

FFT Monthly Summary: January 2025

Grassendale Medical Practice
Code: N82009



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
39	9	0	0	2	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: 93

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	39	9	0	0	2	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	39	9	0	0	2	0	50
Total (%)	78%	18%	0%	0%	4%	0%	100%

Summary Scores

👍 96% 🗑️ 4% ➡️ 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:

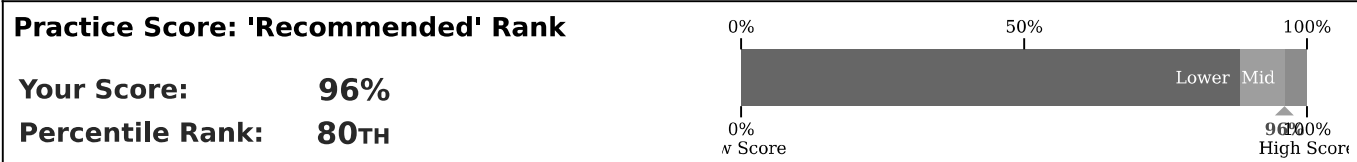
$$\text{Recommended (\%)} = \frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

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

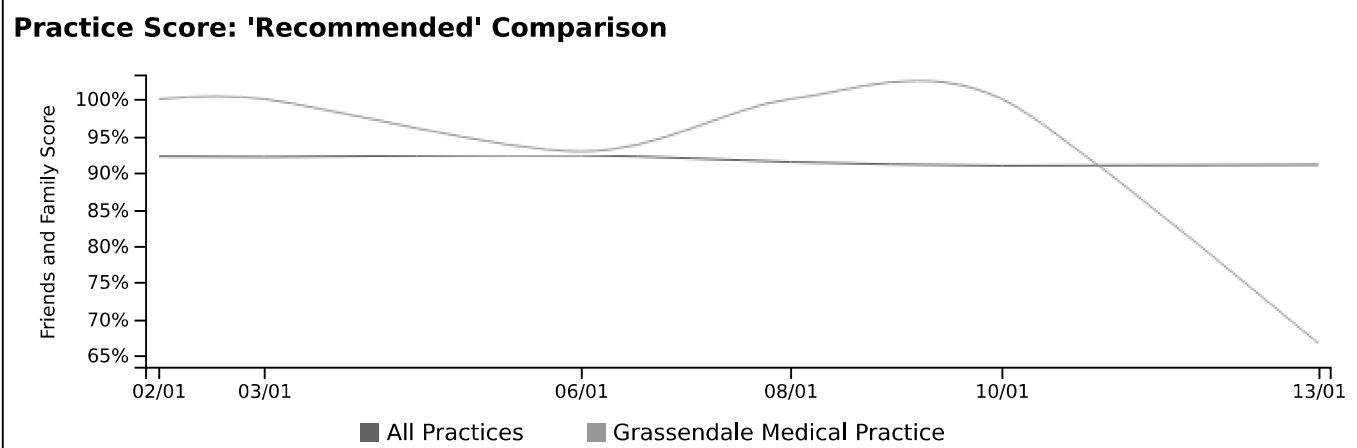
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

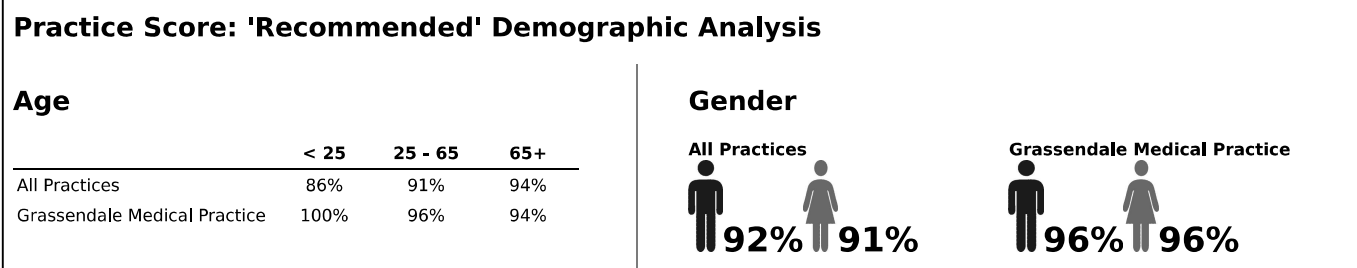
SECTION 3
Practice Scoring



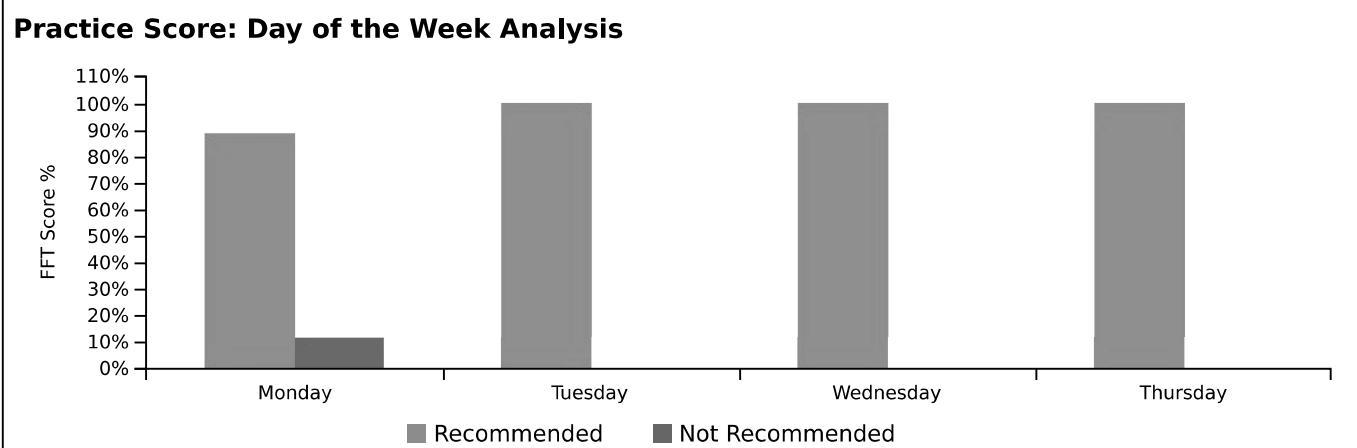
Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 80th percentile means your practice scored above 80% of all practices.



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



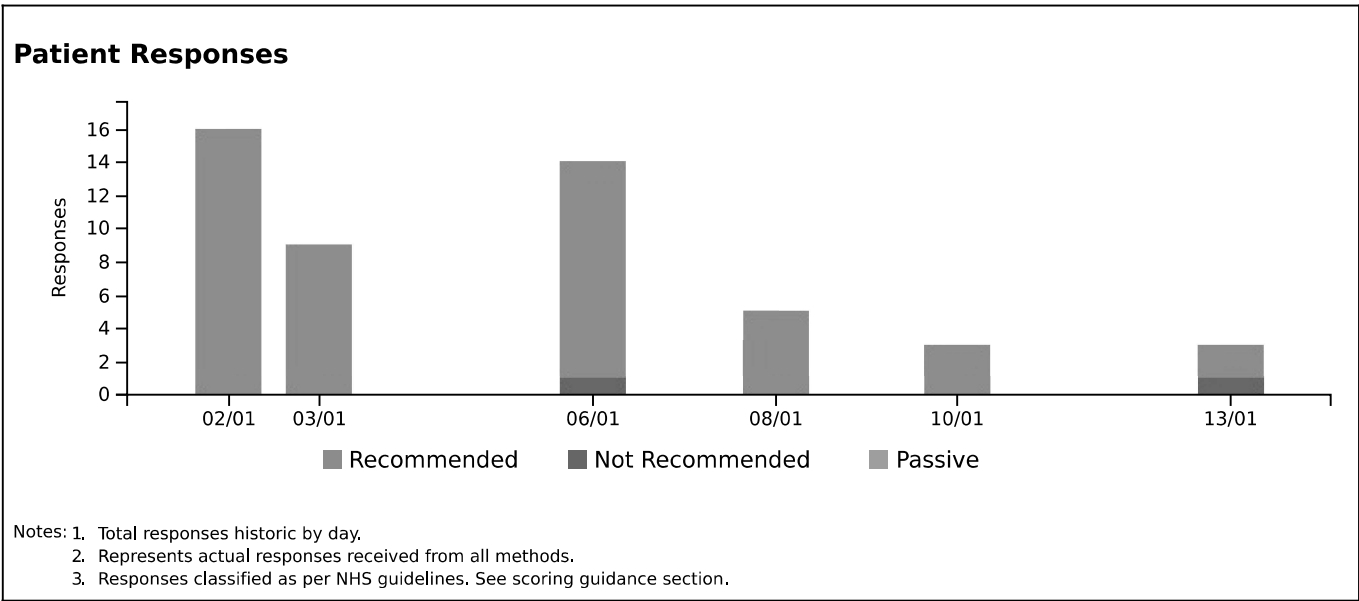
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.



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
Reception Experience 5
Arrangement of Appointment 6
Reference to Clinician 14
Notes: 1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence frgements 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
Word cloud containing terms like: excellent, helpful, always, good, friendly, knowledgeable, pleasant, quick, easy, professional, competent, etc.

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

- ✓ Everything was explained in layman's terms and practitioner was competent and professional.
- ✓ I got seen and spoken to quickly but prescription took a while to come through to the pharmacy
- ✓ Tried to book in person at 8am but system has changed. Would prefer this but didn't wait too long on phone. GP was knowledgeable and helpful. Meds prescribed. Thx
- ✓ arrived before time seen on time - excellent awareness and explanation of reason for appointment
- ✓ Dr was brilliant with my son and thoroughly enjoyed in her examination
- ✓ Yes!! Seen on time by two excellent student doctors, Both friendly and respectful, asked what I thought, were relevant questions for my symptoms, gave me a full examination and concluded the consultation with a discussion with the overseeing doctor, who was also Super!! The consultation was excellent I felt very comfortable throughout!!
- ✓ Quick and pleasant
- ✓ Jack was very good to me
- ✓ Called this morning at 8am and have already been seen.
- ✓ Because it was the truth.
- ✓ Very pleasant
- ✓ Felt very comfortable
- ✓ Nurse was very helpful
- ✓ Because you sent seyyvor xx
- ✓ Receptionist very good and appointment on time
- ✓ I been at this practice for a number of years and I have always been well look after.
- ✓ The doctor was very helpful and friendly
- ✓ Excellent service and very very pleasant , thank him please
- ✓ Received very good + thorougher treatment by everyone i came into contact with
- ✓ My experience this morning with Sister Hawkins was, as always, excellent but in the past I have been very frustrated trying to get appointments with a GP for my husband, spending 30 mins on phone from 8am not always successfully or having to be at the surgery for 8am to make an appointment in person, neither of which my husband would do if he was on his own. I hope the recent changes to the phone system will help with this but I do think it should be possible to make a non urgent appointment in advance.
- ✓ Doctor was Friendly, reassuring and felt confident with his advice Quick and easy appointment
- ✓ On time
- ✓ Very warm and friendly staff good drs and nurses
- ✓ Good phone appt system, friendly and helpful staff and Doctors. The surgery does well with all the pressure.
- ✓ Always the same service when ring or visit the surgery
- ✓ For myself you provided good care so far even if the receptionists sometimes can be a bit blunt or dismissive, you eventually reach an understanding when it comes to getting the care from the doctors, I felt listened to and my problems addressed.
- ✓ Very professional review, Nurse Hawkins listened and I didn't feel rushed .
- ✓ Doctor was very helpful and great with my 10 year
- ✓ I only come ring when I'm ill and the practice always does its best to accommodate
- ✓ Students doctors Y5 were friendly, knowledgeable, attentive and unpatronisable. They asked appropriate questions and answered my (few) questions with candour. Dr Widnall, their practice tutor, was communicative with both students and patient (me)
- ✓ Got an appointment. Convenient time. Hoping for 3 time lucky on medication
- ✓ Very clear & precise. Easy to understand

Not Recommended

- ✓ I was 11 mins late I was told to wait whilst they check I watched 2 other people go in to see the nurse the roads where dangerous where I was driving. Would it not be polite to at least reply to your staff and say why a nurse is not able to allow 1 minute over, or at least say no I don't allow 1 min regardless of the danger on the roads I left 2 actively dying patients because I am concerned about my health to come in I don't think leaving a patient sitting with no answer is acceptable.
- ✓ The manager is a disgrace and should be ashamed of her behaviour towards a 70 year old pensioner who had attended his appointment on time this morning. This person should resign from the practice or be sacked.

Passive

