# FFT Monthly Summary: October 2024

**Grassendale Medical Practice**
**Code: N82009**

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## Section 1
## CQRS Reporting

### CQRS Reporting

| FFT001 | FFT002 | FFT003 | FFT004 | FFT005 | FFT006 | FFT007 | FFT008 | FFT009 | FFT010 | FFT011 | FFT012 |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 47 | 2 | 1 | 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:** **97**

**Responses:** **50**

| | Very good | Good | Neither good nor poor | Poor | Very poor | Don't know | Total |
|---|---|---|---|---|---|---|---|
| SMS - Autopoll | 47 | 2 | 1 | 0 | 0 | 0 | **50** |
| SMS - User Initiated | | | | | | | |
| Tablet/App | | | | | | | |
| Web/E-mail | | | | | | | |
| Manual Upload | | | | | | | |
| **Total** | **47** | **2** | **1** | **0** | **0** | **0** | **50** |
| ***Total (%)*** | ***94%*** | ***4%*** | ***2%*** | ***0%*** | ***0%*** | ***0%*** | ***100%*** |

### Summary Scores

98% 0% 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:

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

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

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

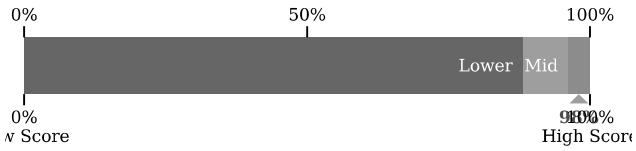
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

## Section 3
## Practice Scoring

### Practice Score: 'Recommended' Rank

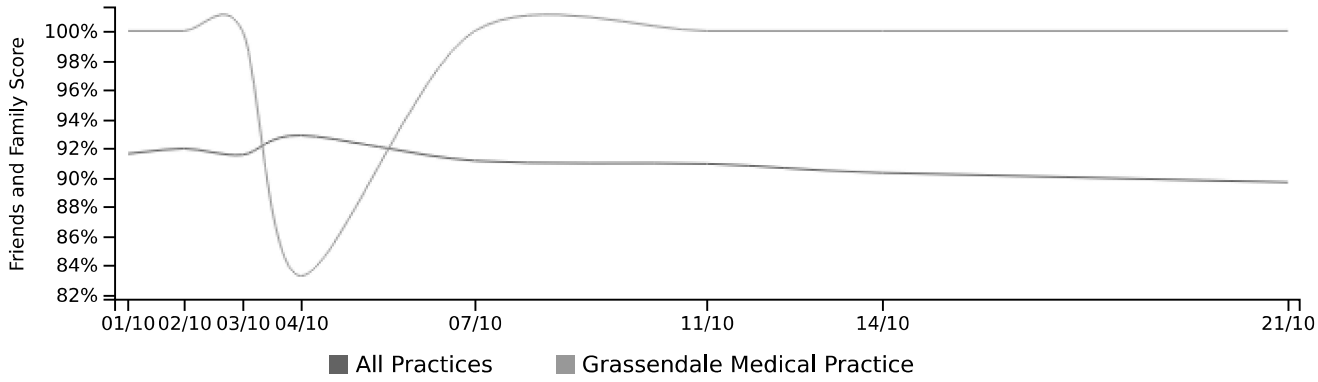
**Your Score:** **98%**

**Percentile Rank:** **95TH**




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 95th percentile means your practice scored above 95% 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

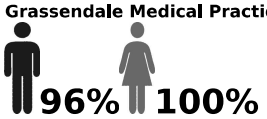
#### Age

| | < 25 | 25 - 65 | 65+ |
|---|---|---|---|
| All Practices | 85% | 90% | 94% |
| Grassendale Medical Practice | 100% | 96% | 100% |

#### Gender

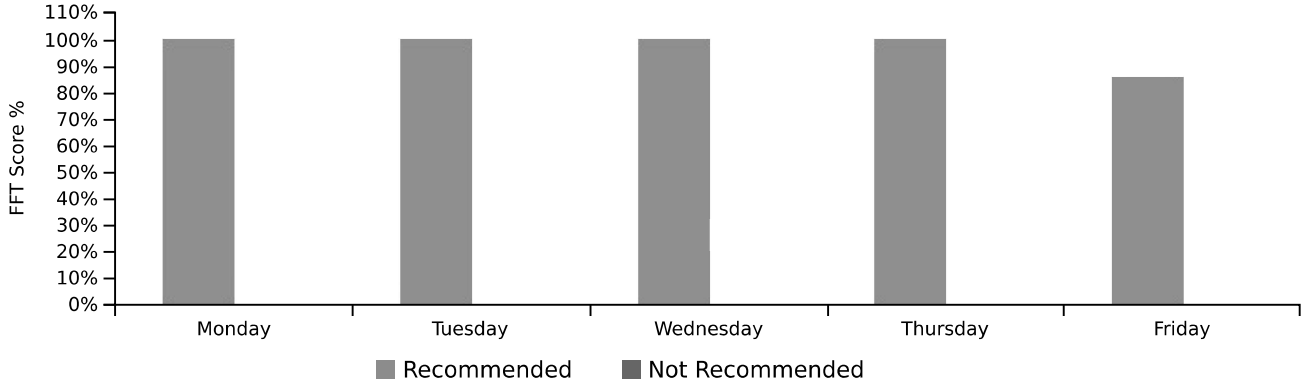
**All Practices**

**Grassendale Medical Practice**




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

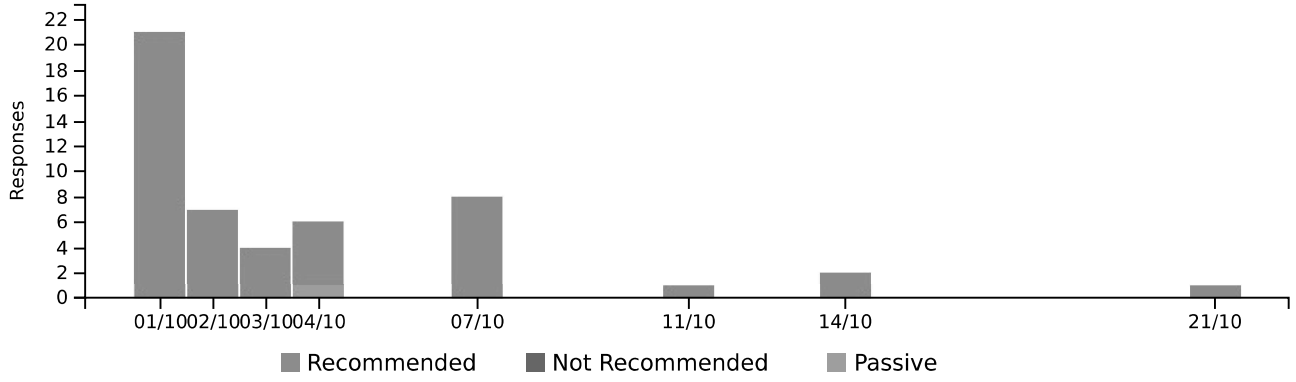
### Practice Score: Day of the Week Analysis




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

### Thematic

| | |
|---|---|
| Reception Experience | 6 |
| Arrangement of Appointment | 4 |
| Reference to Clinician | 19 |

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.

### Tag Cloud

## 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

✓Val was supportive and informative and I am fully aware of my medical circumstances and the various possibilities pending results.
✓*The receptionist are polite and do there best to help youDoctor listened to what I had to say and asked my questions about it*
✓Excellent caring service
✓*Really easy and quick to book in. Really polite and efficient doctors, even getting a second opinion*
✓Everything I needed was covered
✓*Fast, friendly and efficient service thank you*
✓Cannot fault the service. Val is lovely and puts you at ease and listens to any issues also. She also gave me my flu jab so I didn't have to come back the next day. Brilliant service.
✓*Reception staff well informed and empathetic GP excellent*
✓Attentive efficient and caring
✓*Dr showed care and compassion towards my child*
✓Very helpful and informative chat with Ella coupled with ease of follow up and speed of results review. All very clear.
✓*Seen promptly,explanation given,very friendly manner. David*
✓Check in screen was working, I was called on time and in person, the nurse introduced herself and the purpose of the appointment. She was friendly, professional and approachable and was able to deal with my queries. I felt listened to and pointed in the right direction.Thank you
✓*Because the nurse checked very wellTell me about my health very kindly and no rush and checked my blood pressure ,Her behaviour was too good Normally when i go for check my health issues the doctor ALICE ,and doctor john they are good as today the nurse is But some time when i go for check my health issues the doctor is in rush and just to say take paracetamol or brufen but today its absolutely good*
✓Nurse very professional and has very good people skills
✓*Prompt appointment with well informed, courteous professional- as always! Thank you*
✓Very efficient and friendly nurse
✓*Waiting room was nice and tidy, nurse who saw me was professional but also welcoming and friendly.*
✓Was seen on time and the nurse, Val was very efficient
✓*The practice is easy to use and Nurse Val is professional and personable*
✓The phones are a bit of a nightmare to get through but I understand that's just the norm now a days
✓*I like the way you txt with a reminder of my appointment. When I got there I was in and out in no time, no waiting around.*
✓Excellent service. I was called for my appointment on time. Mrs Hawkins, as always was lovely yet very professional. Thank you for a great service.
✓*Dr Williams was very understanding and helpful*
✓Very good
✓*Personable service, good humoured but professional.*
✓There for RSV vaccination The nurse was helpful and informative
✓*I find our practice really good doctors &staff have always been kind to me*
✓GP professional and empathetic.
✓*Because the service was excellent and the treatment was excellent also*
✓Fast, efficient service following up of my blood tests. Staff pleasant an helpful
✓*The GP I saw was professional yet personable and I felt comfortable speaking with him and confident in his ability to solve my problem.*
✓Ella was very professional and had a lovely way of talking, putting me at ease.
✓*Fantastic GP*
✓Friendly professional knowledgeable staff
✓*Prompt, quick & polite.*
✓Polite helpful staff , friendly nurse
✓*The practice nurse was friendly, informative, and instructive. Faultless. Thanks*

### Not Recommended

### Passive

✓Yes ordered prescription it got cancelled by doctor not phoned to ask why I needed the item just cancelled lot of hassle to get as they were not in stock had to phone and travel to other chemists