

# FFT Monthly Summary: July 2024



**Manor Road Surgery**  
Code: G82696

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
93	3	1	1	0	0	0	0	0	98	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>	<b>228</b>						
<b>Responses:</b>	<b>98</b>						
	<b>Very good</b>	<b>Good</b>	<b>Neither good nor poor</b>	<b>Poor</b>	<b>Very poor</b>	<b>Don't know</b>	<b>Total</b>
SMS - Autopoll	93	3	1	1	0	0	<b>98</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>93</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>98</b>
<b>Total (%)</b>	<b>95%</b>	<b>3%</b>	<b>1%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

98% 1% 1%

## 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:

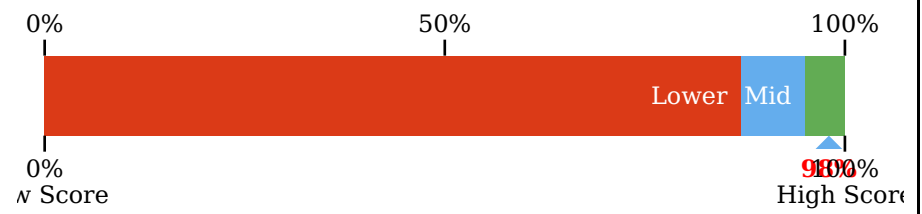
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

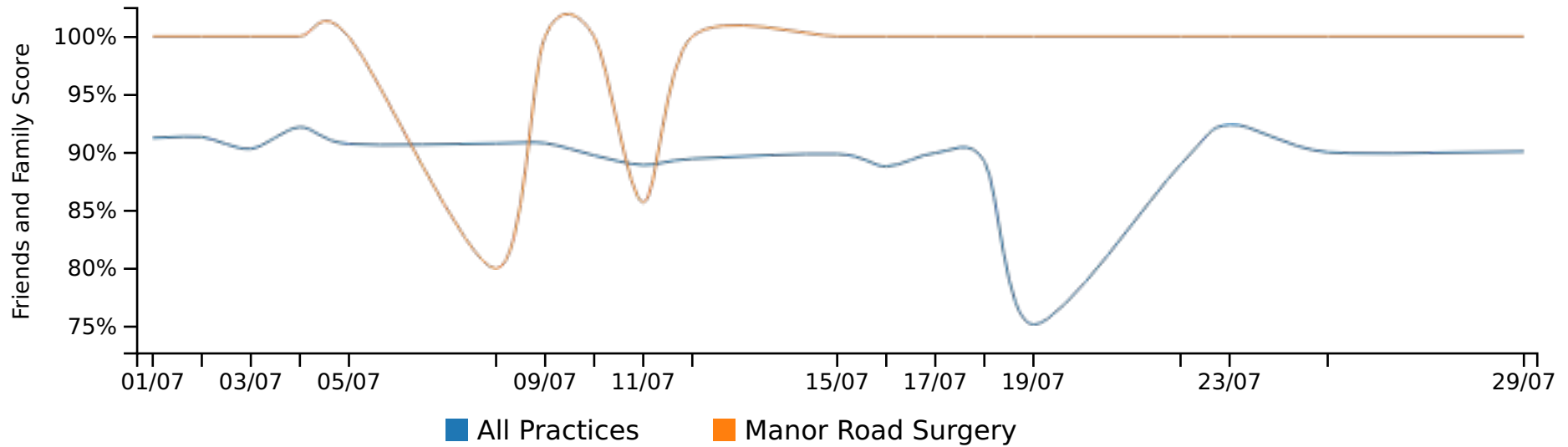
**Your Score: 98%**

**Percentile Rank: 95<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 95th percentile means your practice scored above 95% of all practices.

### Practice Score: 'Recommended' Comparison



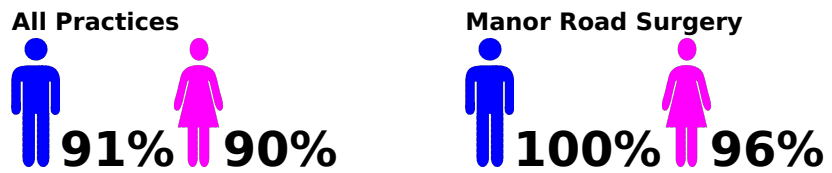
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

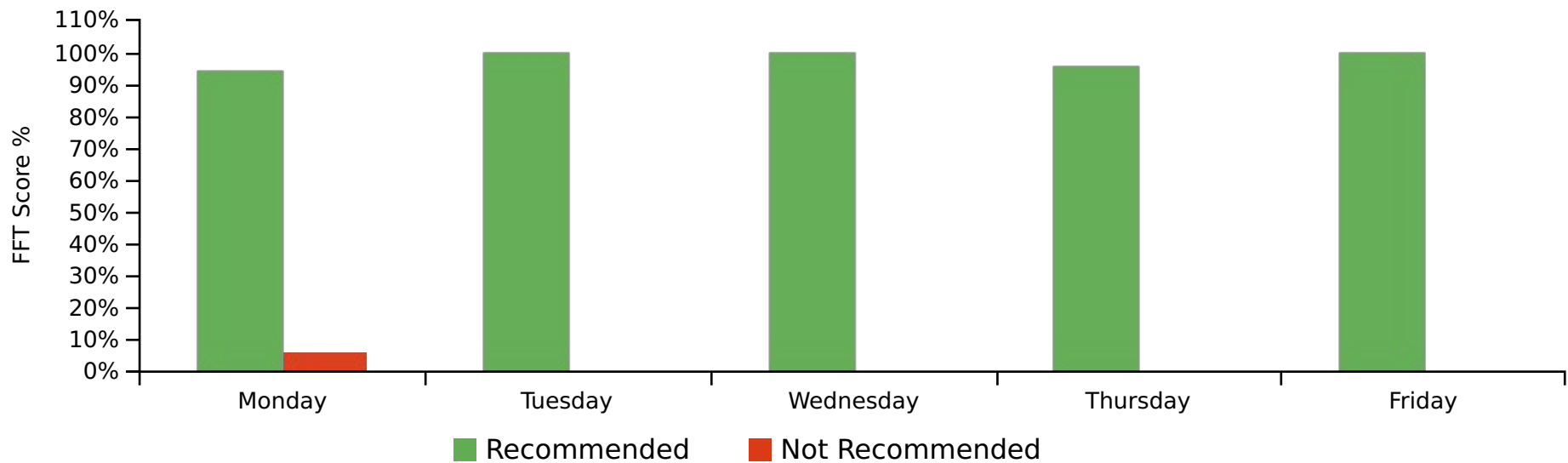
	< 25	25 - 65	65+
All Practices	85%	90%	93%
Manor Road Surgery	100%	98%	98%

#### Gender



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

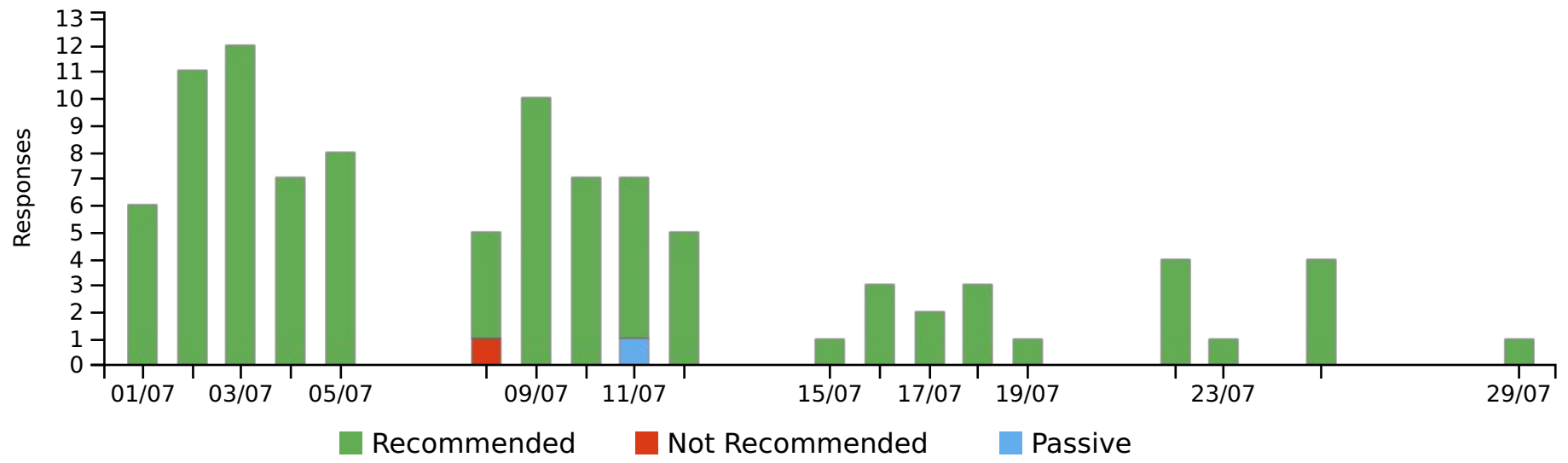
### Practice Score: Day of the Week Analysis



- 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 Paramedic was very thorough & helpful , explained. Very good
- ✓ *Because the service was excellent*
- ✓Marianne was reassuring about queries I had after. recent op
- ✓ *Because the doctors are amazing. The staff are amazing.*
- ✓Very helpful and friendly receptionist. Quick appt and great service from dr Ford.
- ✓ *Because the whole team are marvellous with the care given and friendliness shown to my father. Thank you. I can't even get an appointment to see my own Doctor in Southampton - it's all online or appts at local hospitals*
- ✓Great service as always, very happy with all staff
- ✓ *It helped with the situation that im going through*
- ✓Friendly, efficient nice atmosphere
- ✓ *Seen quickly and matter resolved*
- ✓Was seen promptly despite Dr Ford thinking I was having a telephone appointment Enjoyed meeting Dr Ford and found our discussion interesting
- ✓ *Because your reception is always helpful and accommodating when they can be and the doctors and nurses there have a lovely friendly manner and always have time to listen to my health issues and do their best to resolve my problems quickly and efficiently with what means they have to work with.*
- ✓Helpful staff
- ✓ *Because it is a very good Doctors*
- ✓I have diabetes and my nurse has been brilliant and I know the doctor has as well. I feel that I'm fully supported by the surgery and this difficult time for me
- ✓ *I was seen quite promptly, the nurse was extremely pleasant & told me exactly what was going on*
- ✓5 star appt from dr ford for ilda
- ✓ *Always helpful*
- ✓Always gre3
- ✓ *Very understanding and sympathetic and organised further tests to make sure my symptoms are easily cured*
- ✓Visited for an annual checkup with practice nurse. Completed with professional expertise and good humour. Excellent.
- ✓ *Treated with respect*
- ✓Quick and efficient. Seen on time and issue dealt with
- ✓ *Because it was.*
- ✓Because of the quickness of getting back to me.
- ✓ *Always first class treatment at this surgery.thanks. well done*
- ✓Very Friendly & professional - extremely attentive to accuracy & detail.
- ✓ *Always helpful no matter how small the issue.*
- ✓I was very impressed and pleased with the advice given

### **Not Recommended**

### **Passive**