

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

👍 95% 👎 2% 🗳️ 3%

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:

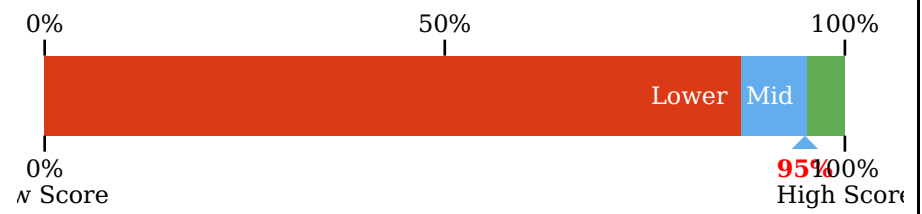
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

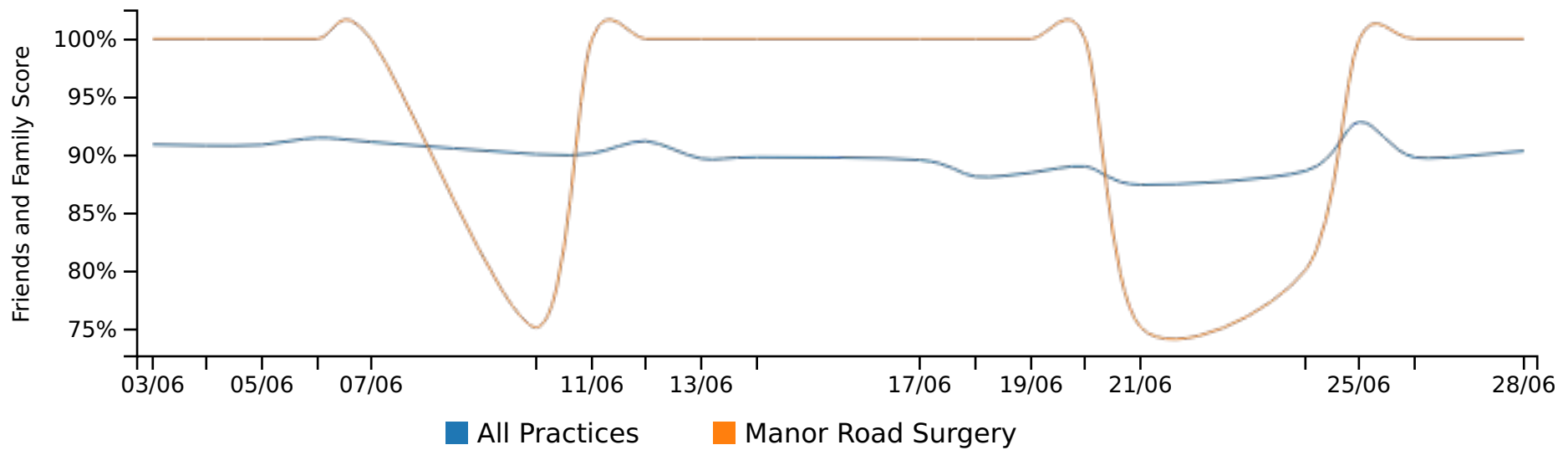
Your Score: 95%

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



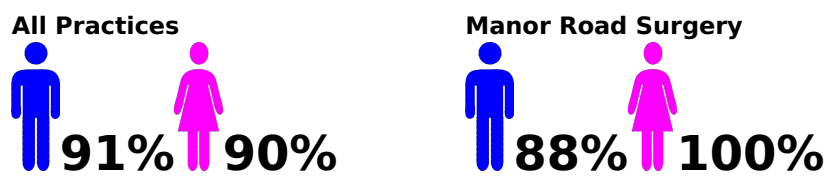
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

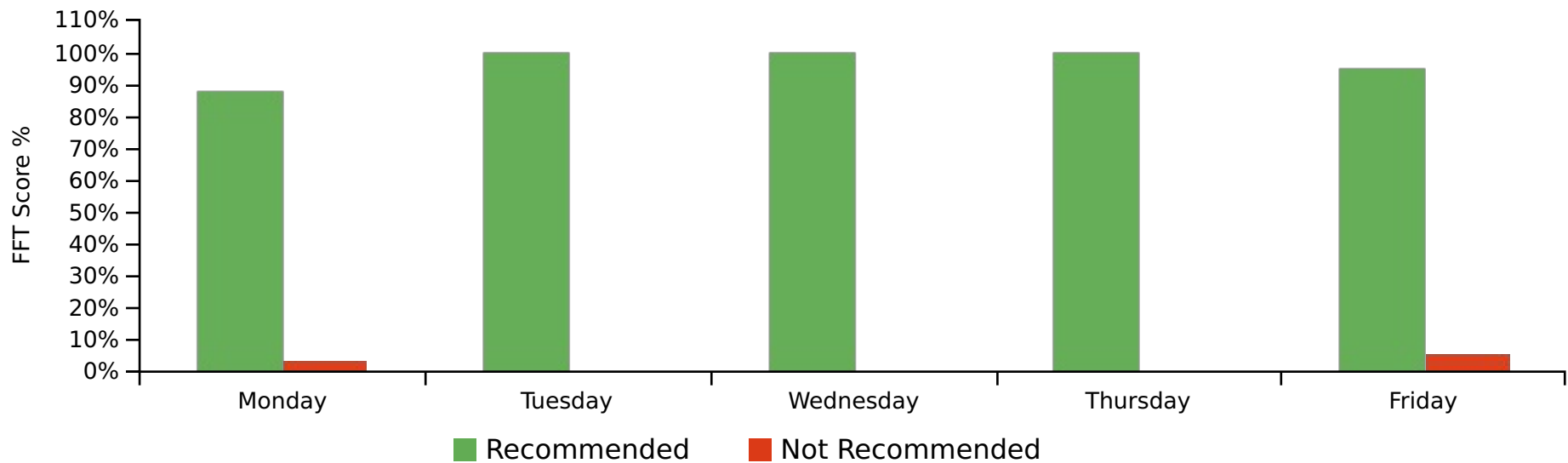
	< 25	25 - 65	65+
All Practices	84%	90%	92%
Manor Road Surgery	83%	95%	97%

Gender



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

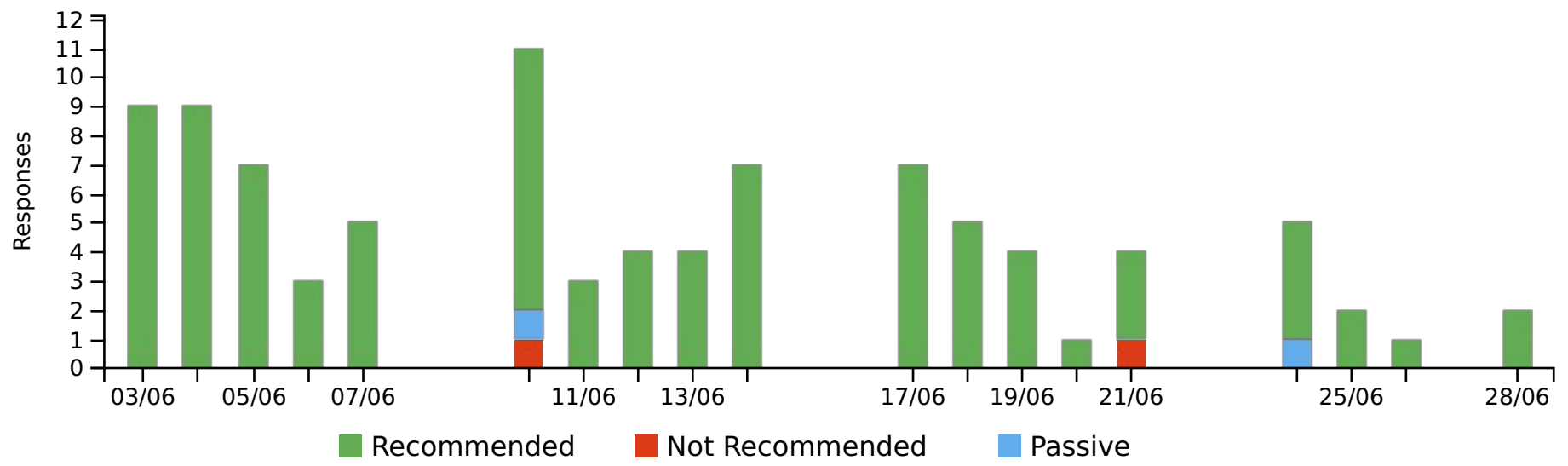
Practice Score: Day of the Week Analysis



- 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

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.

- ✓ 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*