

# FFT Monthly Summary: March 2024



**Manor Road Surgery**  
Code: G82696

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
100	4	0	0	0	0	0	0	0	97	7	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

**Surveyed Patients: 230**

**Responses: 104**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	93	4	0	0	0	0	<b>97</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail	7	0	0	0	0	0	<b>7</b>
Manual Upload							
<b>Total</b>	<b>100</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>104</b>
<b>Total (%)</b>	<b>96%</b>	<b>4%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

100% 0% 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:

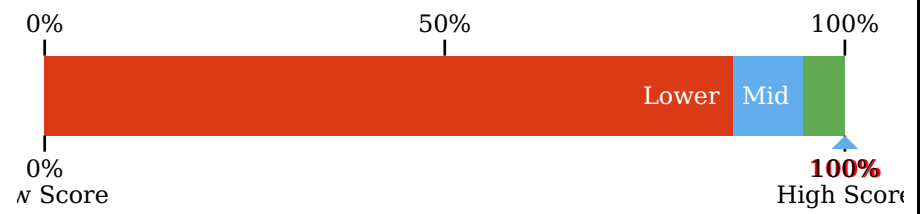
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

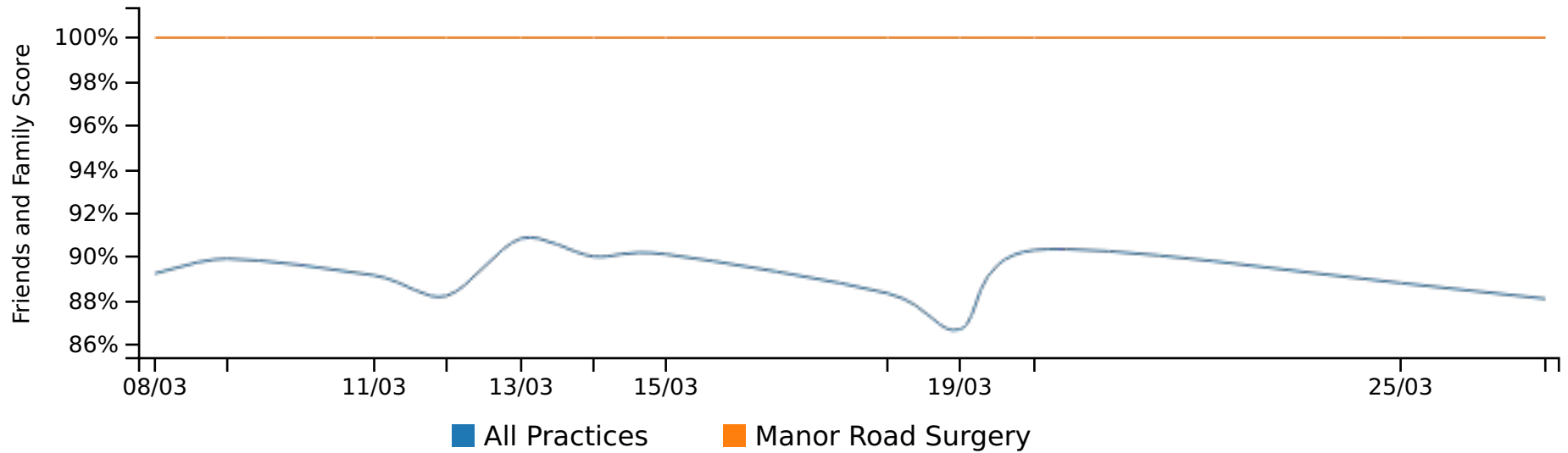
**Your Score: 100%**

**Percentile Rank: 100<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 100th percentile means your practice scored above 100% of all practices.

### Practice Score: 'Recommended' Comparison



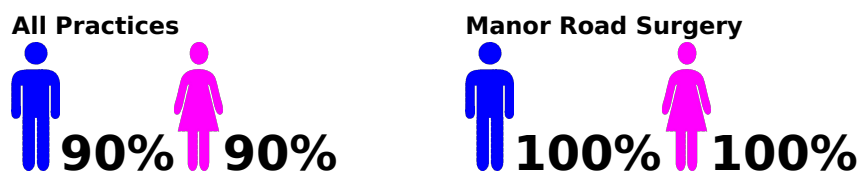
- Notes: 1. Practice score comparison of 'recommended' scores only.  
 2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

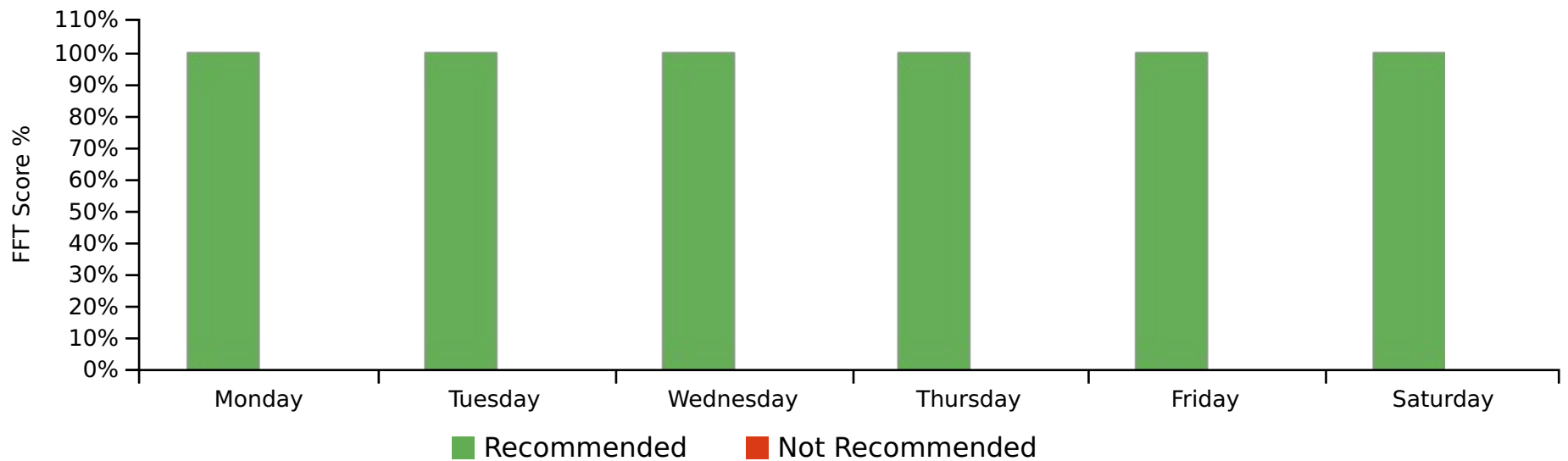
	< 25	25 - 65	65+
All Practices	84%	89%	93%
Manor Road Surgery	100%	100%	100%

#### Gender



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

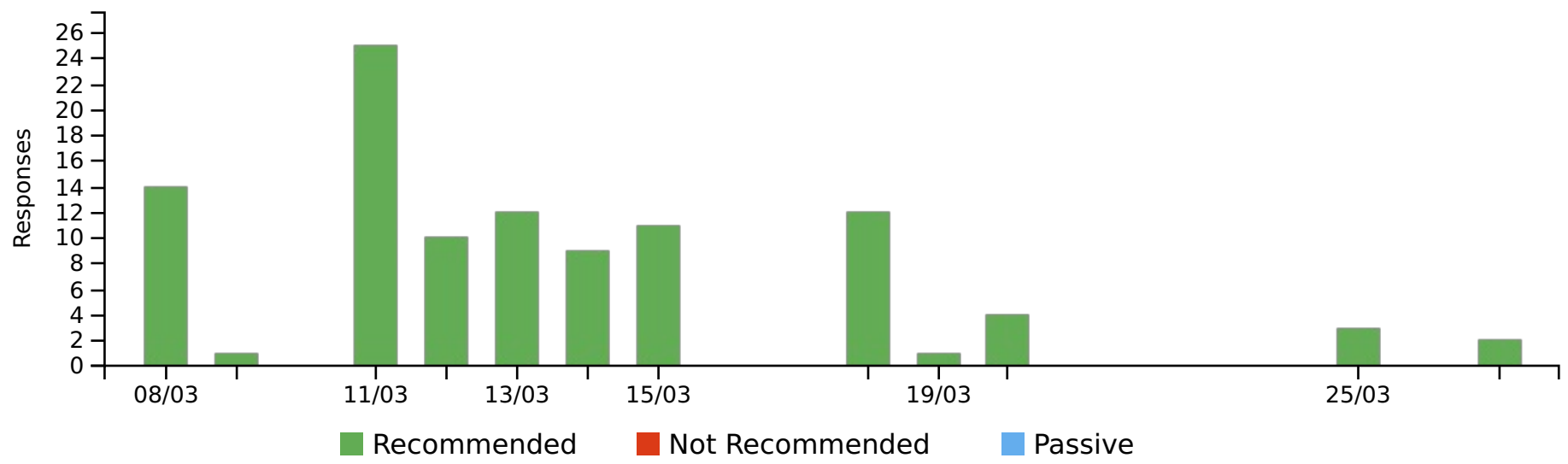
### Practice Score: Day of the Week Analysis



- 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.



- ✓
- ✓ *The service, the professionalism and Dr Ford you will never find better. Fantastic*
- ✓ Prompt service and informative appointment with the nurse.
- ✓ *Staff very efficient, friendly and helpful*
- ✓ Really helpful, listened to my issues with understanding and compassion. Came up with a good solution.
- ✓ *The surgery has always understood my illness , Doctor Ford is always there to support me in every way , and helps me through my pain and stresses I have ,*
- ✓ Explained everything to me and appointment was on time.
- ✓ *Very efficient and pleasant surgery staff and Doctor. A credit to the NHS and Deal is so lucky to have this surgery.*
- ✓ Nurse was thorough, knew her job and a good bedside manner , very professional. Please send her my remarks. ? ( if appropriate)
- ✓ *Because everybody in the surgery was helpful and kind*
- ✓ Efficient as normal.
- ✓ *Because Dr ford is great*
- ✓ Staff were cheerful and friendly. Nurse was very brilliant, giving me the info and advice I needed without being condescending
- ✓ *Paul is a credit to the surgery, he's extremely helpful, made me feel at ease and listened. He has helped me massively and I'm extremely grateful.*
- ✓ Because she is a doctor who genuinely cares about her patients. She is open in her manner, thorough and compassionate. You don't get many doctors like her (-:
- ✓ *Very helpful A kind nature happy to try and help me answered my questions thank you*
- ✓ Very professional.
- ✓ *Greeted by pleasant staff upon arrival. Seen within 5 minutes of my appointment time.*
- ✓ The doctor was very knowledgeable but also was able to signpost me to the appropriate person for further examination who was an expert in burns .
- ✓ *Because our GP practice is excellent and can never do enough for you.*
- ✓ Efficient, punctual friendly
- ✓ *It is such a great surgery with a great staff and a great doctor*
- ✓ Always great service and very polite - nothing is too much
- ✓ *Always an excellent service*
- ✓ Quick and efficient
- ✓ *Appointment showed care and professionalism.*
- ✓ As usual Dr Ford took my concerns seriously and organised various tests. She was very kind and reassuring. Excellent
- ✓ *Made to feel at ease, not rushed, very good treatment from nurse Frances*
- ✓ I gave that answer because I received good care from the surgery.
- ✓ *All staff are very helpful and Dr Ford is amazing*
- ✓ Wonderful Doctor, always there for you and a good listener
- ✓ *Problem answered ok*
- ✓ Docter ford . She is so good.
- ✓ *Very welcoming and friendly staff and felt very at ease with the nurse xx*
- ✓ Everyone in the surgery are so kind, time is spent with you, you don't feel that you are being hurried, all staff make you feel valued
- ✓ *On time and very professional.*
- ✓ DR FORD IS THE BEST, AND ALWAYS HAS TIME TO EXPLAIN THE PROBLEMS I HAVE, KEEP UP THE GOOD WORK. THANK YOU.
- ✓ *Everything very good so friendly and professional. And Dr ford is excellent.*
- ✓ They prompt and caring for there patients

## **Not Recommended**

## **Passive**