FFT Monthly Summary: April 2022

Grovelands Medical Centre
Code: K81078

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
32	11	6	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: 140

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	32	11	6	0	1	0	**50**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**32**	**11**	**6**	**0**	**1**	**0**	**50**
Total (%)	***64%***	***22%***	***12%***	***0%***	***2%***	***0%***	***100%***

Summary Scores

86% 2% 12%

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:

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

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

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

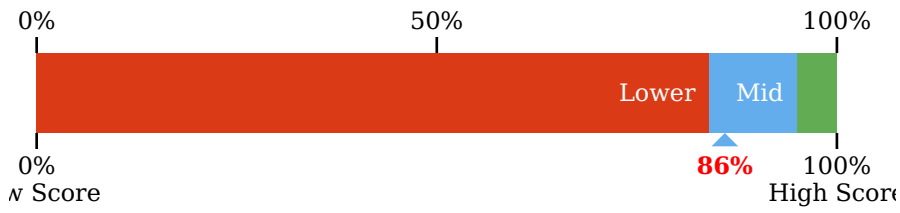
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

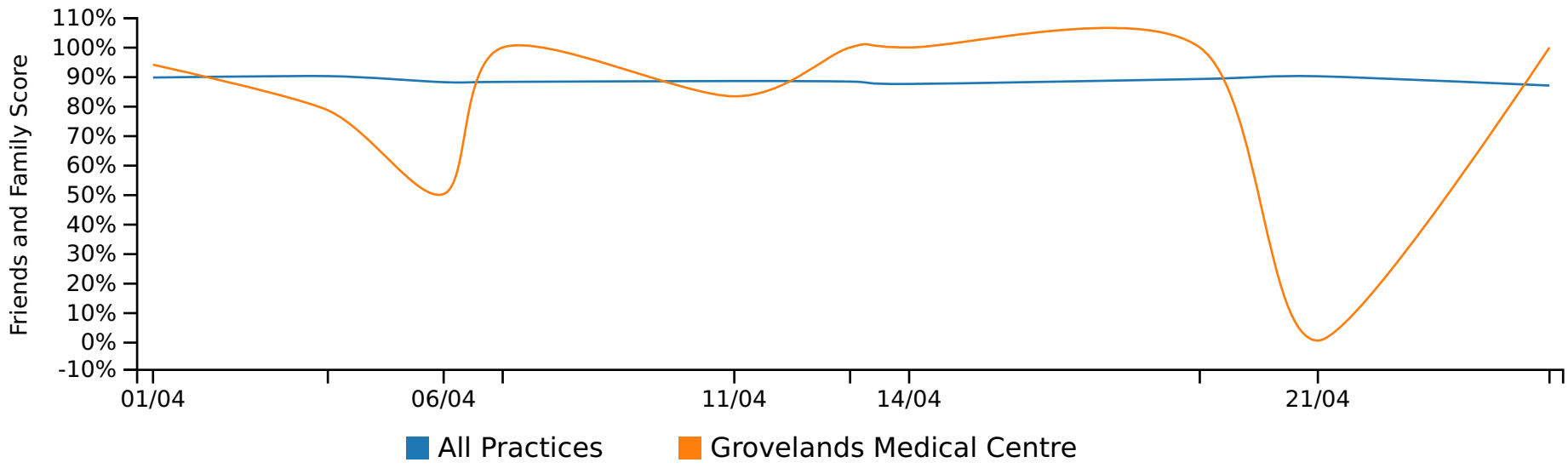
Your Score: **86%**

Percentile Rank: **30TH**



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 30th percentile means your practice scored above 30% 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

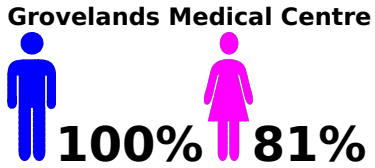
Age

	< 25	25 - 65	65+
All Practices	83%	89%	91%
Grovelands Medical Centre	100%	84%	91%

Gender

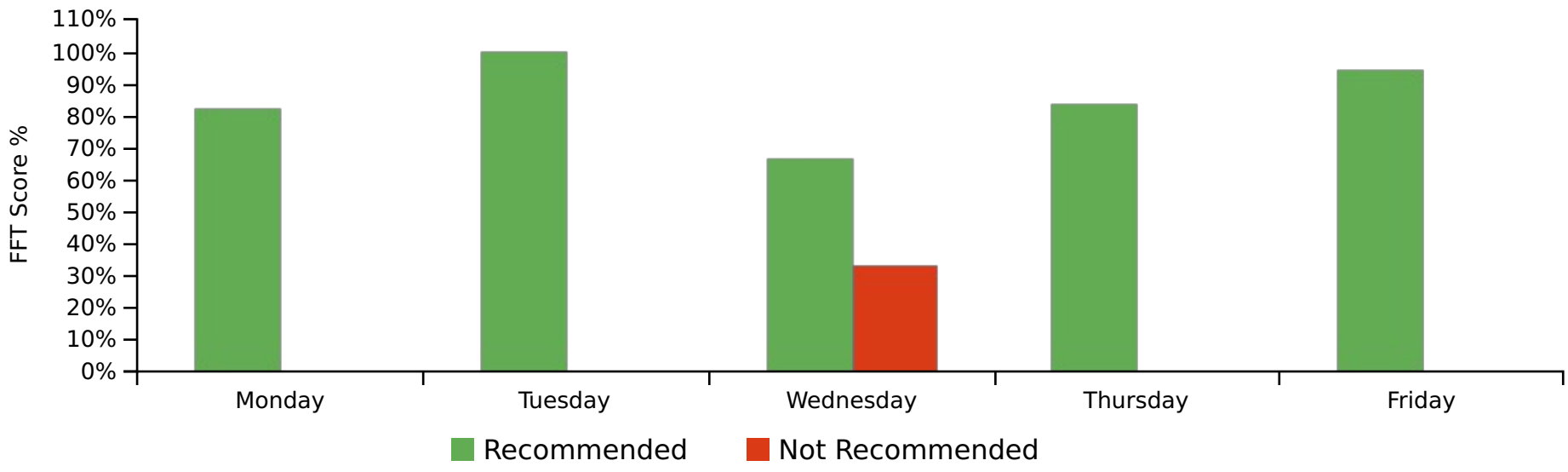
All Practices

Grovelands Medical Centre



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

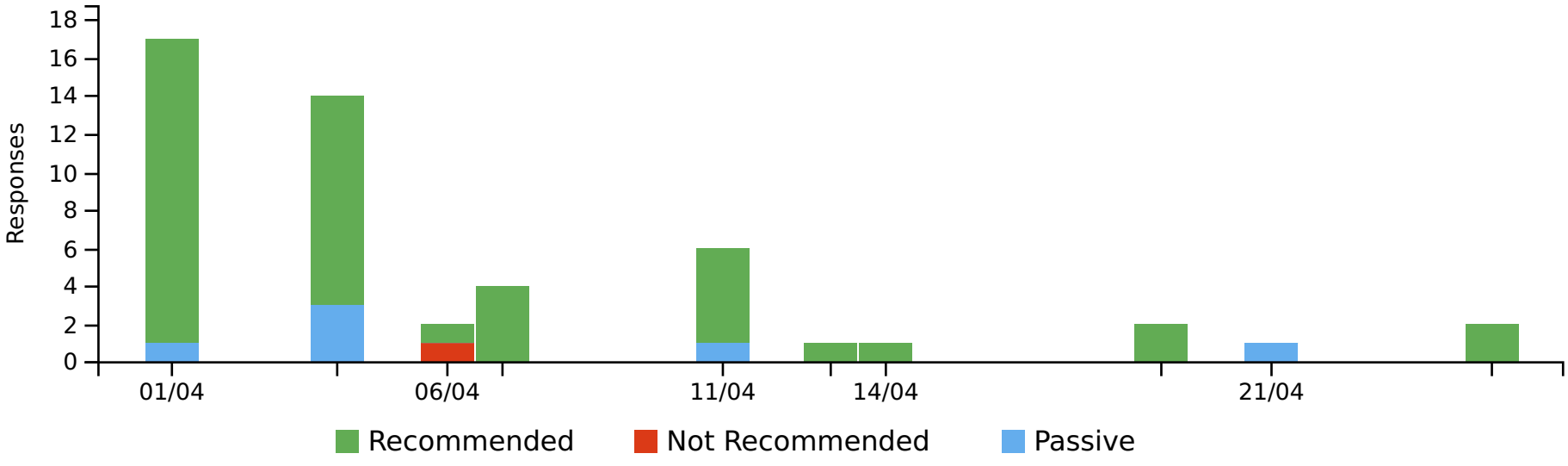
Practice Score: Day of the Week Analysis



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

Patient Responses



Notes:
1. Total responses historic by day.
2. Represents actual responses received from all methods.
3. Responses classified as per NHS guidelines. See scoring guidance section.

Section 5
Patient Free Text Comments: Summary

Thematic

Reception Experience	8
Arrangement of Appointment	4
Reference to Clinician	8

Tag Cloud

Notes:
1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most

discussed themes by analysing sentence fragements and is not an exhaustive analysis of all talking points.

3. Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and adjectives where the word frequency is reflected in text size.

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

✓Very quick and easy
✓*1-Very Good*
✓Good communication & excellent staff
✓*Stewart was excellent and friendly as are all the staff*
✓It wouldn't be excellent but I manage to get help when I need it, even in lockdown. I always praise the surgery on social media but you can always do better.
✓*I was seen on time and my blood test was done very quickly*
✓The nurses are always friendly and put you at ease ,very professional at their job !
✓*Friendly receptionists. Lovely nurse. On time. Very efficient*
✓Cos u answer me.
✓*Attentive staff (Linda)making sure I'm comfortable and listening to my concerns and needs on a day*
✓Helpful and professional staff looked after all my needs.
✓*My visit this morning went smoothly*
✓Every service was professional and the still maintained the COVID 19 process
✓*Very friendly nurse, had to wait about 10 mins for appointment*
✓Amazing atenttion from Maria Holmes She give us all we need
✓*The nurse was lovely*
✓The person at the window was polite and the nurse was very kind
✓*Happy with excellent service. I have 2 problems. 1. Cant have appointment with doctor only phone call.having on going medical needs,seeing doctor is suc@s such a benefit for me now and again. 2.window booking in is ok until someone has problem needing forms /information que can be back to carpark .this coul@ could be solved by opening a second window for that problem. @lem.*
✓Because she was nice
✓*Greeted by a lovely receptionist , saw a great nurse for bloods and ecg have always been very happy with Grovelands*
✓1 then
✓*Everyone was super lovely and really helpful*
✓I GOT FIRST CLASS TREATMENT
✓*I was well looked after*
✗Appointment on time, nurse efficient phlebotomy skills. Not sure why reception is still talking via a small opening of window as COVID restrictions have @have been relaxed.@axed.
✗*All good but reception could be quicker over the last few days I have been having appointments*

Not Recommended

✓I have a bad vaginal infection been told to swab myself came to collect the swab but no one knew where it was or what I had to do. considering it's been