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. 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	97
SMS - User Initiated							
Tablet/App							
Web/E-mail	7	0	0	0	0	0	7
Manual Upload							
Total	100	4	0	0	0	0	104
Total (%)	96 %	4%	0%	0%	0%	0%	100%

Summary Scores

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:

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

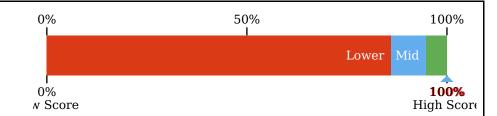
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

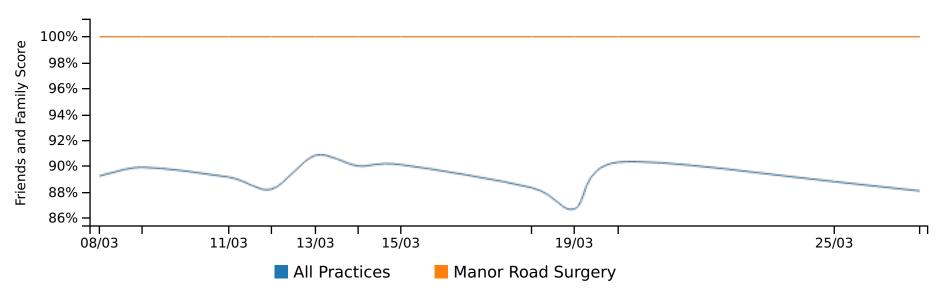
Your Score: 100%
Percentile Rank: 100TH



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

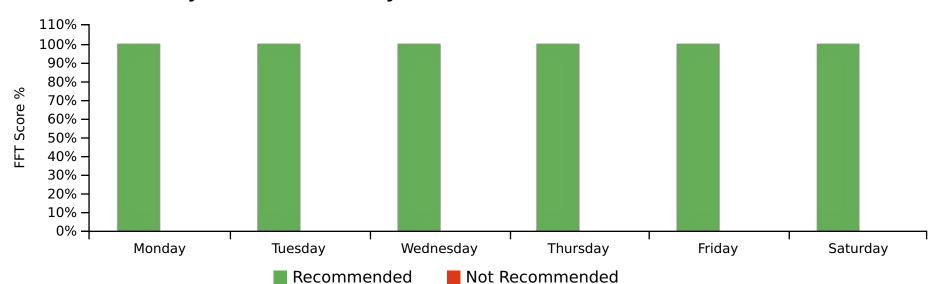




Notes: 1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

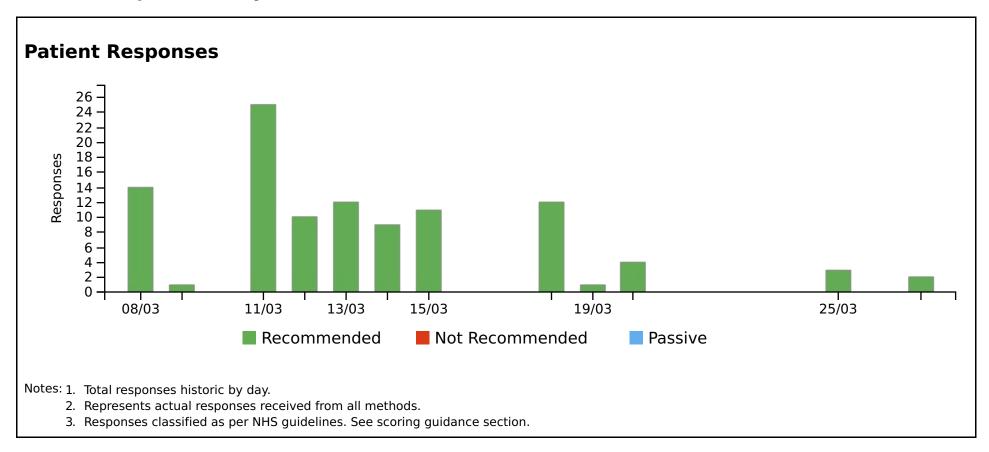
Practice Score: Day of the Week Analysis



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



Thematic Tag Cloud e^{η_0} **Reception Experience** 18 trying Arrangement of Appointment 9 waiting Reference to Clinician 39 quickly seriously Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most phoning discussed themes by analysing tandard happy sentence fragements and is not an exhaustive analysis of all talking informative 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. geable appropriate following compassionate

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

- ✓I know I am being well looked after by my Doctor
- ✓ I do apologise but I think asking regarding feedback
- ✓ The support my 88 year old Mother is given is always to a high standard, the Nurse and Doctor are amasing very caring, all staff including reception are always kind and passionate about their role
- ✓ Pleasant and friendly experience for myself being a new patient.
- ✓ Kind and caring staff
- ✓ Friendly concise advt
- ✓ Because it is true.
- ✓ Doctor reassured my concerns with professional advice and care
- ✓ Seen on time and professional seen talked through what he was doing and why with my son.
- ✓ Great empathy, help and advice regarding my ongoing health conditions.
- ✓ Surgery always has time and doesn't hurry u
- ✓ No problem getting an appointment. Very attentive interviews with both the doctors and also the nurses. The secretary's are always polite and helpful. I think I would be stuck to find a better surgery.
- ✓ Because everyone there is very good
- ✓ Following my appointment with Dr Ford this morning at 9am with concerns about my pulse rate and heart, she arrange for me to see the nurse at 4pm to check my blood pressure and to carry out an ECG. I was given the results by Dr Ford before I left the surgery which totally put my mind at rest. A brilliant service so please pass on my thanks to my Doctor.
- ✓ Really helpful
- ✓ Quick appointment, always clean and pleasant in the waiting area, good service all round.
- ✓ Perfect in every way
- \checkmark Warm welcome from all receptionists and excellent Nurse as always.
- ✓ Everything from making appointment to being seen and assessed was very efficient. And the Paramedic I had appointment with was very Polite, Charming Efficient and professional.
- ✓ Excellent followup from chest x-ray Dr phoning on a Saturday! Never had this type of service at my old surgery... Excellent!
- ✓I have already
- ✓ Am trying to send text but its shows network error.
- ✓ Very thorough examination. Thank you
- ✓ Because I always get well looked after
- ✓ Dr Ford is always very professional, knowledgable and helpful. I'm very pleased with every appointment I've had with her, for myself and my children
- ✓ This surgery is so helpfull and onest they treat you not a number
- ✓ The gp provides professional 5 star care with compassion to an 82 yo lady. Gp has a great personal manner.
- ✓ The receptionists are efficient and caring and the doctor is great personal attentive and active in follow up.
- \checkmark Dr's and staff are always helpful and friendly and caring
- ✓ Excellent service from the GP positive interaction with the reception staff
- \checkmark Always friendly and helpful from receptionists to Dr's and nurses , nothing is too much trouble
- ✓ On time and quick diagnosis.
- ✓ Cheerful receptionists. On time. Treatment delivered.
- ✓ Excellent service and genuinely such lovely people
- ✓On time, polite and efficient
- ✓ Because of my disabilty they are always helpfull to me, plus the number of yrs I've been there we know each other well, & they are a good team.
- ✓ Because it was very good
- ✓ On time.
- ✓ Excellent service
- ✓ Staff are attentive and knowledgeable, able to deal with most eventualities. Doctor Is very attentive and proactive in assisting patients.
- ✓ Dr Ford is an amazing doctor
- ✓ Seen on time, considerate nurse
- ✓ Very understanding Doctor Nurses Receptionists and all support staff at the surgery.
- ✓ Dr Ford is always so accommodating, helpful, and everything is done quickly and efficiently.

Excellent care

- 1
- ✓ 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 prac tice 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