

FFT Monthly Summary: December 2021

Grovelands Medical Centre
Code: K81078



Section 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
36	8	3	1	1	1	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	36	8	3	1	1	1	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	36	8	3	1	1	1	50
Total (%)	72%	16%	6%	2%	2%	2%	100%

Summary Scores

88% 4% 8%

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:

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

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

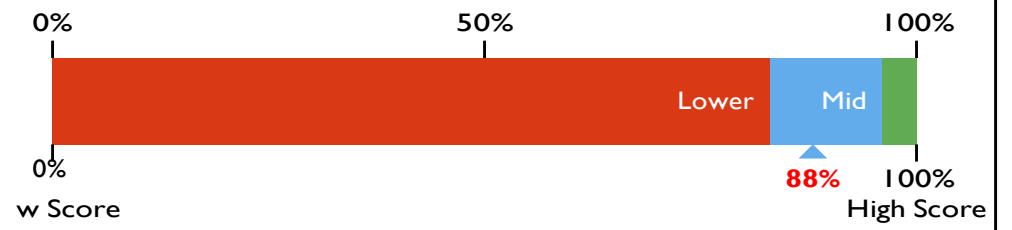
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

Section 3 Practice Scoring

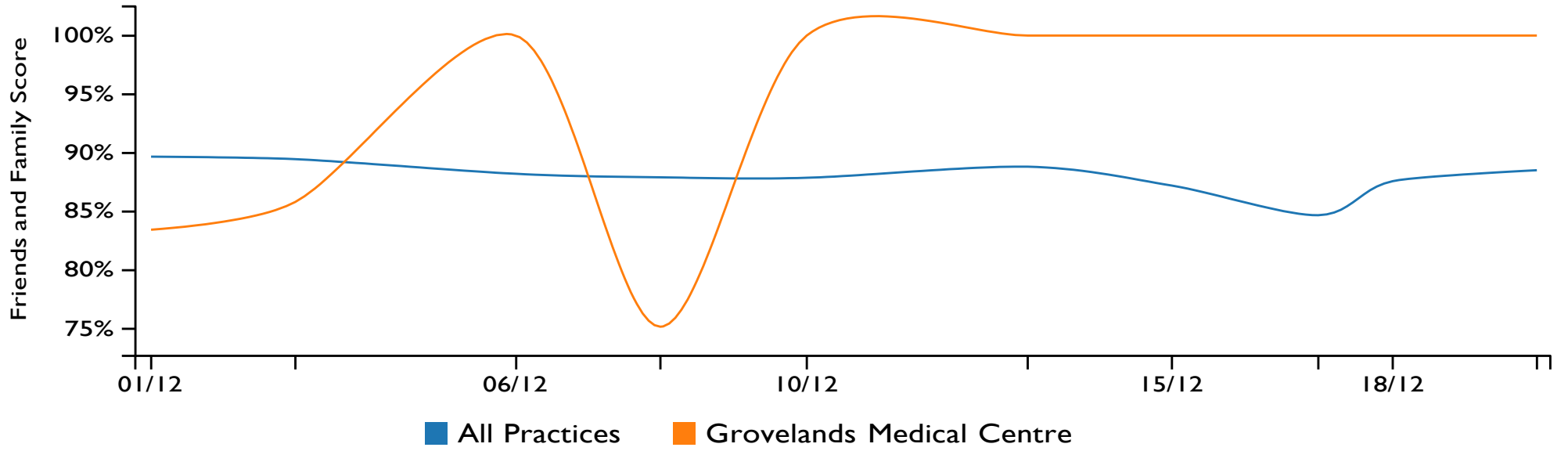
Practice Score: 'Recommended' Rank

Your Score: 88%
Percentile Rank: 40TH



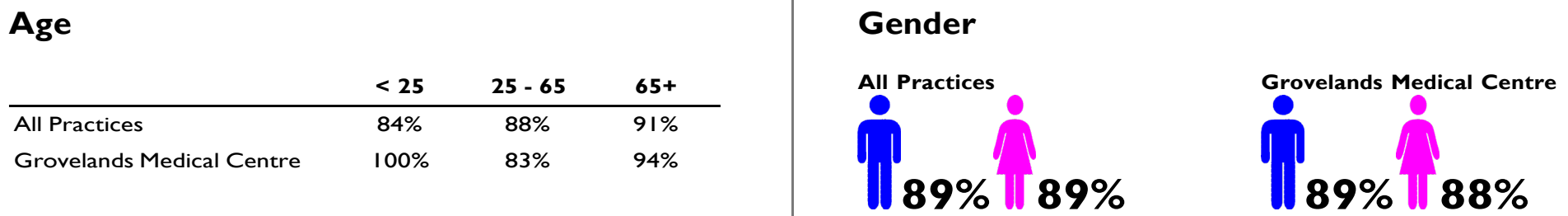
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 40th percentile means your practice scored above 40% of all practices.

Practice Score: 'Recommended' Comparison



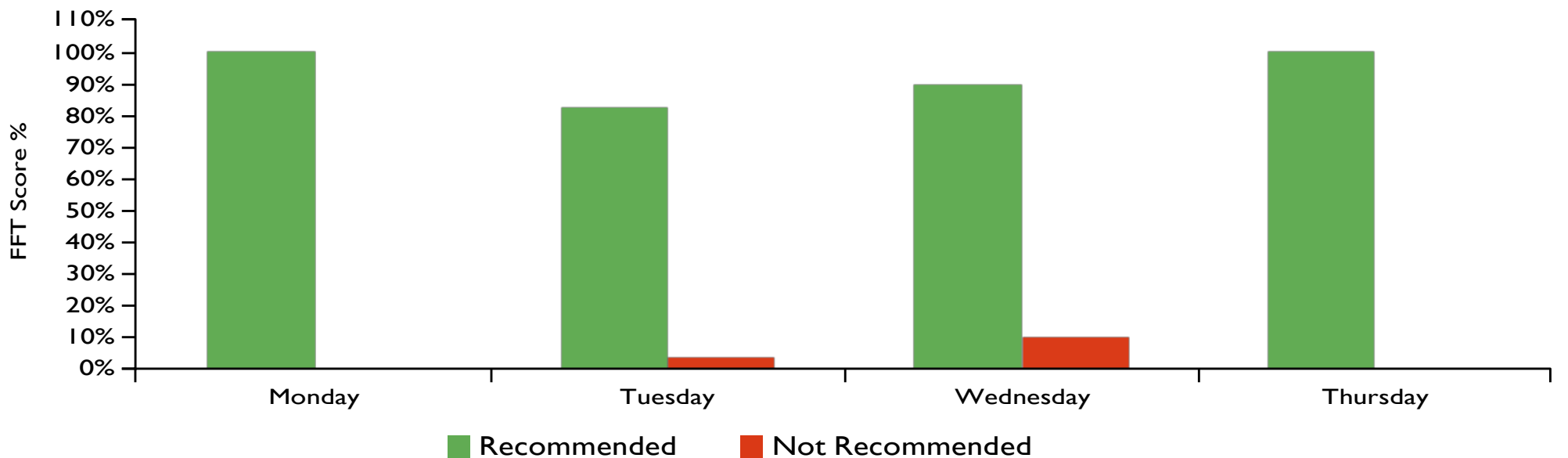
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



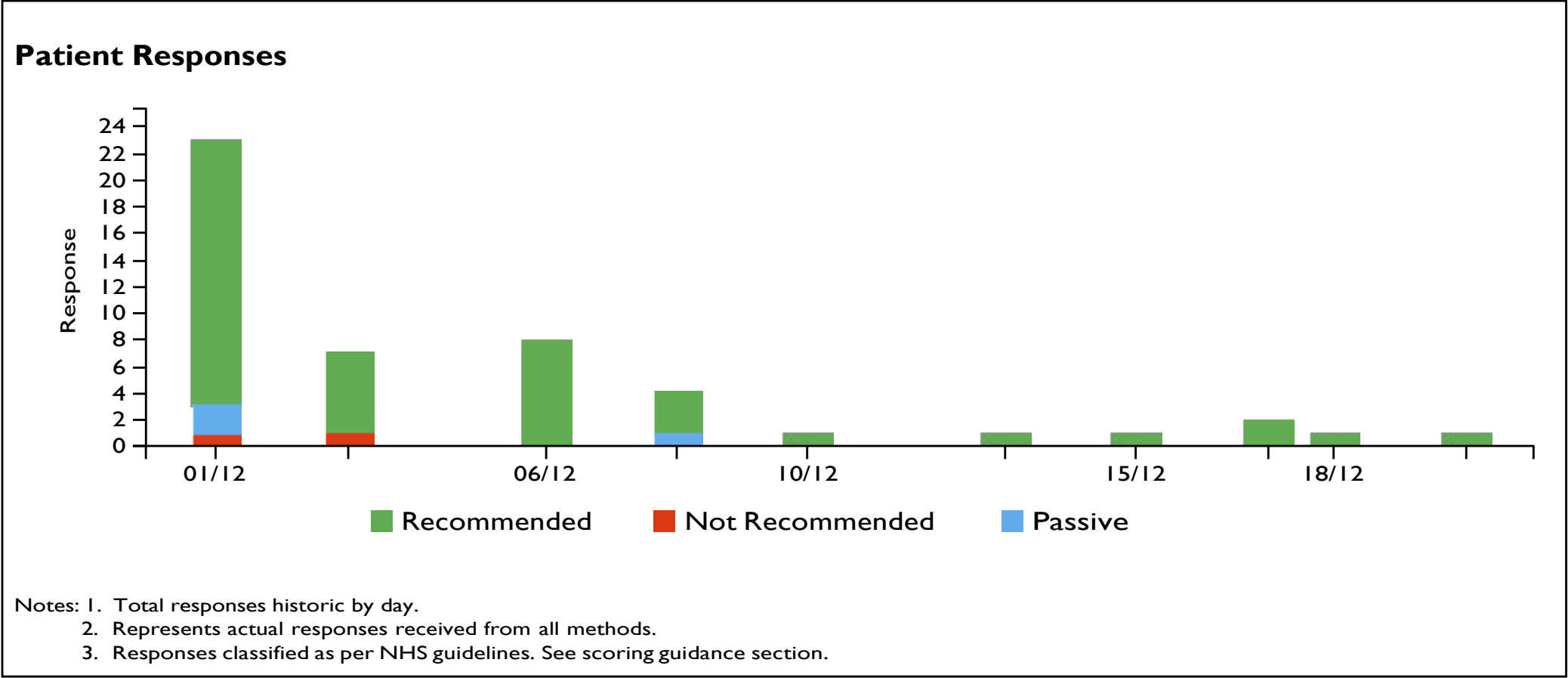
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis



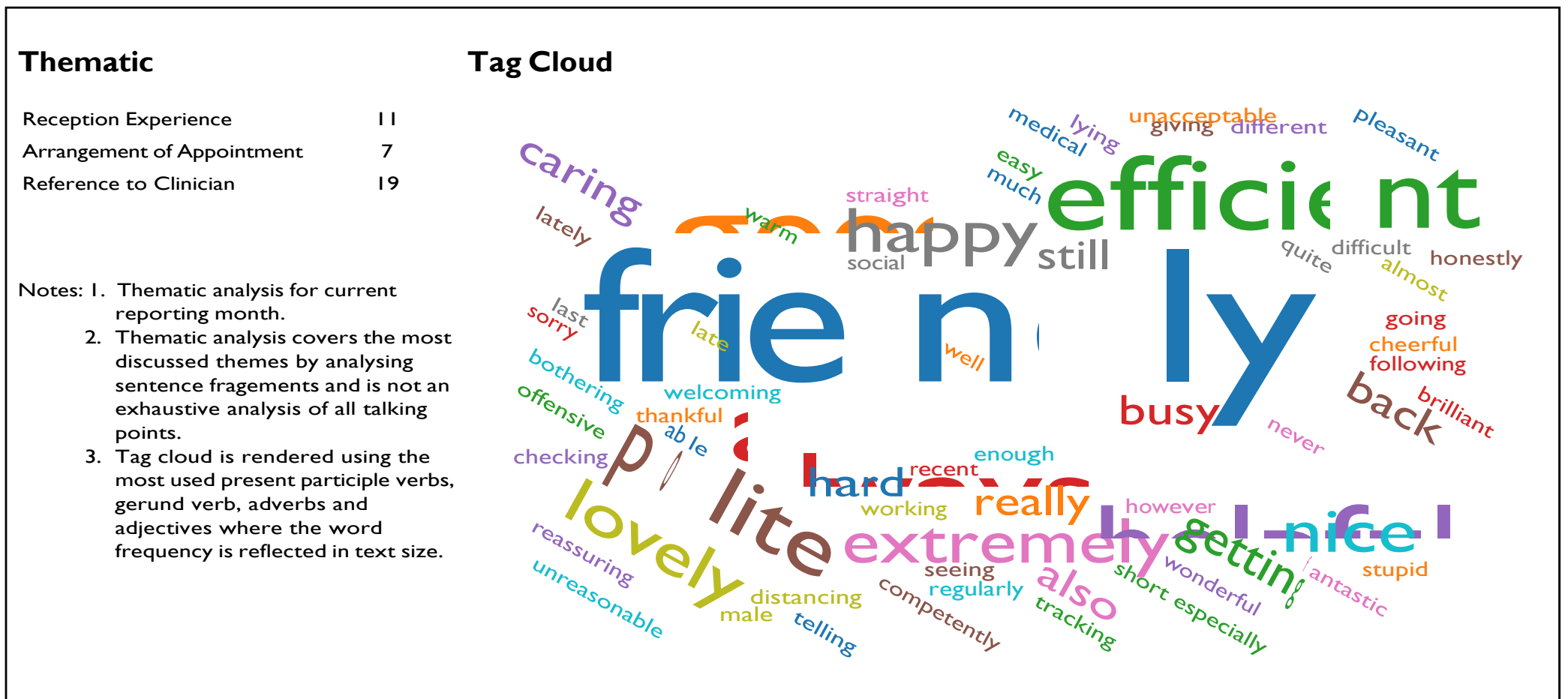
- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

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 QI rather than content of message.
 3. Legend: ✓ Consent to publish comment / ✗ No consent to publish comment

Recommended

- ✓ Everyone working there are extremely friendly and welcoming. The care and medical services I have received has been extremely good. I'm thankful for all@r all the hard work everyone puts in and it really shows too. @too.
- ✓ The nurse was excellent , efficient and warm . Receptionist polite
- ✓ Both my recent appointments have been very good.
- ✓ Aideen wonderful lady. Puts me at ease. Was very happy seeing her today. However waited outside for quite a while and appointment was 10 mins late. So on@So only good from me. @ me.
- ✓ Nurse Maria Holmes always happy helpful very kind nothing to much trouble even through pandemic at the moment always cheerful very lovely nurse
- ✓ Dr Mathur and Aileen Gorman are so lovely and caring and professional
- ✓ A short wait and excellent service from your friendly phlebotomyst
- ✓ Course it best in Reading Doctor are brilliant and the same goes for the rest of the staff
- ✓ The Nurse I saw was extremely polite, patient and kind.
- ✓ Nurse was very helpful and through,even checking with Dr before giving my flu jab .
- ✓ Had never met Sophie before this visit and I found her caring understanding and very helpful what a great asset to the surgery
- ✓ Friendly staff, efficient service
- ✓ Because I am satisfied with your service.
- ✓ I was able to see a doctor face to face and every precaution was taken to protect both patients and staff.
- ✓ Great friendly service
- ✓ I only had to wait a few minutes when I phoned to ask for an appointment. Receptionist was polite and easy to communicate with. The doctor called me bac@e back within an hour and arranged for me to have tests the following day. The HCA was friendly and reassuring, and carried out her job very competently. I @. I felt I was being looked after by a great team.@team.
- ✓ No queue straight in and out
- ✓ The nurse I saw was very efficient but also very friendly and made me feel at ease.
- ✓ Because we have always had excellent service.
- ✓ The nurse was nice
- ✓ Doctor was friendly, and tried his best to make me feel relaxed. Also, there wasn't any others around, so your system on social distancing is good. At re@At reception, was friendly too. @too.
- ✓ I and my husband regularly attend the surgery and receive excellent care
- ✓ I would be happy to give my reasons face to face
- ✓ My appointment was on time, no problems with the blood test. Staff pleasant and helpful.
- ✓ Excellent consultation. Friendly staff
- ✓ Good service freindly helpful polite staff great doctors
- ✓ Because the staff although very busy still very pleasant
- ✓ Lovely doctor very efficient and kind
- ✓ I have always received great service even though appointments have been hard lately I have still managed to get the care I have needed especially w@ly with Dr Tucker @cker

Not Recommended

- ✓ Getting appointment to speak with doctor 5weeks wait then I can ring to try and book appointment not good enough
- ✓ Efficient professional service, kept up to date with texts etc. well managed practice

Passive

- ✓ By the time I can see my doctor I'm better,, Dr Dias to busy need to change my doctor
- ✓ Difficult to make appointments, feel almost as if you are bothering them when you call.
- ✓ The Question on a reseption is unacceptable .This is what I was asked. Have you been to SA as a black person it is offensive. It doesn't mean that every@every black person come from SA or going on holiday to SA .Behind me the was a lady she wasn't asked that question because she was a different skin like mine@ mine. I was really offended even though I am a black person I am not even from SA. I don't mind to be asked if I have been on holiday. I

honestly I am so @m so disappointed as my Dr is the best and the nurse who gave me my jab was fantastic. This is my second time getting annoyed with the receptionist. Last ti@st time I was there and left my phone in the Dr 's room and I know that my phone was there. But the male receptionist unreasonable telling I did go there wit@e with my phone make me look stupid. I went home and tracking my phone and it was there I try to explain and he didn't want to know. Thenl come back second @cond time then a lady come with my phone ,Oh sorry it was here. They make me feel like I was lying that my phone was there. I believe they didn't even go to t@ to the room to check . My score is towards the receptionist. My score to the nurse is 1. She was so nice very professional. I can not complain anything @hing about her. They are always nice the nurses and Dr to me the problem is the receptionists.@ists.