

FFT Monthly Summary: February 2021

Grovelands Medical Centre
Code: K81078

SECTION 1 CQRS Reporting

CQRS Reporting




FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
43	6	0	0	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:	120						
Responses:	50						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	43	6	0	0	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	43	6	0	0	1	0	50
Total (%)	86%	12%	0%	0%	2%	0%	100%

Summary Scores

 **98%**  **2%**  **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:

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

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

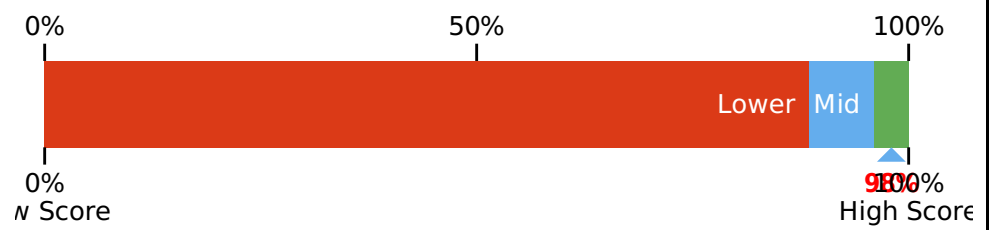
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

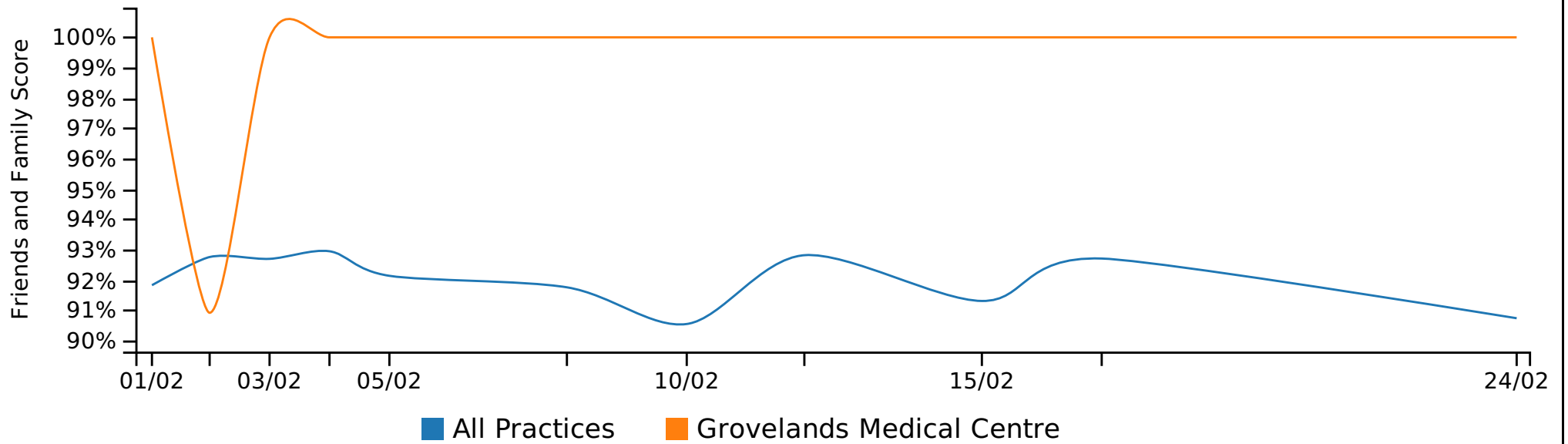
Practice Score: 'Recommended' Rank

Your Score: **98%**
Percentile Rank: **90TH**



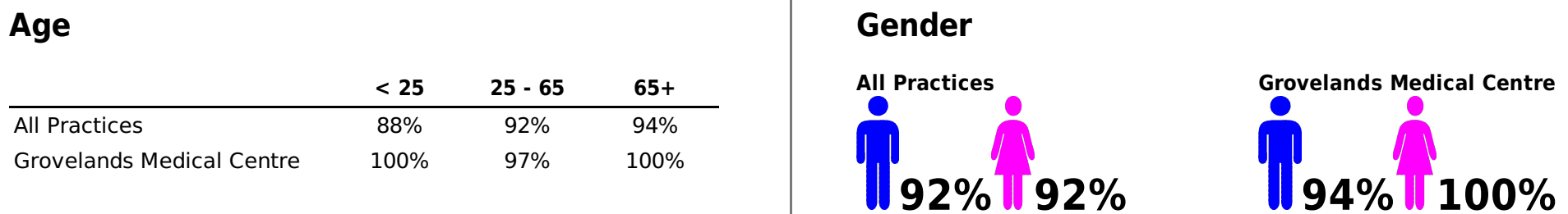
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 90th percentile means your practice scored above 90% of all practices.

Practice Score: 'Recommended' Comparison



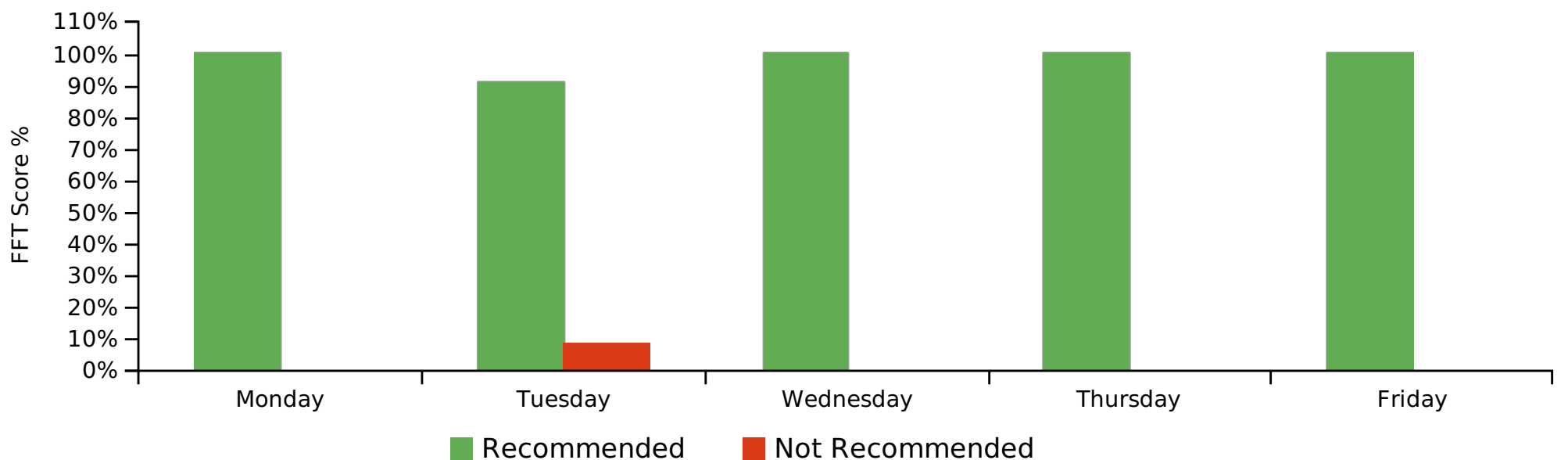
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



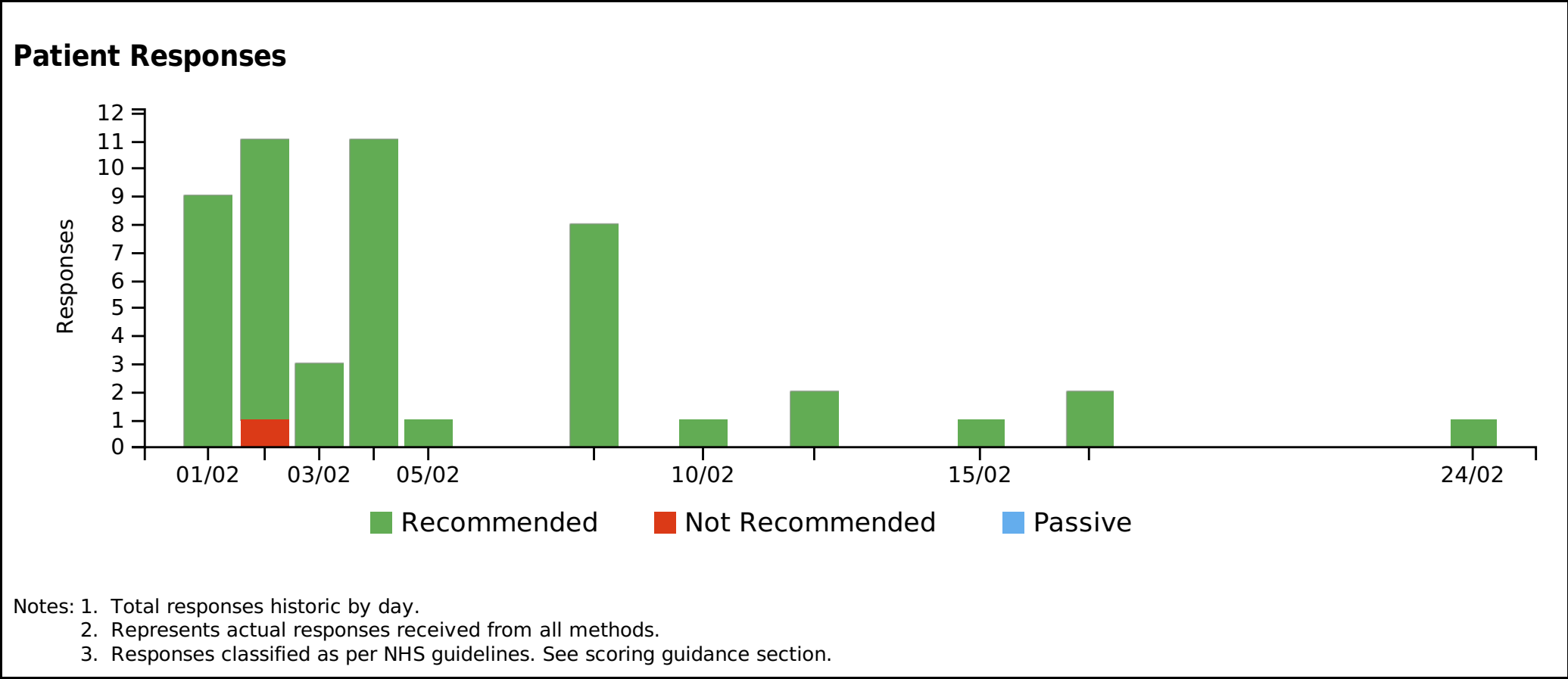
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis



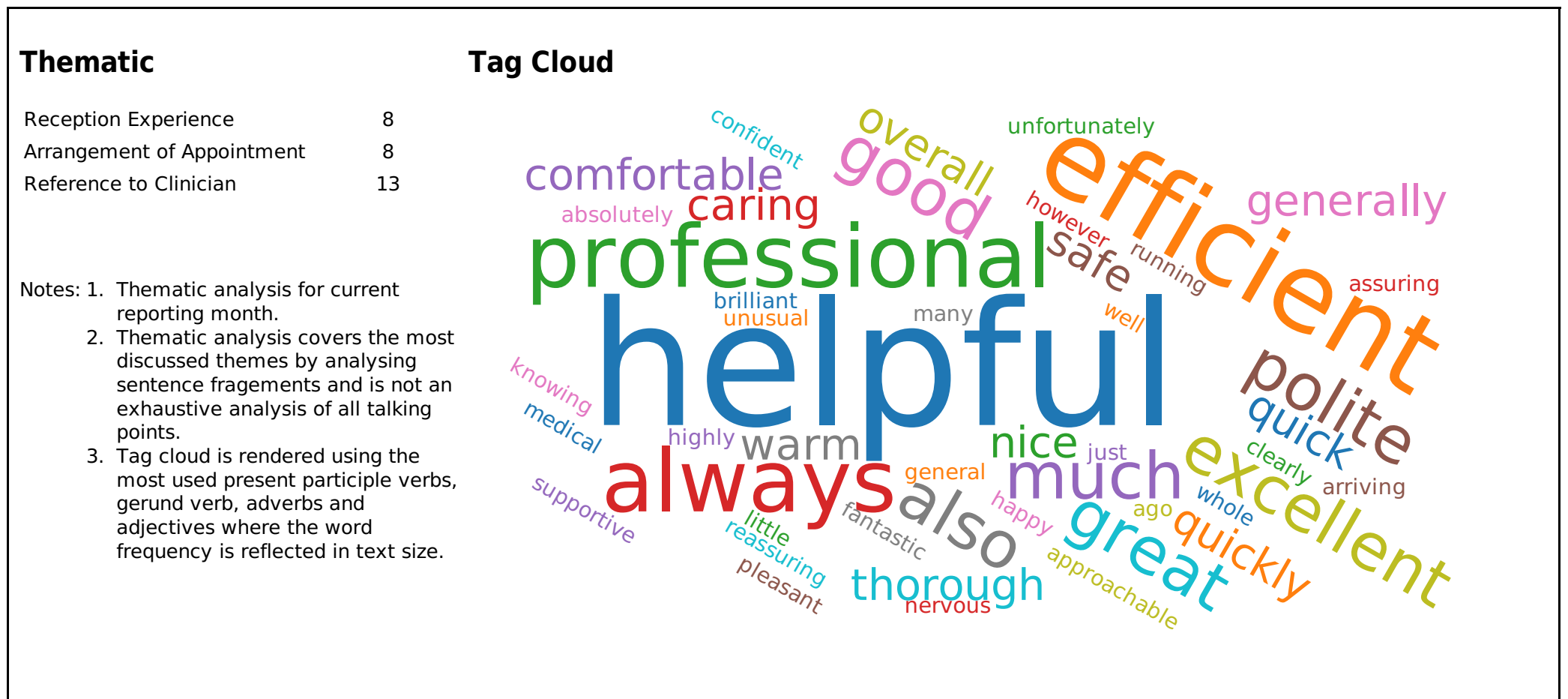
- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

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

- ✓ Phone call returned quick and seen very quickly. Efficient booking in
- ✓ I feel that Grovelands Medical Centre in general, from the receptionist to the doctors are very nice, they make you feel relaxed, helpful and explain things clearly and 90% of the time your appointment is on time.
- ✓ Ms. Aideen Gorman was very helpful and caring. She was professional and very assuring. She made me feel comfortable and safe
- ✓ Dr Tucker is the best where nothing is too much trouble and time is not a problem when you see her. To book an appointment is generally no problem whatever it is for.
- ✓ The Staff was polite and explained what to expect.
- ✓ Good service
- ✓ Every one is always been nice and very helpful
- ✓ Very efficient had blood test was in and out in few minutes. Appointment was also on time.
- ✓ The doctor listened and treated me with respect.... excellent doctor highly recommended..
- ✓ Felt very safe. Staff friendly & appointment on time
- ✓ Excellent service from that nurse
- ✓ Very satisfied with the service I received from Miss Gorman
- ✓ Appointments are running to time. Staff are great.
- ✓ They listen to what you have to say and give you the right advice. Thank you.
- ✓ Professional, friendly, helpful
- ✓ I was very happy with the service which Mr Steward and Mrs Maria give me thank you
- ✓ Appointment on time dealt with job done.
- ✓ Great Drs and Nurses.
- ✓ The nurse we saw was fantastic - we've seen her a few times and not only is she friendly but approachable too and most reassuring and warm with our baby. I also noticed the lady on reception, Ami was brilliant today. This is an unusual experience unfortunately at Grovelands. However, Ami was helpful, friendly, and just generally had a polite manner. Overall a much more pleasant experience.
- ✓ Absolutely professional
- ✓ They were very friendly and very thorough in their assessment. Much appreciated. Thank you.
- ✓ Great, quick and helpful.
- ✓ Efficient and professional service from all health care professionals at the practice.
- ✓ We have always had good service since we changed to Grovelands many years ago
- ✓ The doctor I saw was very thorough. I felt confident that she did all she could for me and she was also very personable
- ✓ The whole practice from Dr Mount, Pharmacy to Phlebotomist and the uber friendly ladies on reception, Always a warm experience
- ✓ Went in on time. Nurse treated me well. Very efficient.
- ✓ Seen quickly, Dr is always very caring and polite
- ✓ All COVID procedures were in place, and I was seen by the Nurse on my appointment time
- ✓ Because he made my son feel at ease, as he was a little nervous before hand
- ✓ All the staff were friendly and helpful
- ✓ Maria was very friendly & supportive who put me at ease
- ✓ Everything I needed was done and seen on the day too. Thanks
- ✓ The nurse were very helpful she made me feel comfortable my appointment were on time overall the receptionist were friendly xx
- ✓ For what I went there for I was seen within minutes of arriving, knowing that I had to go to work, I was out within 15 mins, Very Good
- ✓ Service was excellent
- ✓ Prompt efficient service

Not Recommended

Passive