

FFT Monthly Summary: November 2020

Grovelands Medical Centre
Code: K81078



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
41	8	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:	128						
Responses:	50						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	41	8	1	0	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	41	8	1	0	0	0	50
Total (%)	82%	16%	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:

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

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

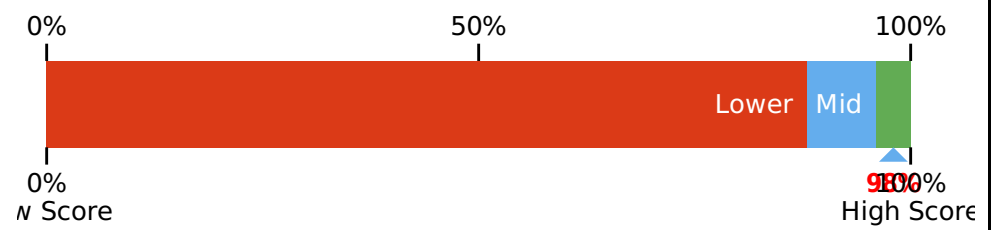
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: 98%
Percentile Rank: 95TH

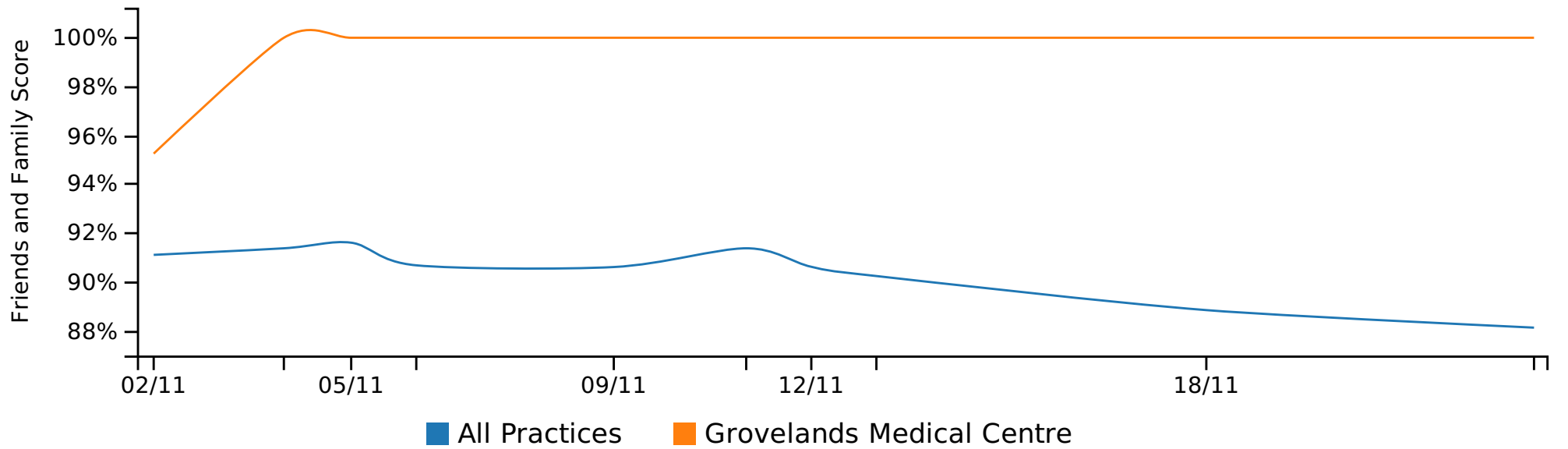


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

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.

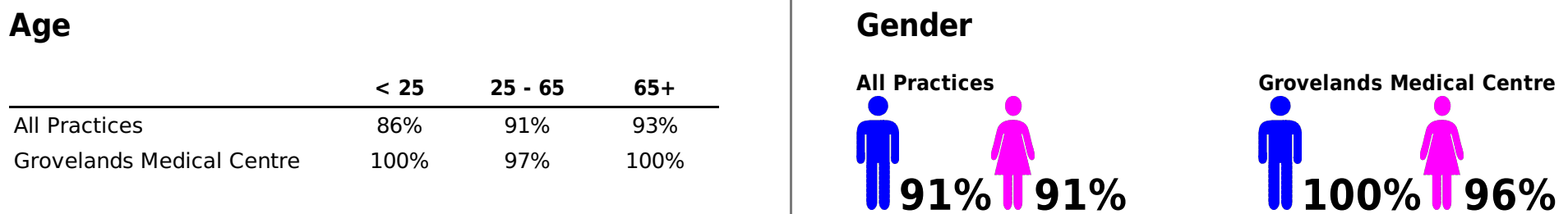
Practice Score: 'Recommended' Comparison



Notes: 1. Practice score comparison of 'recommended' scores only.

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

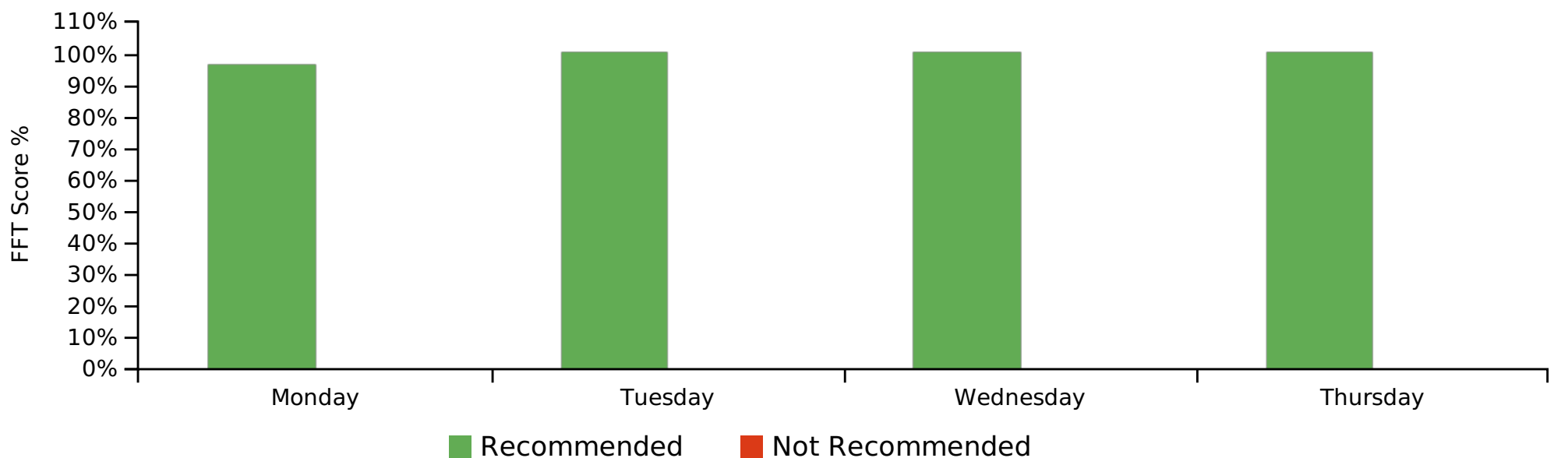
Practice Score: 'Recommended' Demographic Analysis



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

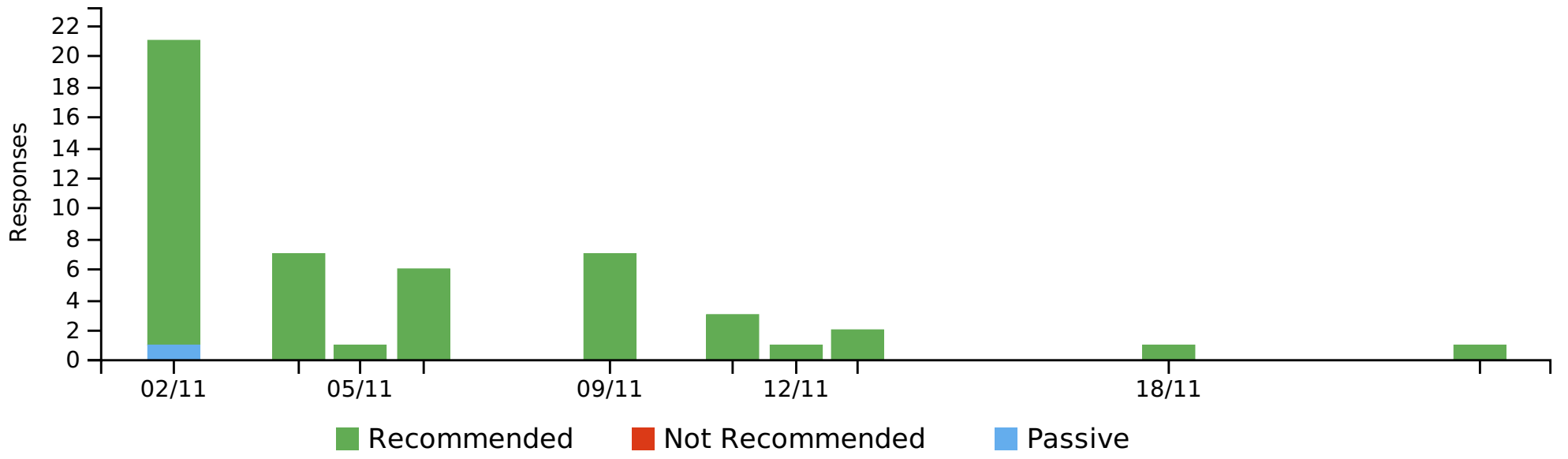


Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

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

SECTION 4 Patient Response Analysis

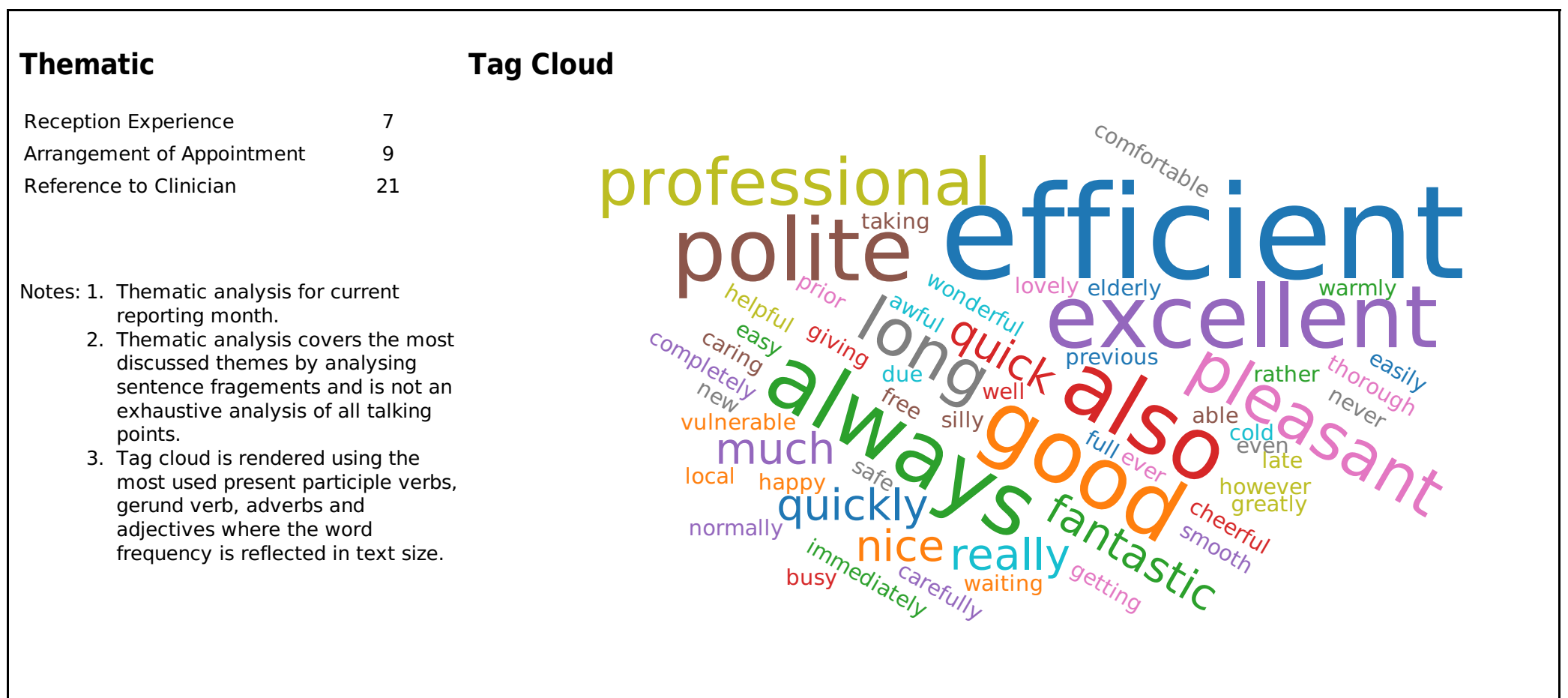
Patient Responses



- 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



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 Tucker is very good, takes the time to listen and always. I can also get an appointment when needed.
- ✓ The blood test service was excellent, my problem is with booking appointments, being told I can't book by the side window is silly
- ✓ Very organised, on time. Felt safe.
- ✓ Because you asked me to.
- ✓ Really good at surgery and visit with doctor. However, had arranged face to face with dr as was needed but received 2 texts-one before and one after I cal@ called surgery to let then know. Text said not to come into surgery due to coronavirus. This concerns me about elderly and vulnerable patients who may not c@not come in but do need to see a dr rather than a telephone consultation. @ion.
- ✓ Friendly and caring
- ✓ The nurse was very pleasant and patient as I have problems giving blood
- ✓ Nurse was very good
- ✓ We had an emergency appointment with Dr Blair. Although she does not know us she picked up very quickly that my wife has dementia and carefully conducted@ucted the interview in such a way that I was able to answer without my wife feeling excluded. @ded.
- ✓ Receptionist lovely, even though I was 3 mins late. Nurse Maria wonderful, full asthma and health check. Really happy.
- ✓ I was immediately looked by my GP and has been given medication and referred to hospital.
- ✓ Because the doctor I saw today was a very nice man and made me feel at ease
- ✓ Stewart Horwood was fantastic, cheerful and friendly, and took my bloods and did an injection completely pain free. Lady on reception was also friendly @ndly and polite, this was my first ever visit being a new patient and I was put greatly at ease. @ase.
- ✓ On arrival at the surgery to check in I was feeling very cold having walked from my home, and I commented to the receptionist that having experienced a l@d a long wait outside the surgery on my previous appointment, I did not wish a repeat of a long wait outside. I was granted permission to sit in the waiting r@ing room. I also received excellent attention from the nurse Ms Sophie Stannard. @ard.
- ✓ Always warmly welcomed by our doctor and Stuart was a pleasure to see this morning
- ✓ Because Ms Sofie Stannard was so kind and professional and all of tf the staff as well and they care about all of their patient's safety ty
- ✓ Had to wait 25minutes this time normally less than this.
- ✓ Friendly, efficient and caring
- ✓ Because the Nurse who I had appointment with was professional and friendly.
- ✓ The doctor was v thorough and listened to all my concerns. I felt reassured after the visit.
- ✓ Quick efficient service and friendly nurse
- ✓ GP Practice is excellent that is why I gave my answer to the questions 1 - Very Good
- ✓ THE SERVICE AND THE STAFF ARE POLITE AND HELPFULL
- ✓ Nurse Greyfalk was professional and pleasant, and made me feel comfortable
- ✓ You have always been so pleasant and very helpful we have always felt so looked after by all staff thank you all so much for having been there throughout@ghout this awful time.@time.
- ✓ Booked appointment for time I wanted easily, appointment on time, all very efficient thanks
- ✓ Excellent friendly staff, efficient and local service. Felt very Covid secure.
- ✓ The Dr was so polite
- ✓ The nurse was nice and polite
- ✓ It was quick, easy, and friendly
- ✓ Long wait but I guess you were busy. Nurse was very friendly and efficient.
- ✓ Friendly service and was seen very quickly
- ✓ Louvain greyfalk was fantastic
- ✓ very smooth and afficiant service
- ✓ Nurse and doctor were very patient with me and I felt listened to. They were doing all they could to help me and I didn't feel like I was taking up too m@too much of their time. Felt reassured I was getting help @help
- ✓ Because I had to wait 2 weeks to see my doctor then sent a text saying dont come to surgery , doctor will call you! He never did! TheThen told by admin text was sent to me by mistake as my appointment wa was face to face !!! Grrr! r!
- ✗ Because i had appointment face to face, and i received text that my appointment will be by phone, but it was a mistake.
- ✗ On time and efficient