

FFT Monthly Summary: December 2020

Grovelands Medical Centre
Code: K81078

SECTION 1 CQRS Reporting

CQRS Reporting




FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
42	5	1	1	1	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:	126							
Responses:	50							
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total	
SMS - Autopoll	42	5	1	1	1	0	50	
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
Total	42	5	1	1	1	0	50	
Total (%)	84%	10%	2%	2%	2%	0%	100%	

Summary Scores

 **94%**
 **4%**
 **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:

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

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

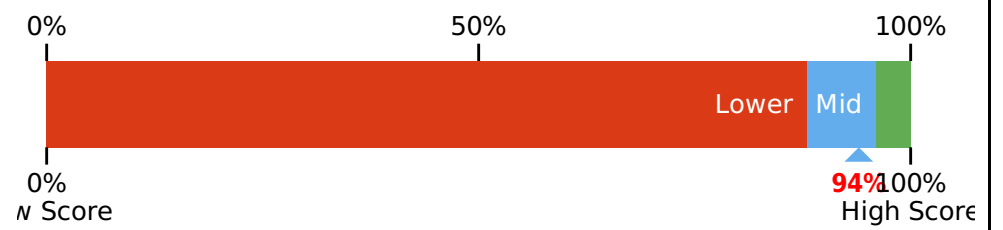
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: **94%**
Percentile Rank: **65TH**

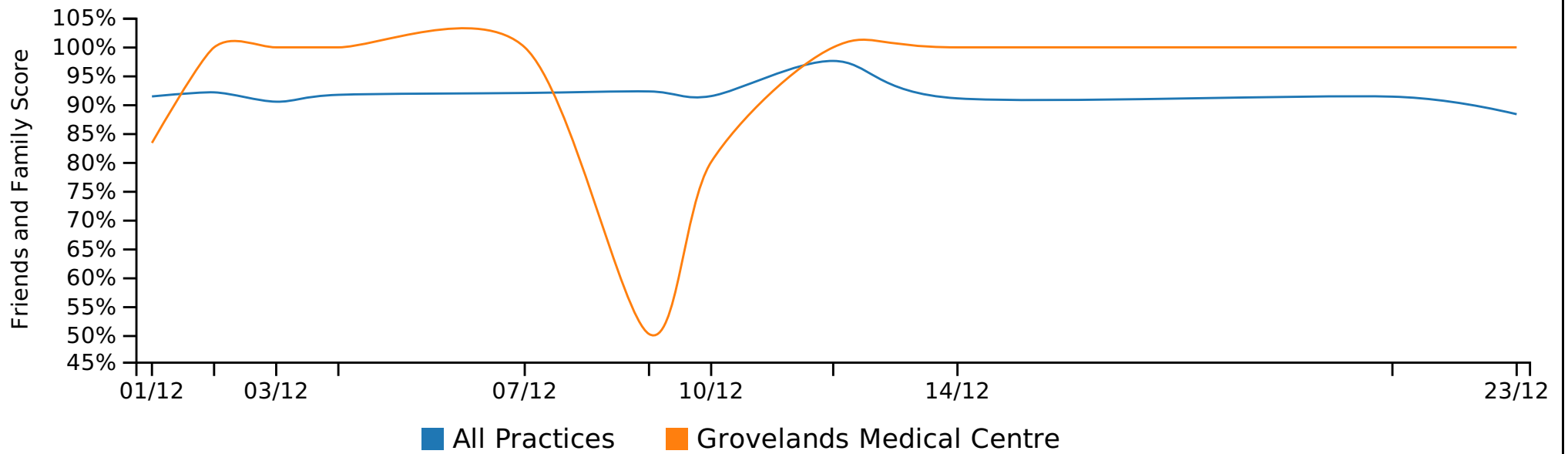


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

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 65th percentile means your practice scored above 65% of all practices.

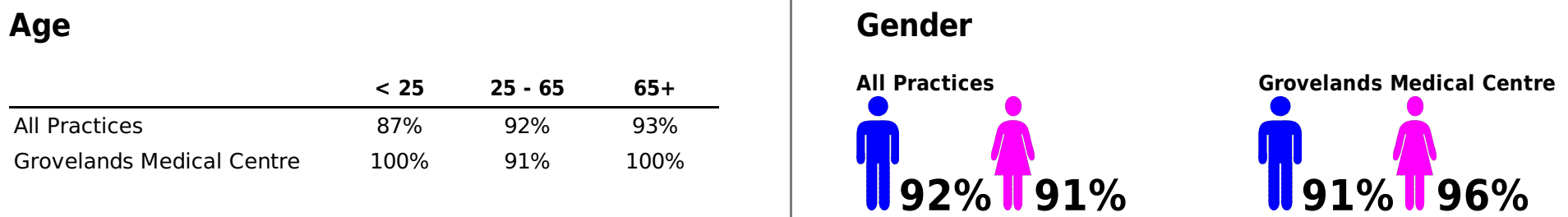
Practice Score: 'Recommended' Comparison



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

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

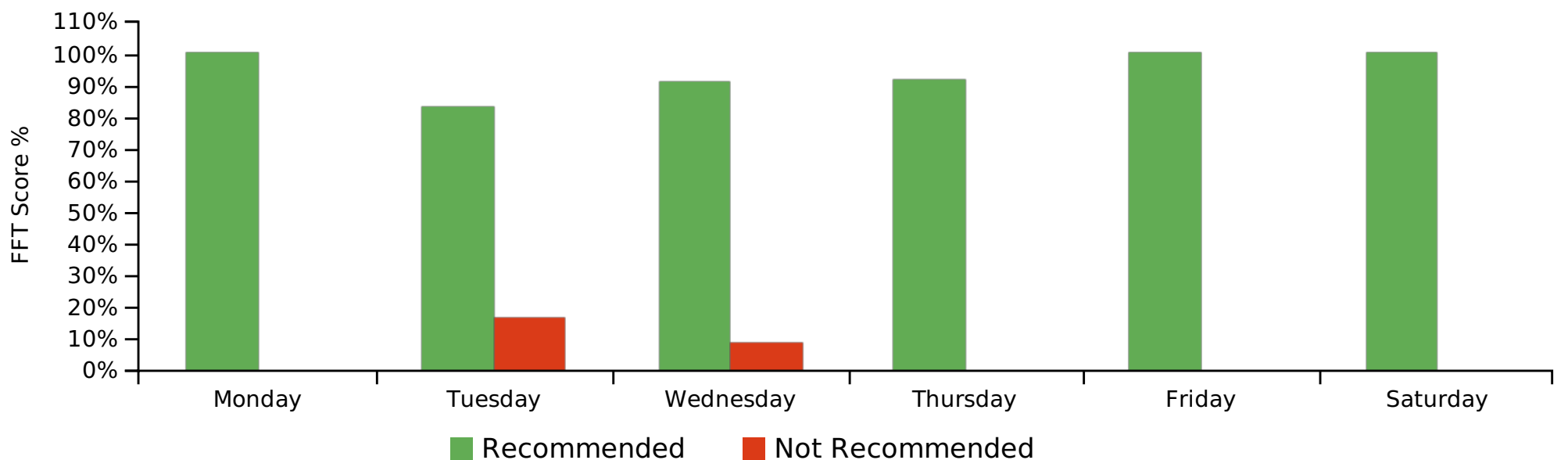
Practice Score: 'Recommended' Demographic Analysis



Notes: 1. Scores for current reporting month.

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

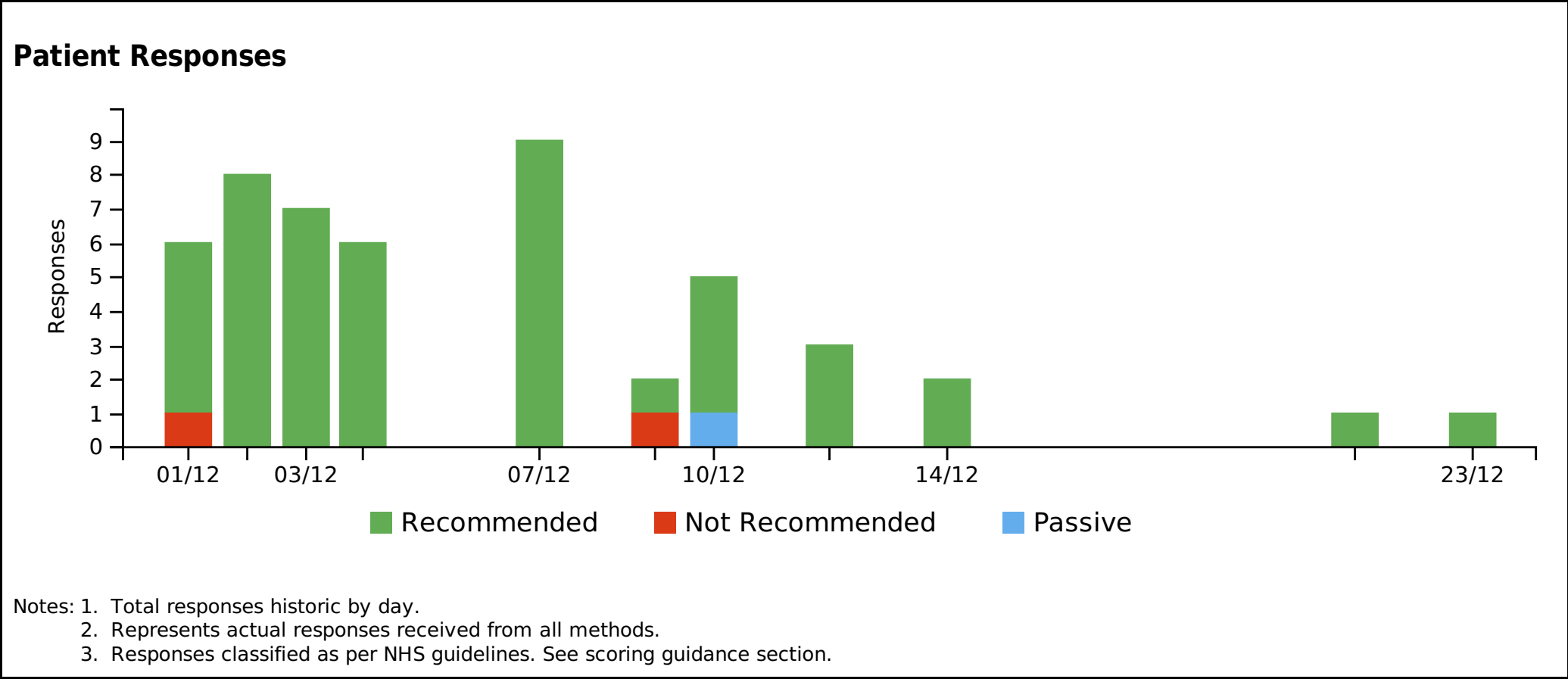
Practice Score: Day of the Week Analysis



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

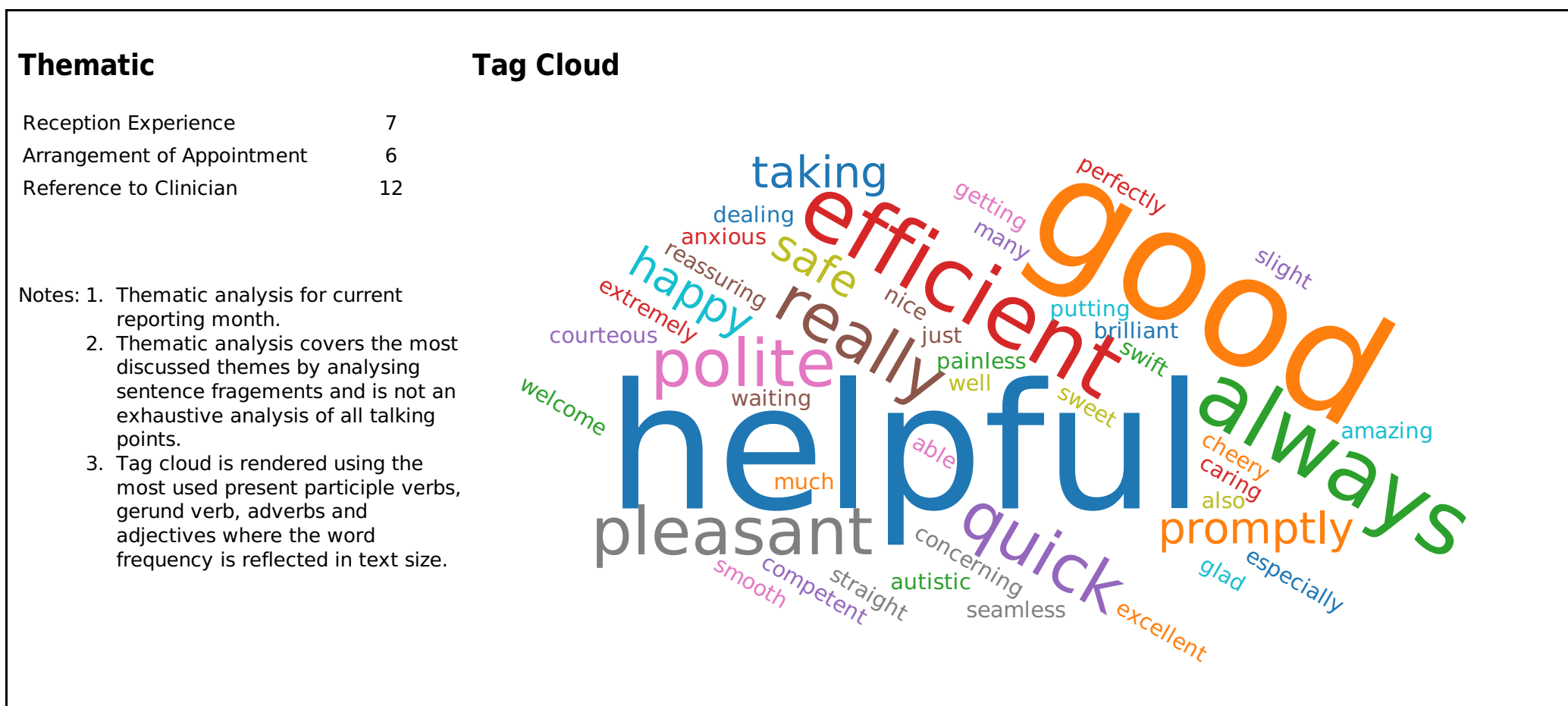
2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4
Patient Response Analysis



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

- ✓Painless,Professional and prompt service.
- ✓Prompt and safe collection, kind and caring nurses
- ✓I have always been treated with respect
- ✓Yes good
- ✓Quick appt, friendly nurse, really good with both my sons
- ✓Because I felt really happy with outcome of my appointment
- ✓Polite helpful sign in. On time appointment .slight problem taking my blood but the concern shown by Stewart was very reassuring.
- ✓I was very happy that I was able to be seen so promptly about something I was concerned about and pleased to be told about what was concerning me
- ✓Aideen was very quick & completed the procedure without any delay.
- ✓Receptionist and nurse very helpful
- ✓Grovelands is a well organised surgery and I have found everyone helpful and pleasant. This morning was no exception, I am glad it is my surgery
- ✓I've had very good response from all your staff they've been very helpful it's been a pleasure cone down there
- ✓Nurse was brilliant! On time & very cheery!
- ✓It was quick, efficient and friendly.
- ✓Because it was good
- ✓The nurse takes the time to make my autistic child less anxious and ask as many questions as he can. She engages in conversation with him.
- ✓Doctor was very nice & explained everything, the receptionist was helpful in getting me a blood test straight after my appointment & the guy that did the@ the blood test was very friendly & put me at ease @ease
- ✓Both the receptionist and the person taking my blood test were pleasant and helpful.
- ✓She's been proffesional and she know what she is doing.
- ✓The receptionist was polite and the nurse was really sweet putting me @ ease x
- ✓I was made to feel very safe in the surgery and Nurse Maria was very professional in dealing with my concerns. Thank you so much Nurse Maria.
- ✓I was made welcome. The procedure was carried out without any problems .THROUGHOUT THE PROCESs we exchanged a pleasant conversation..
- ✓The doctors and nurses in this surgery always friendly, professional and extremely competent
- ✓I had an appointment for a blood test mrs Sophie Stannsr d was very efficient in and out in no time .
- ✓Polite friendly reception staff. As was nurse. Very efficient, no waiting.
- ✓Very efficient
- ✓Everything was smooth and seamless experience like clockwork.
- ✓Staff are always helpful. Always manage to get an appointment at a date and time to suit. Also all the drs and nurses have been amazing. Especially throu@through the pandemic. @mic.
- ✓Excellent Nurse, swift blood test.
- ✓I was seen promptly at the appointment time and Mr Stewart Horwood was perfectly friendly, courteous helpful and professional. That's why I say that my @t my patient experience was not just good but very good.@good.

Not Recommended

Passive