

FFT Monthly Summary: January 2022

Grovelands Medical Centre
Code: K81078

SECTION 1 CQRS Reporting

CQRS Reporting




FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
44	2	1	1	2	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:	111						
Responses:	50						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	44	2	1	1	2	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	44	2	1	1	2	0	50
Total (%)	88%	4%	2%	2%	4%	0%	100%

Summary Scores

 **92%**
 **6%**
 **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:

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

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

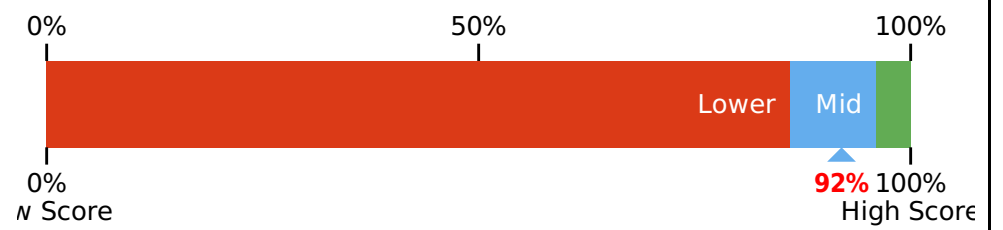
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

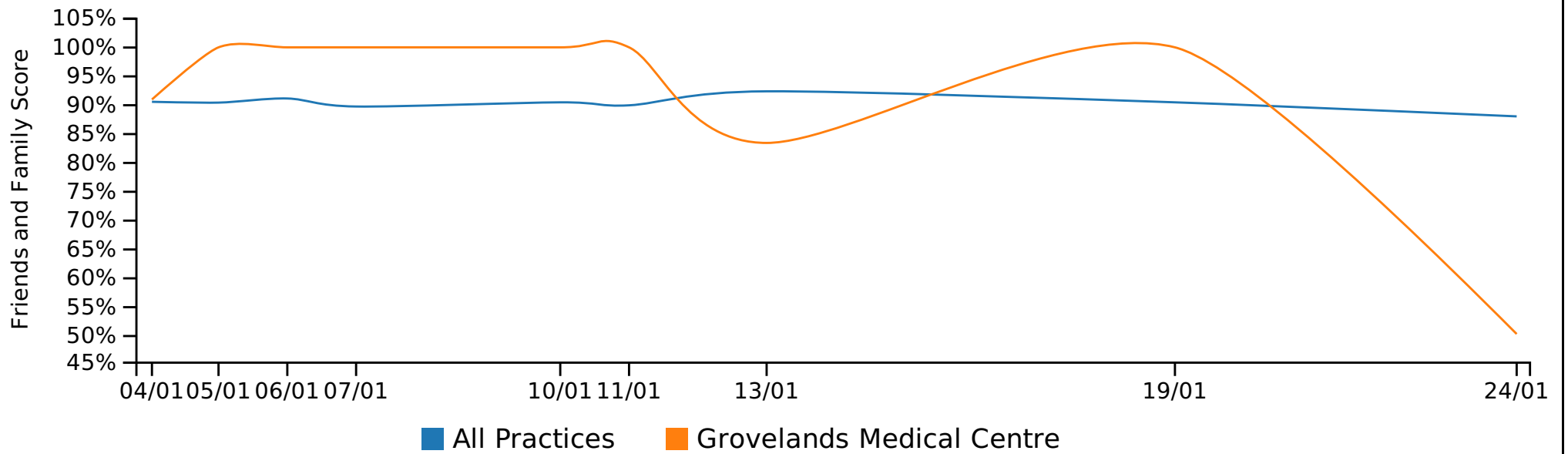
Practice Score: 'Recommended' Rank

Your Score: 92%
Percentile Rank: 55TH



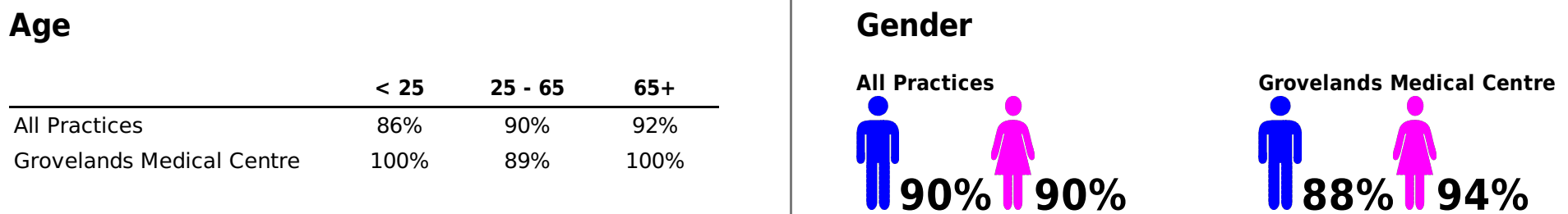
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 55th percentile means your practice scored above 55% of all practices.

Practice Score: 'Recommended' Comparison



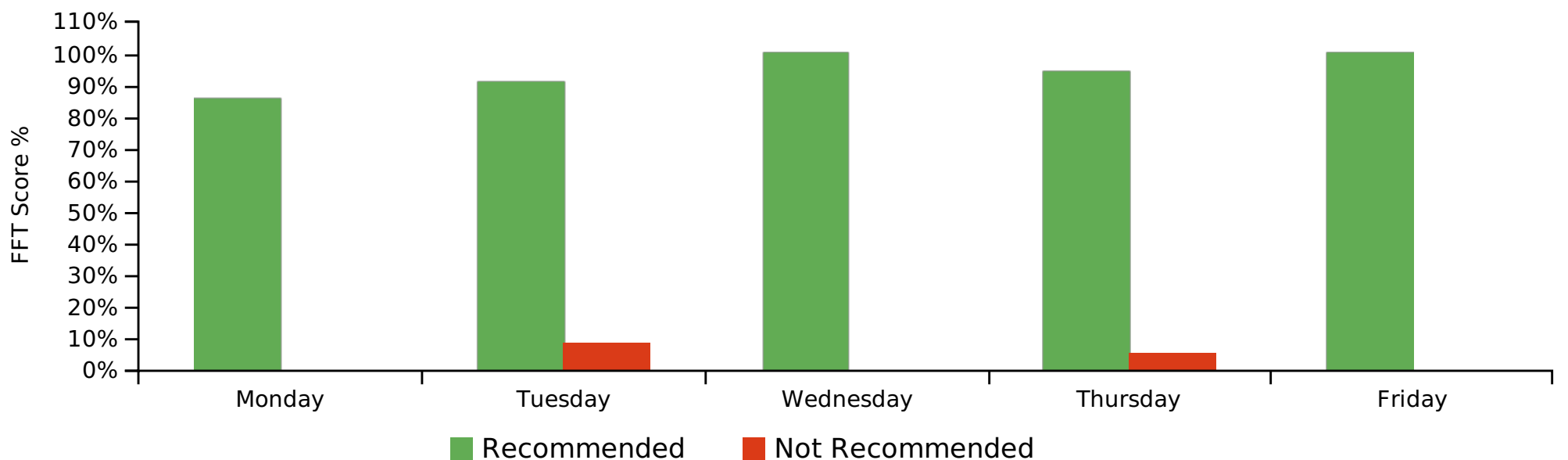
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



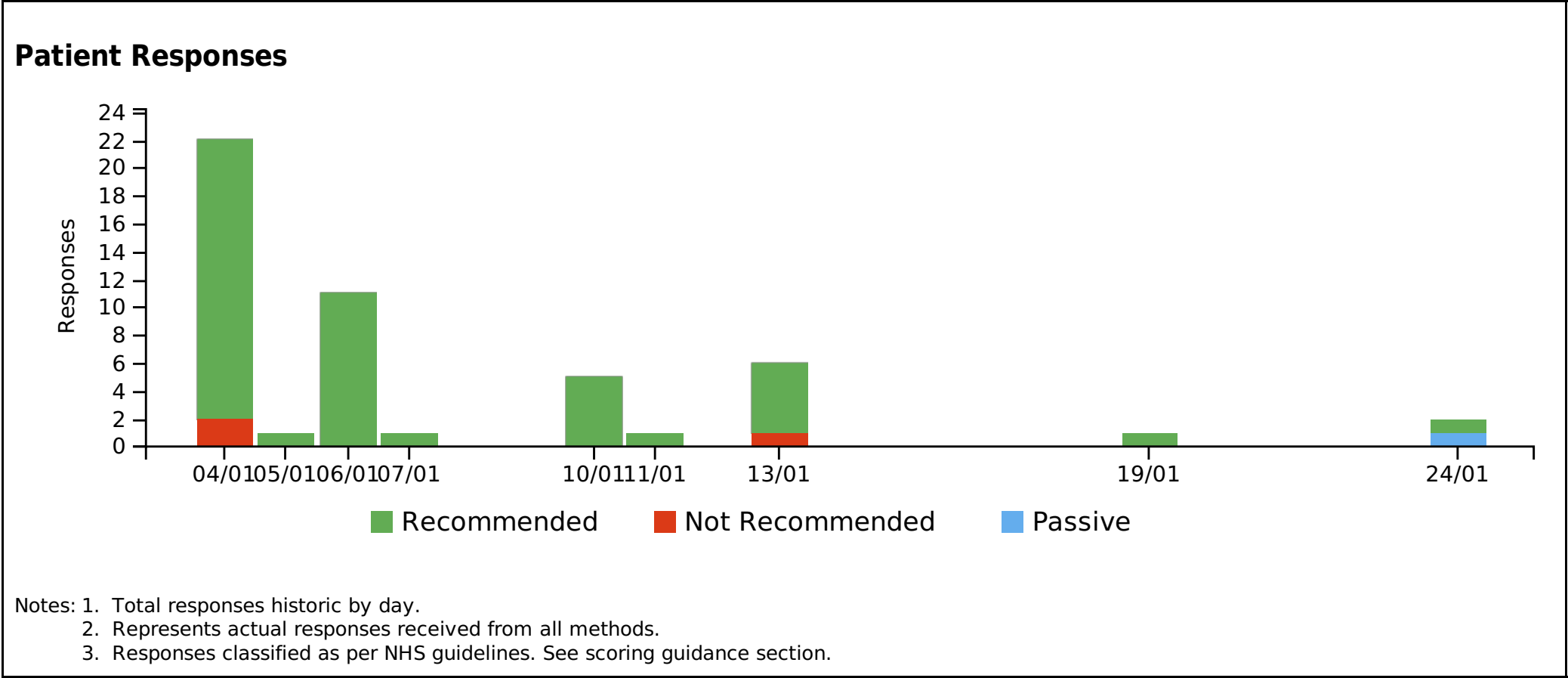
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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

- ✓ Knew how to treat me took time to listen
- ✓ I always receive prompt replies or actions to my questions/requests, along with excellent patient care.
- ✓ I arrived at the surgery this morning to a lovely lady at reception who was so helpful and then was called in for my appointment for a blood test. Had a lovely chat and left feeling really happy. Thank you all so much and Happy New Year. @ear.
- ✓ Great staff and phone consultations should remain when we get the other side of the pandemic for the majority
- ✓ Efficient excellent doctor staff and nurse
- ✓ Anonymous Survey From Grovelands Medical Centre. Thinking about your GP practice overall, how was your experience of our service? 1-Very good, 2-Good, 3@od, 3-Neither good nor poor, 4-Poor, 5-Very poor, 6-Don't know@ know
- ✓ Very helpful and friendly
- ✓ I think that the attention of the staff, and the treatment given by them deserve this rating
- ✓ Easy to get an appointment. Quick to be seen, on time. In and out within 10 minutes.
- ✓ even though everyone is allocated with 10 min slot, I did not feel under pressure and GP was very patient
- ✓ Efficient and friendly
- ✓ Because it was quick and thorough
- ✓ Never have a problem with the surgery and if I do the receptionist do all they can to help me and my family
- ✓ Polite helpful staff
- ✓ Quick phone call and had an appointment the same day
- ✓ Because the doctors and staff are very respectfully and they do what I need
- ✓ Doctor was very helpful and friendly
- ✓ Because I had good service especially Maria the nurse.
- ✓ Helpful receptionist Helpful and caring doctors Felt like they actually cared
- ✓ Very Good patient service.
- ✓ Not the fault of the staff or partners but the Centre was understaffed due to Covid.
- ✓ I had a yearly check up appointment. Then a phone call saying the doctor wanted me to have a further test, an appointment made and I attended today.
- ✓ My GP has helped me through the worst time of my life and helped my mental health improve so much
- ✓ Efficient and professional
- ✓ She was very thorough, gave me a follow up and listened to my concerns and actioned them.
- ✓ Seen promptly and safe distancing.
- ✓ Dr Escamilla was very helpful and understanding about my ailments
- ✓ Friendly and helpful.
- ✓ Because good service
- ✓ Great service
- ✓ Seen on time. Nurse who saw me very polite and kind and listened when I told her about my issues with giving blood and inability to provide blood from one arm.
- ✓ My check up was very detail and Dr. Gorman explained about the testing also very detail, clear with caring follow up.
- ✗ Excellent service

Not Recommended

- ✓ Got to my appointment on time only for the doctor to be late by 15 mins
- ✓ Only in writing as you will be receiving shortly a written complaint thank you please don't text again

Passive