FFT Monthly Summary: October 2024

Manor Road Surgery
Code: G82696

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
90	8	0	1	1	0	0	0	0	100	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: 203

Responses: 100

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	90	8	0	1	1	0	**100**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**90**	**8**	**0**	**1**	**1**	**0**	**100**
Total (%)	***90%***	***8%***	***0%***	***1%***	***1%***	***0%***	***100%***

Summary Scores

98% 2% 0%

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:

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

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

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

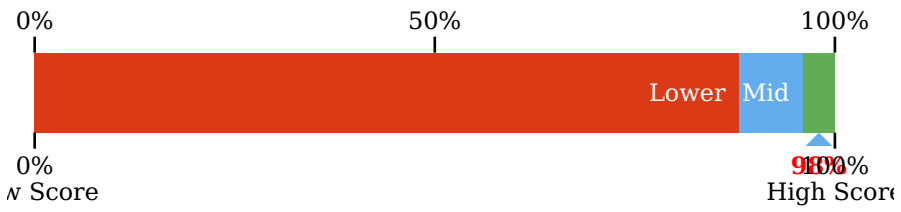
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

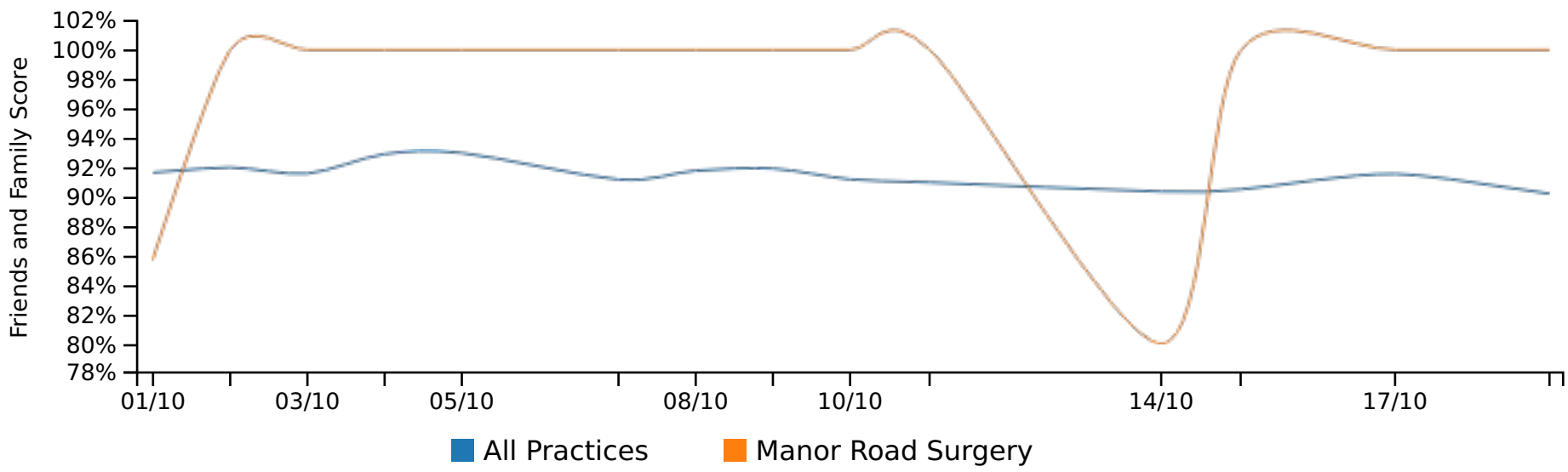
Your Score: **98%**

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%	94%
Manor Road Surgery	0%	100%	97%

Gender

All Practices

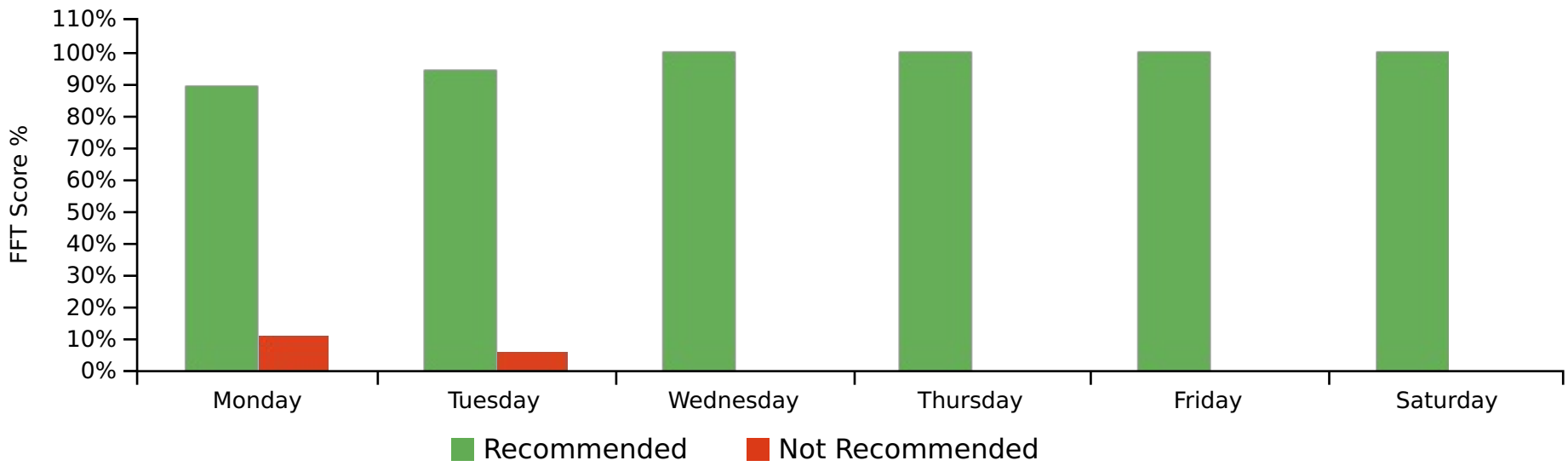
91% **91%**

Manor Road Surgery

95% **100%**

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

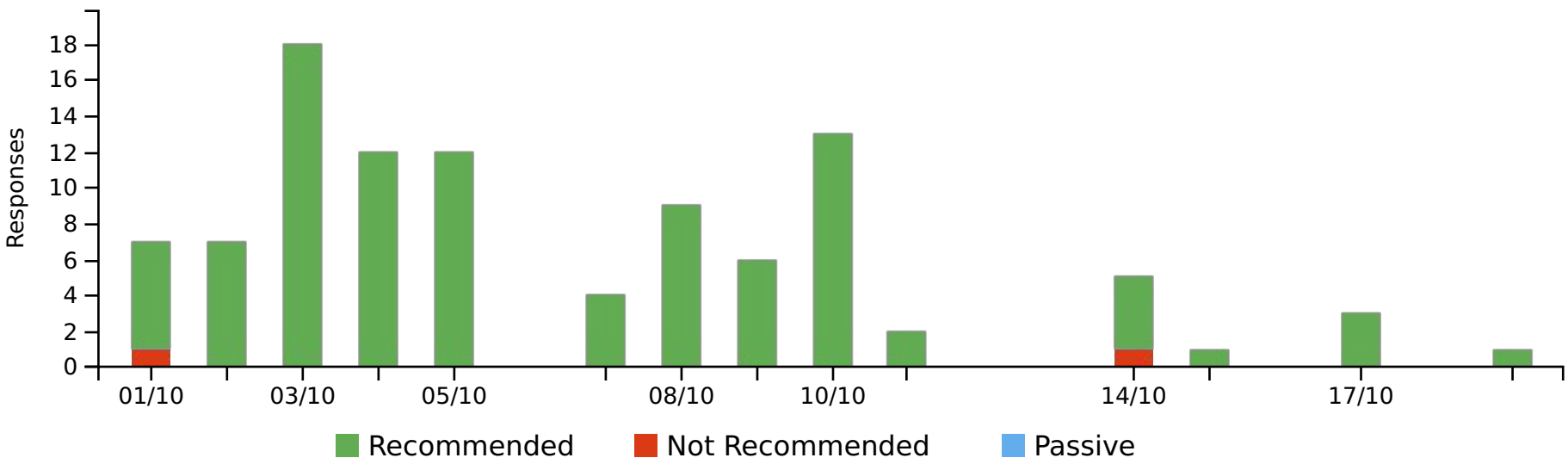
Practice Score: Day of the Week Analysis



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.

Section 5
Patient Free Text Comments: Summary

Thematic

Reception Experience	19
Arrangement of Appointment	8
Reference to Clinician	24

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 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.

Tag Cloud

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

✓Amazing doctors surgery
✓*Excellent care. Staff lusten and respond thoughtfully to their patients and tailor the treatment to their needs. Very happy with this service.*
✓Lady in reception new who i was and was very helpful. Dr Ival was very helpful.
✓*I saw the nurse and she was lovely, it was a new patient appointment, very efficient and nice and friendly.*
✓I had other problems, but the Doctor did not have any time as he was busy.
✓*Ten minutes late for no obvious reason, otherwise would have been a 1*
✓Because I was given very good advice.
✓*Very pleasant staff but a 25 minute delay and blood unsuccessfully taken*
✓Pleasant friendly helpful receptionists and a nice friendly efficient nurse . Just exactly how it should be
✓*I was able to select an appointment online at a time that was convenient. Doctor called promptly (within just a few minutes of the scheduled time)*
✓Good service and helpful and polite
✓*Because you asked.. 1 very good*
✓Nice clean surgery friendly and efficient and on time
✓*A pleasant experience with lovely people*
✓Kind, helpful, friendly outstanding staff
✓*Dr listened and responded. Always feel this is so.*
✓Excellent service. Great doctor. Very helpful staff and nurses
✓*No*
✓Efficient, friendly, kind and caring!
✓*Liked Please can you tell us why you gave your answer?*
✓Because everyone is pleasant and helpful and have been very good to me and my family.so the highest compliment to all of the team.
✓*Good service. Pleasant people.*
✓GemmaMmF.mGreat amGreat service, excellent service nurses and doctors and staff
✓*Always been available when needed and always very pleasant and helpful.*
✓Because it is the truth
✓*I have been looked after so well, especially since my current diagnosis, lovely to feel that support. Thank you.*
✓On time, and friendly experience
✓*Very friendly felt relaxed*
✓The service my husband and I receive is excellent from all members of staff.
✓*Efficient and very friendly nurse.*
✓Because it was very good!
✓*The nurse/doctor I had seen was very polite*
✓It's as always a great service
✓*Because Dr Ford, the clinical staff and the admin/reception staff are all outstandingly brilliant.*
✓Lovely staff, short wait, everything was just right
✓*Because the nurse I saw, sorry didn't quite catch her name but she's Eastern European, was warm, friendly, efficient and had a sense of humour. Couldn't fault her.*
✓Friendly, Fast & efficient service
✓*Because I had very good service from the Dr*
✓Seen on time for flu jab. Quick and efficient.
✓*I went in on time for my appointment. The nurse was very kind and nice,and everything was very througher.*
✓Very efficient and professional x
✓*I was called in on time, the nurse was very professional but friendly, the questions methodical and thorough, and I was not lectured or talked down to.*
✓They are always incredibly good
✓*As always, the service was quick and precise. Staff are knowledgeable and helpful.*
✓All staff very pleasant
✓*The appointment was kept on time, the staff were friendly and the nurse giving the vaccination gave me sound advice ise when I asked for it. She was also relaxed and friendly. Overall a good first experience of the practice.*
✓Friendly and helpful staff and Nurse.

✓ *Service prompt and quick*
✓ Everything was well done professionally and fully explained, also what impressed me was how relaxed i was made to feel .
✓ *Fast, efficient service with friendly helpful staff and new modern premises.*
✓ Very Professional.
✓ *pleasant well informed staff, efficient appointment service and my ability to walk to the surgery*
✓ Very efficient
✓ *efficient service, all round pleasant experience.*
✓ Always friendly and never rushed
✓ *Arrived on time. Appointment on time . Reception staff very hel*
✓ The service was exelent as always.
✓ *Saw the nurse for flu/ covid jabs very pleasant*
✓ The nurse was very thorough, pleasant and polite.
✓ *My appointment started on time and was not rushed.*
✓ We were seen very quickly, everyone so nice.
✓ *Whenever I have used this practice I have been impressed by the attitude of all staff I have encountered. They are professional, friendly and caring.*
✓ Was seen promptly, treated with respect,
✓ *Thorough introductory session with very competent and friendly nurse. Thanks.*
✓ I would have given a 1 but my appointment with the nurse was nearly 20 overdue
✓ *Personal touch efficentcy there understandably*
✓ Quick and efficient
✓ *I did not have a long wait for the flu jab*
✓ The staff are so pleasant and helpful also we were seen on time

Not Recommended

✓ Unprofessional service from the nurse who was by her own admission said she should not be at work due to family reasons.
✓ *Very good service excellent*

Passive