FFT Monthly Summary: July 2023

The Birches Medical Centre

Code: P83609



Section 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
34	Q.	3	1	0	0	0	0	0	47	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: 155

Responses: 47

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	34	9	3	1	0	0	47
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	34	9	3	1	0	0	47
Total (%)	72%	19%	6 %	2%	0 %	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 (%) =
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

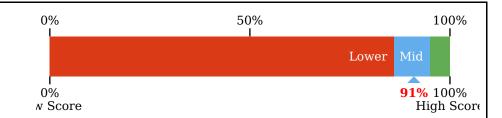
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

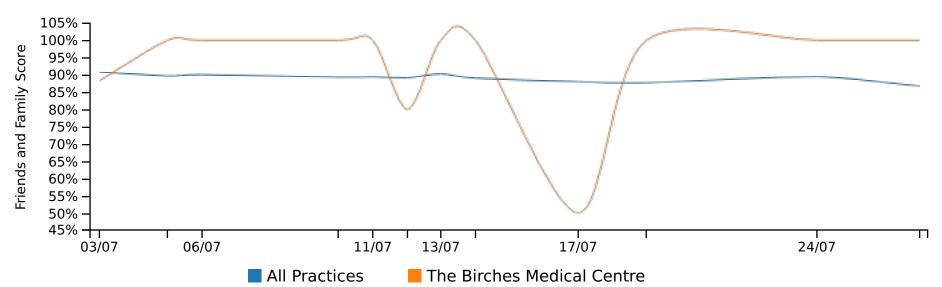
Your Score: 91%
Percentile Rank: 50TH



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 50th percentile means your practice scored above 50% 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%	92%
The Birches Medical Centre	100%	83%	100%

Gender

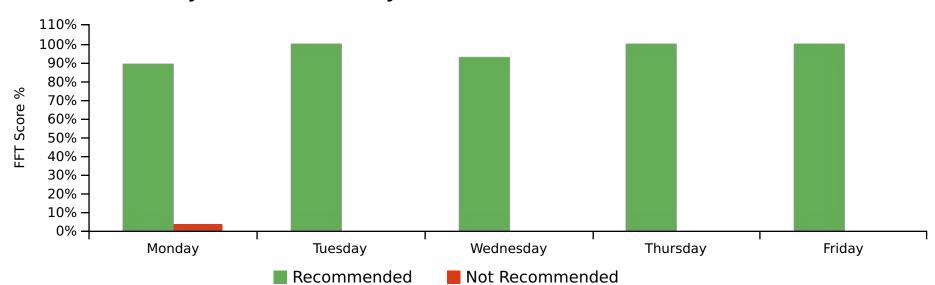




Notes: 1. Scores for current reporting month.

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

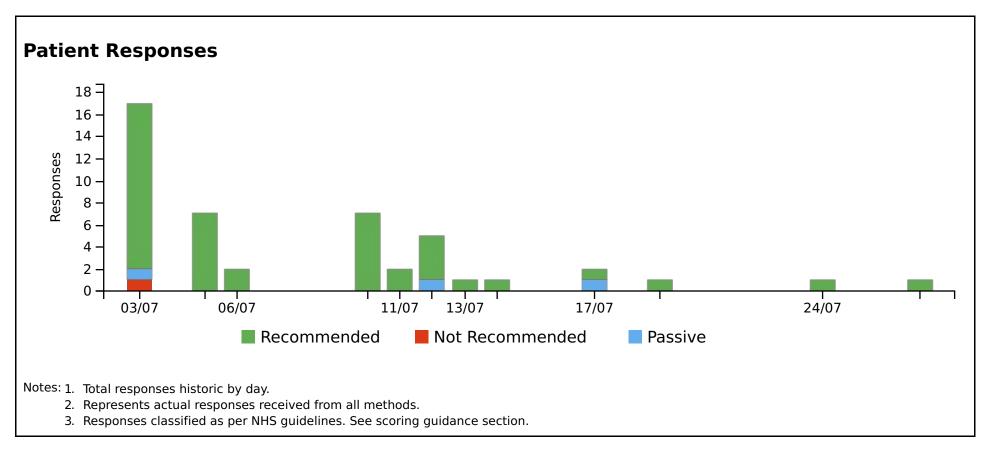
Practice Score: Day of the Week Analysis



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

Thematic Tag Cloud **Reception Experience** 8 Arrangement of Appointment 4 Reference to Clinician 10 important Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most attentive inefficient discussed themes by analysing sentence fragements and is not an $q_{efinitely}$ exhaustive analysis of all talking points. especially happy 3. Tag cloud is rendered using the most used present participle verbs, t grous promptly gerund verb, adverbs and straight great grous production adjectives where the word frequency is reflected in text size. thorough

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

- ✓ Was quick and efficient
- ✓ Friendly efficient service
- ✓ Very friendly and approachable with detailed explanation
- ✓ Excellent help at the Reception desk when I reported my symptoms last weeks. Superb follow up telephone appointment today where the doctor showed patience, concern, insightful questions, the need for a referral to check my symptoms at a hospital. I cannot thank enough the doctor today for giving me the best consultation and ongoing careThank you again Eleanor Welch
- ✓I was seen promptly and your HCA was very kind, friendly and efficient.
- ✓ Didn't feel the doctor had much time
- ✓ Because it's true what is it you won't to know.
- ✓ Excellent advice as always
- ✓ She was very caring and concerned about the way I was feeling, and I wasn't rushed while she checked everything. She also gave me a follow up call. X
- ✓ Receptionist on the phone this morning was very helpful. Doctor was helpful but got the feeling he wasn't quite listening
- ✓ The reception staff were very friendly and the doctor was very good with my children who were a little nervous and explained things so they could understand
- ✓ On time and very well looked after
- ✓ Because i received excellent attentive attention with nurse ringing pharmacist for medication review straight away
- ✓ Because you asked.
- ✓ Because you sent a message
- ✓ Got appointment quicklyDoctor understood my concerns
- ✓ Michelle was so caring and explained some important things to me whilst reassuring me. It was a pleasure seeing her. Thank you
- ✓ The doctor I spoke to was extremely helpful, listened carefully and sorted out my problem. He is greatly appreciated, thanks.
- ✓ Because it was a good service
- ✓ Excellent staff
- ✓ Just happy to be able to speak to a doctor with a friendly recep
- ✓ Meets all my needs
- ✓ I've not used it much so I'm not the best person to ask
- ✓ the surgery has definitely improved massively over the last few months, the girls who man the phones are so helpful and caring, and its much easier to get a doctors apt....the docs especially dr mehdi and dr abdella are excellent!
- ✓ Great and very helpful staff
- ✓ GP sorted my prescription in timely manner
- ${\checkmark} \textit{Knowledgable and exact information for my health and medication } \\$
- ✓ I got an appointment with a specialist within 3 days, was all very quick and easy.
- ✓ Excellent receptionist
- ✓ The pharmacist rang me early and arranged for me to have a blood test.
- ✓ Efficient and very thorough
- ◆ The care I received from the nurse I saw today was excellent.

Not Recommended

✓ Ineffective, inefficient, patronising

Passive

✓I ong waiting time whilst waiting in recention