

FFT Monthly Summary: November 2024



Grassendale Medical Practice
Code: N82009

SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
47	3	0	0	0	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:

109

Responses:

50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	47	3	0	0	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	47	3	0	0	0	0	50
Total (%)	94%	6%	0%	0%	0%	0%	100%

Summary Scores

👍

100%

👎

0%

👉

0%

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: 100%

Percentile Rank: 100TH

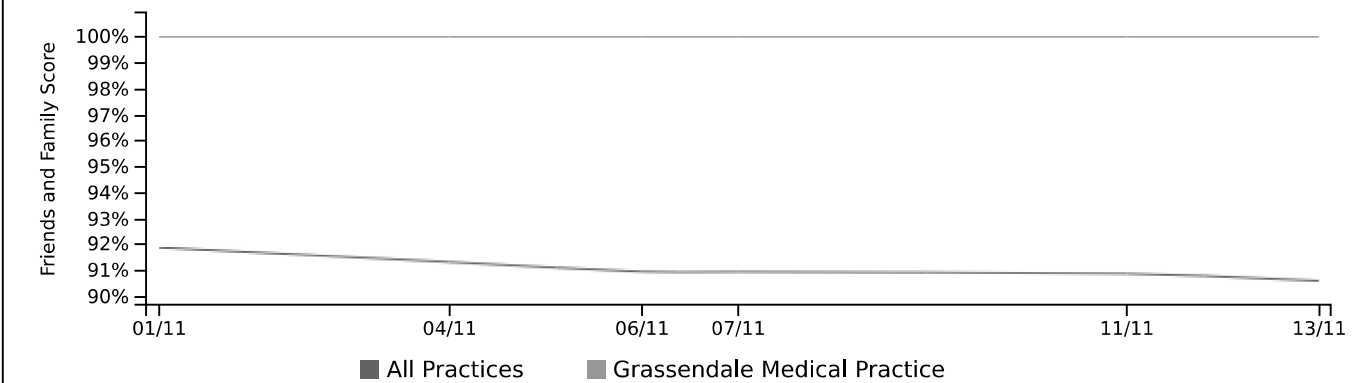
0%50%100%

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 100th percentile means your practice scored above 100% 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	86%	90%	93%
Grassendale Medical Practice	100%	100%	100%

Gender

All Practices

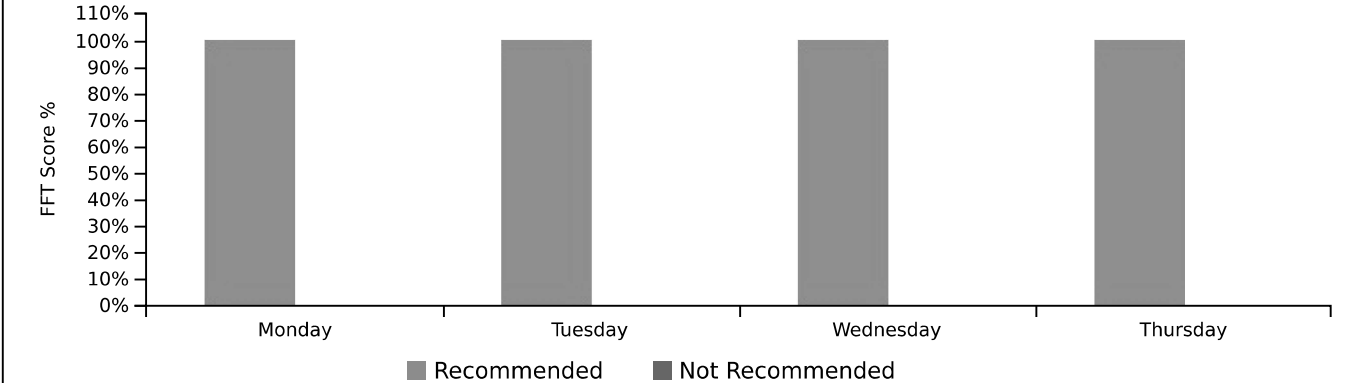
91%91%

Grassendale Medical Practice

100%100%

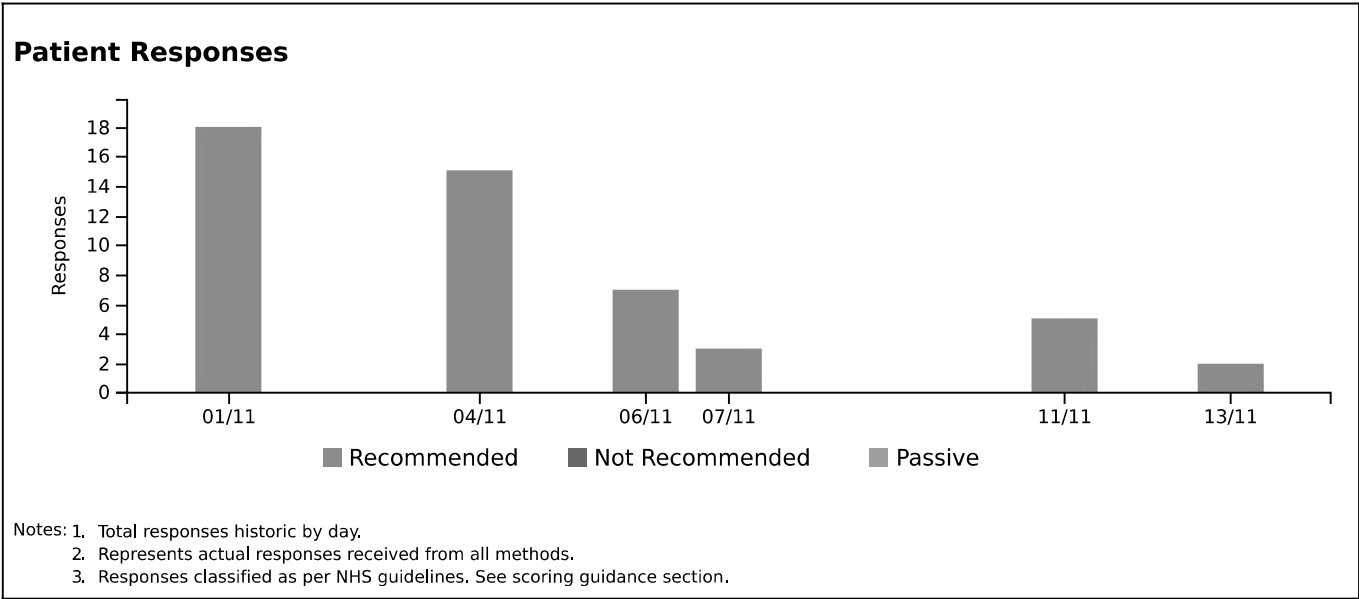
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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



SECTION 5
Patient Free Text Comments: Summary

Thematic Tag Cloud

Reception Experience	6
Arrangement of Appointment	8
Reference to Clinician	17

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

- ✓Dr Howes listened to my issue, and was very helpful i didn't feel rushed, and felt understood by her. In future I will try to book appointments with her.
- ✓I rang this morning with a problem and was seen on the day , staff are very polite
- ✓Seen at appointed time. Given time for consultation and even found time for a blood test so I wouldn't need to return for another appointment. Excellent service. Thank Ella
- ✓I have been very pleased with last few visits but in the past haven't been quite so happy.
- ✓Welcoming, professional, efficient and helpful visit.
- ✓Right on time and excellent doctor's manner
- ✓I was seen on time by an absolutely delightful nurse, Ella MacCallion. The B12 injection only hurt a tiny bit! I haven't felt any pain since having the injection 3.5 hours ago. So not only is Nurse Ella delightful, she is also very skilful.
- ✓Reception staff polite and helpful. Dr Morgan, efficient, listened and heard me. Was polite, professional and understanding. I was pleased with the outcome of my consultation. Thank you
- ✓Doctor was understanding and did a thorough check
- ✓Val is both professional and friendly, it's very clear she cares
- ✓Jack was very pleasant and professional. Receptionist also helped answer several questions which was appreciated.
- ✓Appointment was on time, healthcare professional was very helpful and friendly.
- ✓Jack was very good, listen to me a nd gave .e excellent advice
- ✓Today I received the flu vaccination from Jack Ellis. He was both professional & pleasant in putting me at ease.
- ✓Doctor Howes was excellent she explained everything to me which was great and easy to understand
- ✓The nurse I saw was very professional and understanding of the fact that I was a bit nervous of needles, she did her best to put me at ease. I felt I was in safe hands.
- ✓Dr. Provided appropriate assessment of my lesion and explained what he thought it is. I await an opinion from the dermatology link to which he has forwarded the photos he took. He was approachable and courteous. I was seen right away, which was great.
- ✓Always friendly and efficient. Booking the appointment was easy and there were options for times that suited me (flu jab). Practitioner who saw me was friendly, efficient and put me at ease
- ✓New male nurse was attentive, kind, helpful and understanding with patient with autism and learning disabilities.
- ✓Brilliant and kind nurse. Everything clearly explained. Added bonus, didn't have to wait (although I don't mind waiting for medical appointments).
- ✓Because I was treated efficiently
- ✓Good service, polite helpful staff
- ✓Appointment on time, staff friendly & efficient all good
- ✓Always helpful, any questions I may have Always answered, and everything explained in full
- ✓Doctor was great. She took time to examine what was wrong with my son, and explained clearly and nicely what was the problem was/is. My son and his big sister said the doctor was so nice and kind.
- ✓So thorough! Dr Howes is very friendly while being really professional!! V good experience !
- ✓Dr Widnall is a very caring Doctor, there is one one else who I would put my care in
- ✓I got a Tex from you?
- ✓Just a really good service, no waiting straight in, full explanan of procedure by a really nice lad who administered the jab so
- ✓I was seen on time by a nurse who put me at ease and was very professional. Excellent service.
- ✓No waiting, saw Dr. almost straight away.
- ✓I used the call back service, was called within an hour and got an appointment with a gp later in the day. Very efficient and helpful service.
- ✓Lovely GP very helpful and kind
- ✓I have always been very well looked after. The staff are helpful and polite . Thank you .
- ✓Everyone very polite and helpful
- ✓Because I finally got an appointment with the physio so I can finally be refered to Broadgreen and finally get on a list to finally sort my bulging disks out...finally.

Not Recommended

Passive