to see a friendly face when your not feeling good and answers your questions
- ✓*Friendly and professional staff (the receptionist who answered the phone, the receptionist who greeted me, and the doctor). Warm and clean surgery. Easy to understand information from the doctor, efficient follow up / referral.*
- ✓Nurse helpful kind prompt efficient and informative
- ✓*Doctor Williams listened to my concerns and I felt understood*
- ✓I was seen very quickly and blood tests booked promptly
- ✓*Very quick response, very polite, friendly and understanding.*
- ✓I received txt reminders about the appointment. Nurse Val was extremely supportive and took time explaining the process.
- ✓*Michelle was friendly aske pertinent questions about my condition she was very thorough and helpful*
- ✓Satisfied with treatments
- ✓*Always polite and made welcome*
- ✓1st class treatment
- ✓*Because the staff, doctors and nurses are lovely*
- ✓Doctor listened to me and acted exceptionally well.
- ✓*Very helpful*
- ✓Pleasant nurse
- ✓*Because doctor gave me a good examine and he is very pleasant*

Passive

✓ I just had the feeling the doctor was not really interested! specially as I have been feeling unwell for 6 weeks now and was quite emotional and drained! Just a bit of a patronising attitude, felt worse after the consultation!