

# FFT Monthly Summary: March 2022

Grovelands Medical Centre  
Code: K81078

## Section 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
35	10	1	2	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## Section 2 Report Summary

<b>Surveyed Patients:</b>	<b>128</b>						
<b>Responses:</b>	<b>50</b>						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	35	10	1	2	2	0	<b>50</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>35</b>	<b>10</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>50</b>
<b>Total (%)</b>	<b>70%</b>	<b>20%</b>	<b>2%</b>	<b>4%</b>	<b>4%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

 **90%**  **8%**  **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:

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

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

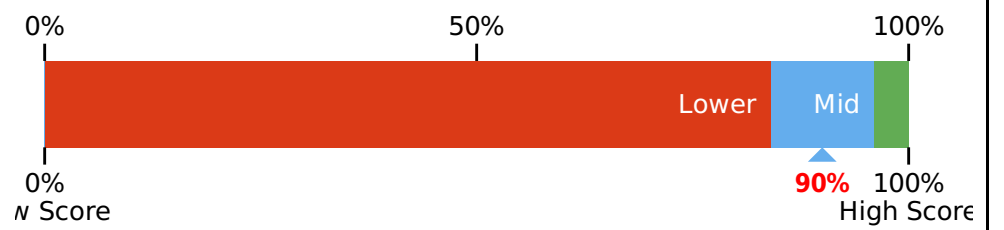
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

### Section 3 Practice Scoring

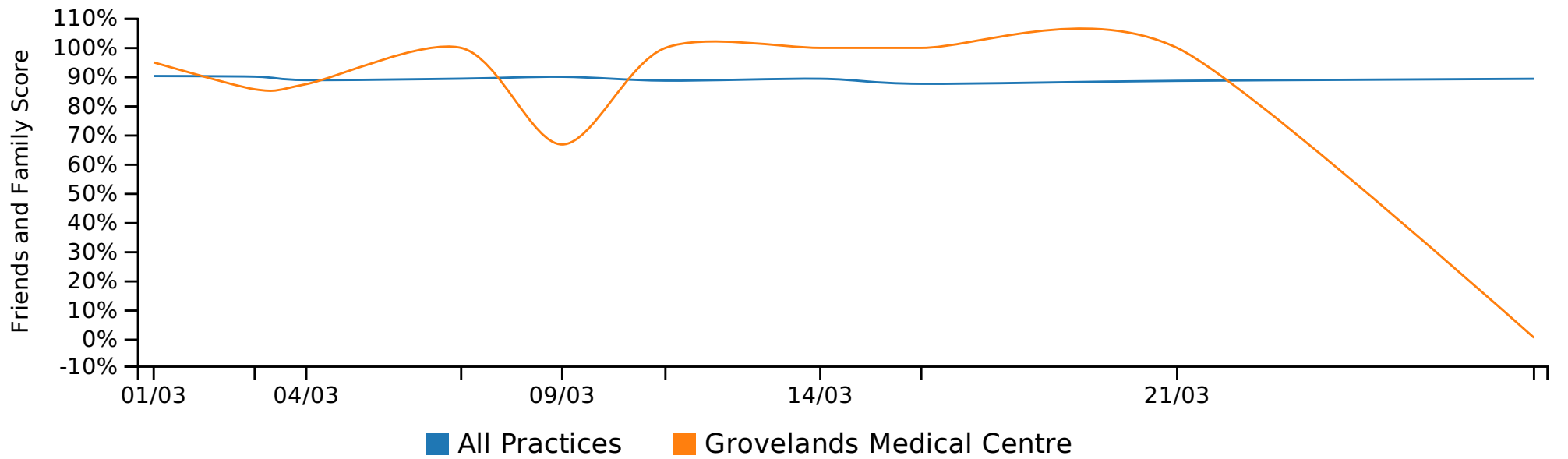
#### Practice Score: 'Recommended' Rank

**Your Score:** 90%  
**Percentile Rank:** 45<sup>TH</sup>



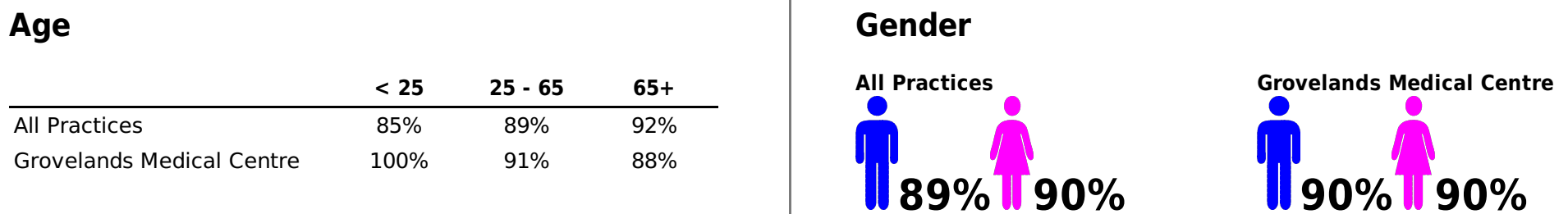
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.  
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 45th percentile means your practice scored above 45% of all practices.

#### Practice Score: 'Recommended' Comparison



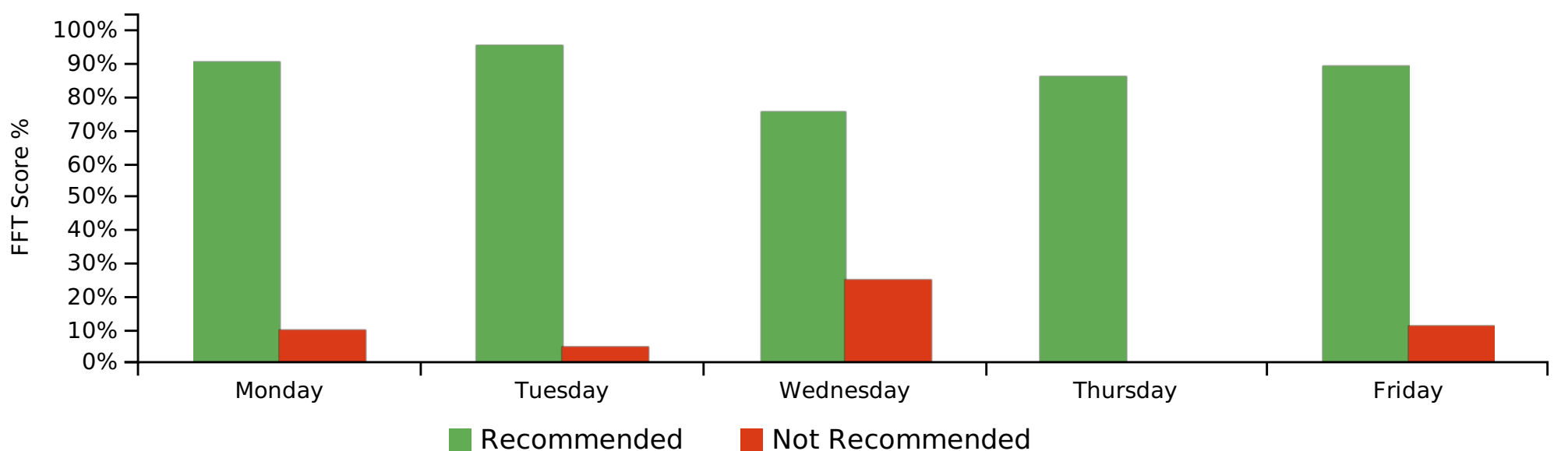
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

#### Practice Score: 'Recommended' Demographic Analysis



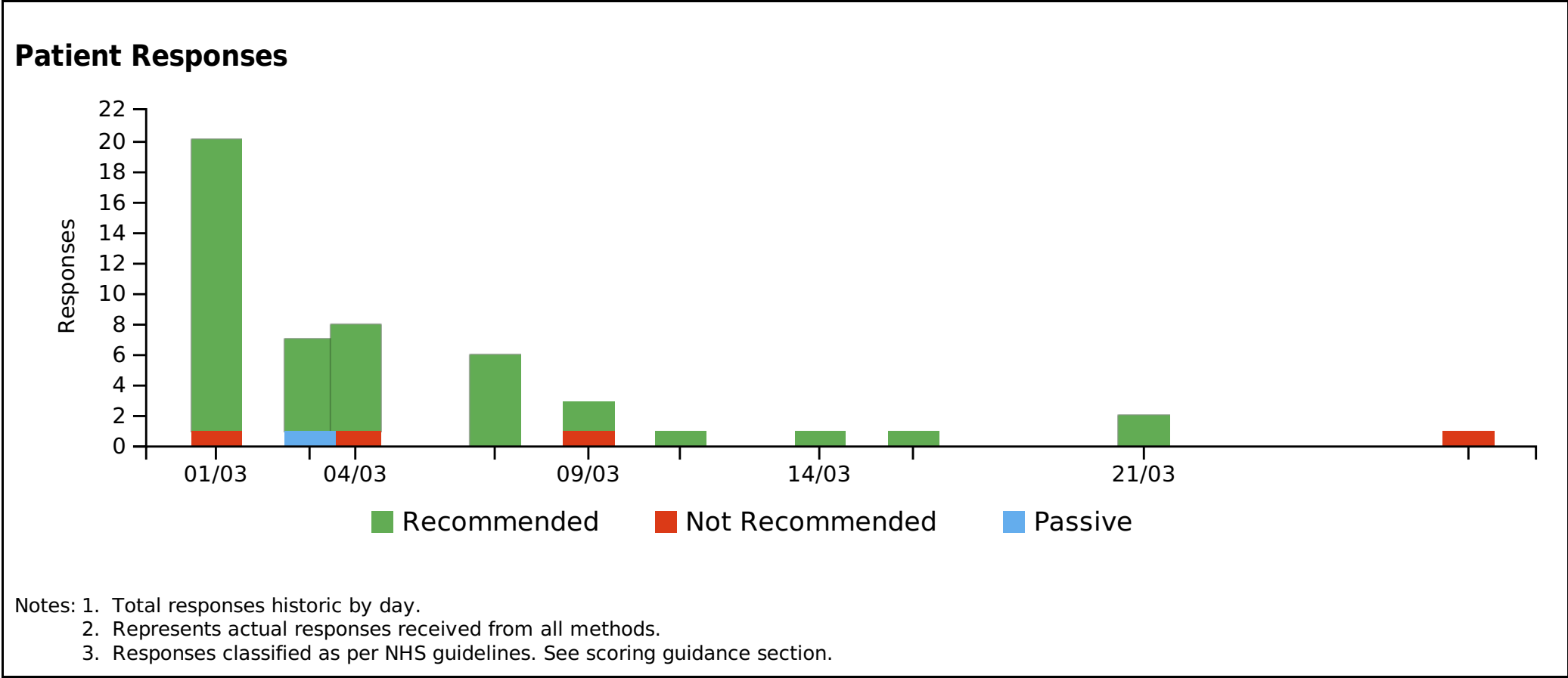
- Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.

#### Practice Score: Day of the Week Analysis



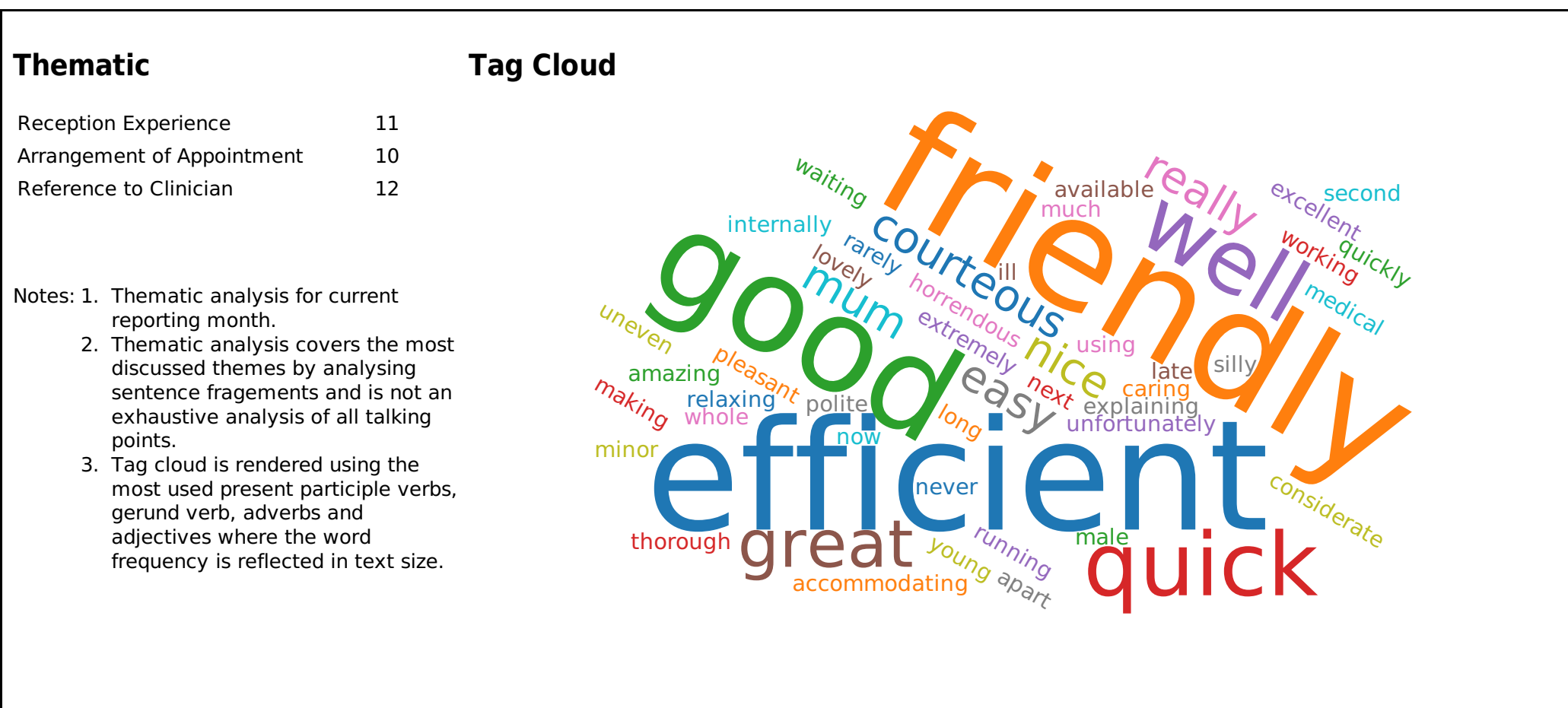
- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.  
2. Score calculated as per NHS requirements. See scoring guidance section.

**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

- ✓ Efficient, prompt and friendly treatment
- ✓ Great service, quick with no pain
- ✓ Seen on time. Aideen explained everything really well
- ✓ Satisfaction
- ✓ Because I am always treated well, from reception, haematology and Doctors appointments.
- ✓ Easy check in and friendly phlebotomy.
- ✓ Took my dad for his blood test this morning, receptionist very pleasant and male nurse is always very helpful and friendly.
- ✓ It's a very good surgery, very happy with the service very nice people working there extremely helpful and very kind
- ✓ Good efficient service
- ✓ As always staff lovely but car park was horrendous today..No fault of staff though
- ✓ Good polite and friendly service
- ✓ Because you asked me to.
- ✓ On time for my appointment and very quick
- ✓ Was very easy to make the appointment, didn't have to wait a long time. Nurse (Lou) is amazing always happy to see her.
- ✓ The nurse is friendly and helpful, booked for my mum's next appointment, I asked her if she could book for me the doctor's appointment as well which she did checked for me, unfortunately, there's no available appointments for my mum. After she knows I want to talk about the medication which my mum has been using, she booked for a pharmacy for me. Which is great.
- ✓ They were efficient, courteous, helpful and considerate. I could fill a page but I think you may have the message now? I rarely have to visit the doctor or clinicians or have dealings with receptionists. All were helpful and caring. What more would you want?
- ✓ I was happy with your response.
- ✓ Booked the triage very quickly and then a nurse appointment which was very efficient
- ✓ Staff were efficient, kind and helpful.
- ✓ Efficient service by Reception making appointment. Excellent timekeeping by Nurse for said appointment. Everyone very courteous.
- ✓ Because it was
- ✓ Very nice staff
- ✓ Appointment on time, nurse friendly and helpful
- ✓ Always get an appt or phone call and Maria's team are second to none don't know what I would do without them xx thank you
- ✓ I have been a patient at grovelands for more than twelve years?, and I have never experienced a disappointment, and all the staff are very accommodating.
- ✓ because it was great service and I was in and out not kept waiting around for ages so in all I was very happy
- ✓ The service was thorough and understanding. My appointment was running late but apologies were given and given the nature of the job, patients must understand that this can happen on occasions.
- ✓ Good service from reception good treatment from nurses and doctors.
- ✓ I was very happy with the whole experience
- ✓ Nurses are always really helpful and quick
- ✓ All around service, thank you
- ✓ Punctual appointment and kind and helpful staff.
- ✗ Young lady on reception was friendly and efficient. The member of the medical staff I saw was the same. A very relaxing visit
- ✗ Apart from a minor miscommunication internally all went very well with my blood test and blood pressure test

#### Not Recommended

- ✓ Nurse Maria is very good - kind and patient
- ✓ Can't get appointment or speak to my doctor, I'm very ill and in heart failure but I haven't had a call or letter, was supposed to have a 3rd X-ray in October but wasn't given an appointment letter and then I was told I didn't need one as it has been sent to the hospital, this surgery has gone very much down, and it appears they have covered all the windows with silly messages and I was told that they did that so you can't look in at them having their tea and biscuits, and outside the surgery is a mess, uneven pathways, I think not
- ✓ Because I was happy with the quick response and treatment.

## Passive

✓ Because I have to keep on explaining when I put in my repeat prescriptions