# **FFT Monthly Summary: June 2024**

**Manor Road Surgery** Code: G82696



## SECTION 1 **CQRS Reporting**

## **CQRS Reporting**

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
80	9	2	1	1	1	0	0	0	94	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:** 229

**Responses:** 94

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	80	9	2	1	1	1	94
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	80	9	2	1	1	1	94
Total (%)	85%	10%	2%	1%	1%	1%	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 (%) = 
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

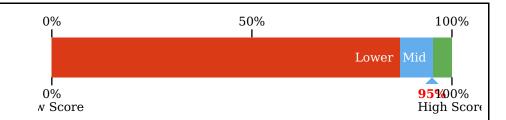
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

# **SECTION 3 Practice Scoring**

## **Practice Score: 'Recommended' Rank**

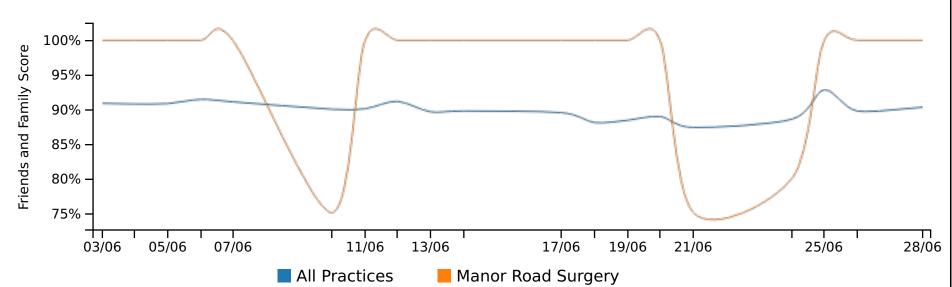
Your Score: 95%
Percentile Rank: 75TH



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 75th percentile means your practice scored above 75% 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%	90%	92%
Manor Road Surgery	83%	95%	97%

## Gender

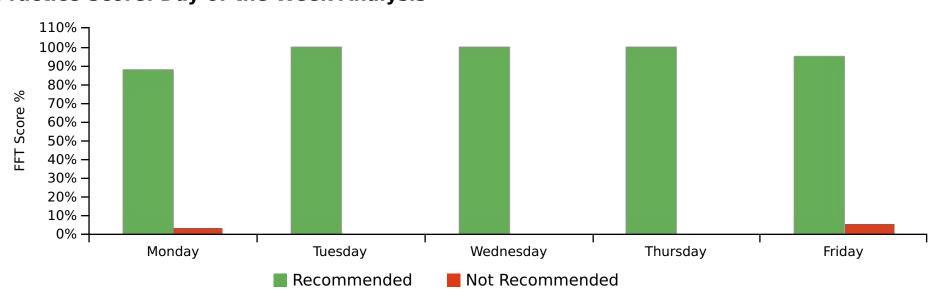




Notes: 1. Scores for current reporting month.

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

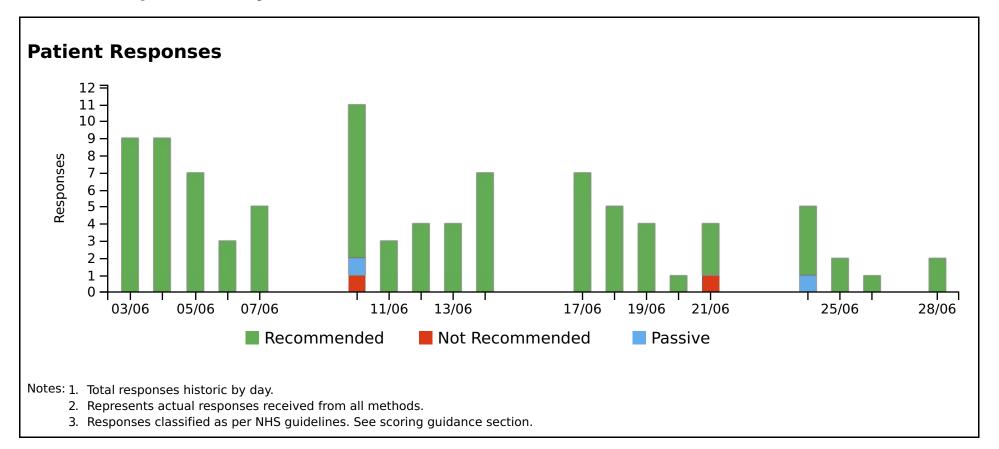
## **Practice Score: Day of the Week Analysis**



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 **Reception Experience** 17 satisfactory Arrangement of Appointment 9 Reference to Clinician 28 Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most usual trying discussed themes by analysing overall sentence fragements and is not an basically exhaustive analysis of all talking intimidating points. however 3. Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and Dresent Clearning learning adjectives where the word calming uncomfortable frequency is reflected in text size. considering painful comfortable thoroughly extremely

### **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 had some trouble with an appointment with an outside practice and they helped to get things sorted. Plus, when I ended up in tears as my anxiety was through the roof as I'm struggling with pain and emotions right now, they all helped me and understood. Very professional and understanding.
- ✓ Excellent staffVery efficient
- ✓Only waited 3 minutes from my appointment time, receptionist very helpful and Dr Ford always very helpful and explains your symptoms and courses of action, couldn't be satisfied thank you
- ✓ The practice nurse who i see quite often is very professional and polite and has the most essential Quality of care and calming a person which is missing in so many aspects in this present day
- ✓ Because when thinking about my GP practice overall my experience of your service was very good.
- ✓ the nurse was lovely and explained everything
- ✓ Excellent service from Dr Ford as usual. Treats people with respect and listens to you. Thank you
- ✓ The nurse did a great job and no bruising
- ✓ Excellent, friendly staff efficient, prompt phone service good easy to use website. Always a very all round pleasant experience ......
- ✓ The paramedic that was there today was brilliant with me.
- ✓ Fully satisfied with visit referral made by Dr Ford
- ✓ Ok, getting silly now, I gave that answer because I think the practice is very good.
- ✓ Always have a good experience at my doctors
- ✓ The nurse listened to me and took action
- ✓ Very good service from staff as always
- ✓ Very help full the nurse was
- ✓ It was very easy,.on time and no problems
- ✓ The staff are brillant in receptinn and on the phone, and Dr Ford is the best Dr always.
- ✓ As being supportive
- ✓ The Doctor called at the arranged time and I was able to discuss some queries Ihad about my current treatment by another health professional. The outcome if the conversation was satisfactory, and will lead to further action, as required.
- $\checkmark$  We have always received great treatment at Manor Tod surgery ,
- ✓ My doctor always has made my health issues a priority when I need treatment from medication or surgery, I trust and respect my doctors decisions
- ✓ Same day appointment offered. Receptionist understanding and helpful. Dr knowledgeable, caring and compassionate. I felt heard and understood.
- ✓ Very caring Docror. Gave me time to say what I wanted to say. Gave me options on the way forwards following discussion about my blood test results. Took action and changed medication prescribed for high cholesterol as bothersome side effects. Polite and softly spoken not at all intimidating. Community Nurse, who was in a learning environment. Listened with interest and made comments as she felt fit.
- ✓ Empathy, consistency, my confidence with this surgery considering my needs, kindness, efficiency.
- ✓ Attentive and thorough examination.
- ✓ Very good service. Very good staff
- √ Friendly professional nurse
- ✓ Friendly staffAlways made to feel comfortable Everything always explained thoroughly No long waiting times
- ✓ I was seen quickly and the clinician was friendly but the injection I had was more painful than usual and no plaster or cotton wool was provided so I bled onto my clothing this is the first time this has ever happened, normally staff are very considerate.
- ✓ Always kind understanding staff and nothing is ever too much trouble
- ✓ The care and support given by the lovely team is outstanding and thorough, plus the reception staff are always very helpful, thorough and polite
- $\checkmark \text{The receptionist that phoned was very efficient and polite. I was also hanging around for a phone call for an hour. } \\$
- ✓ The person I saw was very helpful and friendly. Then even apologized for being 2 mins late.
- ✓ Very polite and friendly staff especially Francis
- ✓ You always get an appointment very quickly. Normally same day. I was with a different surgery they didn't seem to care and, rushed you out without really listening. This Surgery cares, listens and never rush's
- ✓ Janetta is an excellent nurse
- ✓ 1st time in years nurse did nnt send me to bucklands for blood test. Gt
- ✓ Very helpful
- ✓ Quickly seen, great doctor
- ✓ Because the practice and its staff are always excellent.
- ✓ So efficient all my questions and concerns dealt with.

- ✓ It's a brilliant practice.
- ✓ Very professional and welcoming
- ✓ Quick kind and felt at ease
- ✓ The Practice Nurse was very knowledgeable and took the time to discuss the situation with what I thought was asthma, but quite possibly something else.
- ✓ Inwas seen promptly and with great courtesy, however I was a little concerned that my high blood pressure wasn't thought to be an issue.
- ✓ Excellent service ease of booking and treatment
- ✓ I feel listened to
- √ Fab service
- ✓ Fantastic Dr
- ✓ On time and efficient
- ✓ Staff are friendly, easy to make appointments at manor rd surgery
- ✓ As I was asked above, always very good service at manor road surgery
- ✓ Excellent service from Paul always friendly and explains Everything
- ✓ I was fully satisfied
- ✓ Appointment was on time, all staff encountered were extremely pleasant and competent
- ✓ While the wait was longer than hoped for, the staff are absolutely lovely, and while the appointment didn't go too well again the staff were brilliant and helpful
- ✓ Very efficient and nurse was very helpful
- ✓ Pleasant nurse, went in on time nothing to complain about good service
- ✓ Rang a got appointment within 3hrs
- ✓ I'm so pleased with the whole surgery experience
- ✓A pleasure to deal with the Nurse and surgery
- ✓ I was very pleased with my Doctor as well as the service in the surgery waiting room

### **Not Recommended**

- ✓ Very helpful and considerate staff
- ✓ Didn't felt I was being heard with my concerns about the care and health

### **Passive**

- ✓ Very uncomfortable trying to get blood from my right arm then changed to my left arm much better.
- ✓ I had to wait quite a while to get seen