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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 **Report Summary**

Surveyed Patients: 228

Responses: 98

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	93	3	1	1	0	0	98
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	93	3	1	1	0	0	98
Total (%)	95%	3%	1%	1%	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 (%) =
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

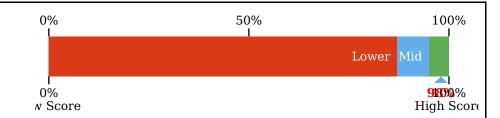
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

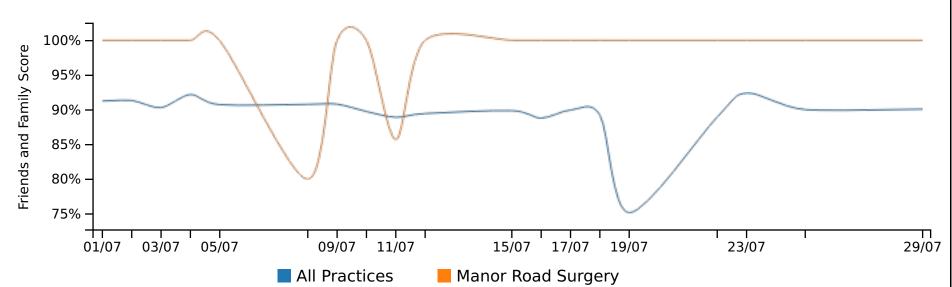
Your Score: 98%
Percentile Rank: 95TH



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

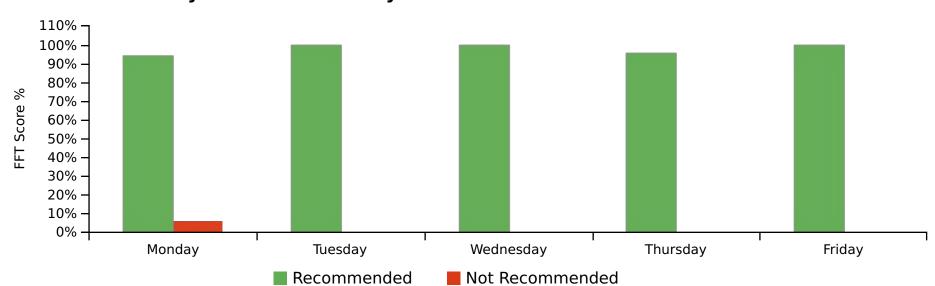




Notes: 1. Scores for current reporting month.

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

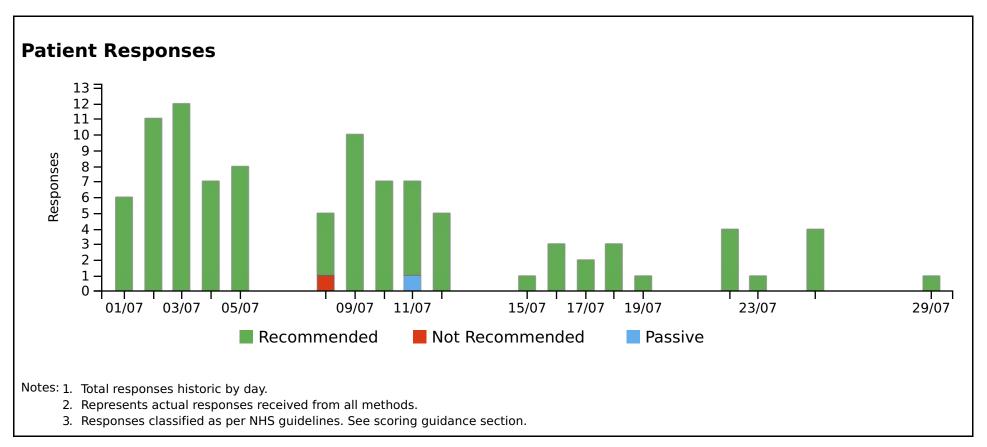
Practice Score: Day of the Week Analysis



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 Free Text Comments: Summary

Thematic Tag Cloud Reception Experience 15 Arrangement of Appointment 8 Reference to Clinician 29 informative Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most discussed themes by analysing sentence fragements and is not an exhaustive analysis of all talking exactly knowing points. 3. Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and adjectives where the word recent accommodating frequency is reflected in text size.

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

- ✓ Very friendly, reassuring and efficient.
- ✓ I found the whole experience helpful, friendly and informative.
- ✓ very understandable excellent to patients needs xx
- ✓ Yes, because when I need to see Dr,Ford she is always there to help and the staff are very helpful, xx
- ✓I always get a very good service when I contact my GP.
- ✓ Because the service was very good.
- ✓A professional thorough and kind assessment.
- ✓ Appointment was on time, and my problem was sorted.
- \checkmark Alway very good nice staff doctor listen you great surgery
- ✓ The doctors at manor road surgery are amazing
- ✓ Dr Ford is very thorough
- ✓ On time, helpful, knowledgeable
- ✓ On time efficient and friendly
- ✓ Excellent nurse appointment. On time and very thorough check up.
- ✓ Very efficient and very professional
- ✓ Very friendly, helped my daughter and always a delight seeing the doctor/nurse/paramedic
- ✓ Because the care is excellent.
- ✓ Excellent, caring service by Zaneta.
- \checkmark The service is always good I've never ever complained about the surgery doctors, nurses or staff
- ✓ Lovely friendly doctor and nurses
- ✓ Friendly nurse that took her time.
- ✓ Sure the attention I received was very good
- ✓ Dr Ford is an amazing doctor. I come away always knowing I've been really listened to
- ✓ Always very helpful and prompt
- ✓ It was excellent service all round . The Doctor listened and addressed all my concerns efficiently and effectively .
- ✓ It was behind my expectations.
- ✓ The staff are great
- ✓ They are excellent
- ✓ My doctor is very good she listens and understands me
- ✓ Always have good service
- ✓ Reception ladies nice and chatty, first time met this nurse and she was lovely and easy to chat too
- ✓ Warm welcome, appointment on time, efficient, professional and friendly service. Human touch.
- ✓ Because I was happy with my appointment.
- ✓ Because I was so poorly and needed prompt treatment, which I received.
- ✓ Never have to wait to long to get appointment and just outstanding service
- ✓ Always excellent personal service from someone who listens
- ✓ Always a great service , staff are fab
- \checkmark Just the usual brilliant help, advice and empathy from Dr Ford. Nothing is too much trouble.
- \checkmark Used Econsult, was seen within 24 hours. Friendly, polite and professional staff.
- ✓ Very professional conversation like talking to a friend very happy with appointment pat
- ✓ Excellent care and advice.
- √ I was very pleased with my Checkup
- ✓ The doctor was very kind and helpful.
- ✓ Excellent service, from the moment you enter the reception area. All very polite and helpful. Always come away feeling better, although not. Given time with Paul to go through problems. Zaneta (nurse) thorough covering problems that she deals with. All in all very satisfied.
- ✓ Always calm and kind
- ✓ Appt on time, friendly staff, efficient blood test. Excellent service
- ✓ Superb caring staff
- ✓ Excellent and positive service as always

- ✓ 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
- \checkmark 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