FFT Monthly Summary: January 2024

Bryant Street Medical Practice

Code: G82631



SECTION 1 **CQRS Reporting**

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
58	12	4	4	10	0	0	0	0	88	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: 320

Responses: 88

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	58	12	4	4	10	0	88
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	58	12	4	4	10	0	88
Total (%)	66%	14%	5%	5%	11%	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 (%) =
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

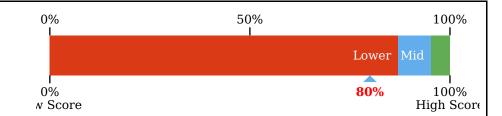
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

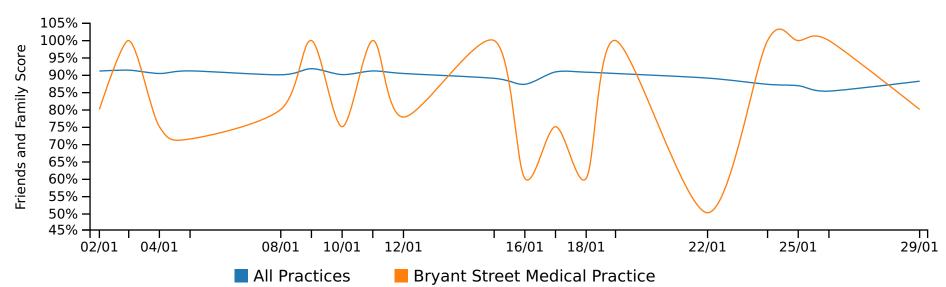
Your Score: 80%
Percentile Rank: 10TH



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 10th percentile means your practice scored above 10% 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%
Bryant Street Medical Practice	63%	79%	87%

Gender

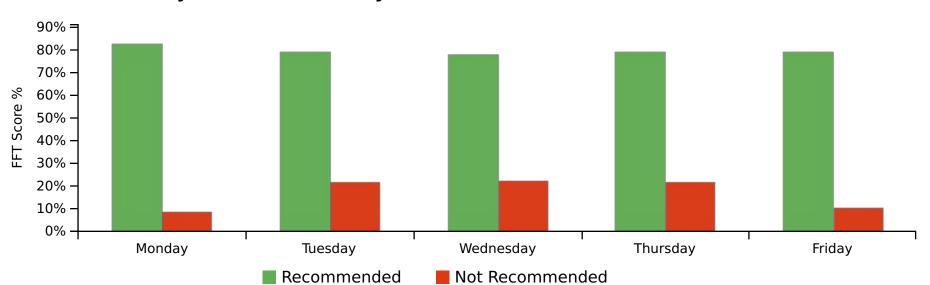




Notes: 1. Scores for current reporting month.

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

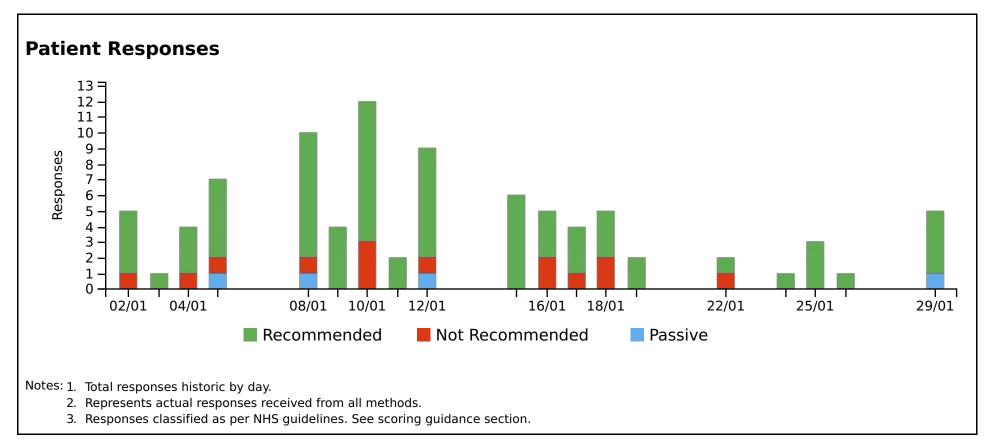
Practice Score: Day of the Week Analysis



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 7 **Reception Experience** Arrangement of Appointment 10 Reference to Clinician 26 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. engaging 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

- ✓ Great information, great service and experience.
- ✓ No hold-ups, very polite!!
- ✓I think that's what it rated.
- ✓ Welcoming On timeSensitive to my request Competent Plan for follow up results arranged
- ✓ The Doctor attended to me very well and explained everything to me in a layman language, straight to the point.
- ✓ We went straight in, without waiting, was seen too, given advice, very friendly and helpful.
- ✓ very professional
- ✔ Because you ask me too
- ${\ensuremath{\checkmark}} \mbox{Very helpful and treatment very good well satisfied thank you} \\$
- ✓ Appointment on time & the nurse Ms Amie Chauhan is such a lovely lady. Legend.
- ✓I was offered my appointment quite quickly, and waited just a couple of days, I had a little talk with my nurse and some checks and was prescribed medications that will be ready this afternoon. Thank you.
- ✓ Because.
- ✓ Miss Ellie was understanding toward my brother who is deaf with learning difficulties. She explained things and suggested things to help
- ✓ It is very good service
- ✓I had a appointment booked in for Friday and my nurse managed to fit me in today thank you much appreciated
- ✓ Alley kind and helpfull
- ✓ Friendly and efficient staff
- ✓ I was satisfied talking to the doctor
- ✓ Chating with the right perron
- ✓ Nurse Amie is amazing, so helpful and really good with young children. Explains everything in detail.
- \checkmark I was seen early and the nurse was very polite and friendly an overall good experience
- ✓ Amie absolutely brilliant as usual
- ✓ Great treatment. Professional service.
- ✓ I have had an appointment cancel 3 times. At least they communicate in time and before the appointment they give several reminders.
- \checkmark Took my daughter for immunization today & the process was so cool. Thanks
- ✓ Atleast got telephonic appointment for coming Monday
- ✓ The treatment was excellent
- ✓ As always Aimee is professional but very approachable. A real asset to your team
- ✓ The Diabetic nurse that I saw today, was polite, friendly and very patient, when explaining to me, the treatment and medication that I would be getting in the future.
- ✓ Nurse was very pleasant, warm and professional.
- ✓ It was a positive experience
- ✓ I booked appointment for vacations and was told that they don't do them there, I was directed to a Pharmacist where I did get them.
- ✓On time and professional
- ✓ Amie the nurse always is so lovely and explains things xx she checked my scar after my op too xx so kind xx
- ✓ My appointment was on time, I didn't have to wait around and the nurse was supportive of the treatment I was booked in for.
- ✓ Had a very pleasant and relaxing session at the Gp,all my questions were answered
- ✓ Customer service was good,, attendant nurse ves very helpful. Had space for Parking
- ✓ Lovely people
- ✓ no wait time. Appointment very quick and efficient. Ami answered questions and helped
- ✓ Because the people are in receptionist was very nice and the nurse was friendly, fantastic, fabulous.
- ✓ Because was seen quickly and made me fill right
- ✓ The service was polite and very considerate even when I ran in a bit late.
- ✓The clinician was highly engaging.. she explained the previous and the current so I understood what was going on..much appreciated
- ✓ Walked in got a good morning from reception staff and a good morning from Nurse
- ✓ Friendly staff and effective service given.
- ✓ Professional service
- ✓ Overall, I found that the GP was excellent, gave us excellent advice and managed the health issue very well

- ✓ I am satisfied with the service's I got from the Surgery.
- ✓ Friendly helpful advice and guidance and not long waiting
- ✓ Friendly, helpful & professional nurse
- ✓ Good service from a good doctor

Not Recommended

- ✓I want to see the doctor or even see the doctor. I couldn't! My blood pressure reading has been high for the last 2 wks. I have pkd gfr 50... I had to see the nurse not the doctor. Nurse said nothing but s wrong with your kidney. I said pls check my file first and then discuss it!
- ✓ The doctor was really nice, accommodating and helpful.
- ✓ Poor meds ie not checking dosage don't listen to what I know works and has worked for me I feel like just a number
- ✓ Seen on time and very professional nurse
- ✓ My appointment was cancelled
- ✓ Very difficult to contact the surgery. Reception staff on phone constantly and I had to wait a long time for attention
- ✓ It was very good right from the reception to the treatment room. Nurse was friendly.
- ✓ Your doctors do not listen to the patients and just assume the patient wants medication and I do not believe the doctors look at the notes on the computer to see what kind of person they're talking to 1st
- ✓ Didnt get chance to explain to doctor on phone she was going on about i didnt need blood test i wasnt given chance to explain i did see nurse today
- ✓ The comunication ia very poor!My daughters 2years old and still hasnt had 1st check up. Went in for check up and she had vaccines to inject which i declined the first time so she ignored me. And still didnt do a general check up!! Fuming!!
- ✓ Nurse Amie was lovely. She was kind, gentle and patient

Passive

- ✓ I haven't had a response to my queries yet
- ✓ Two out of the three staff behind the desks were chatting and ignored me standing at the window. Had to wait for the staff member who was on the phone to finish her call to be acknowledged and I could give her my name so they knew I was there for my appointment.
- ✓ Gp very matter of fact. Not the greatest bedside manner. Personally didnt bother me
- ✓ Several times inmlast few months have waited a week for prescriptions xx