FFT Monthly Summary: February 2024

Kirkham Health Centre Code: P81128

connecting patients transforming healthcare

SECTION 1 CQRS Reporting

CQRS R	eportin	g									
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
37	9	2	3	2	0	0	0	0	49	4	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:	140						
Responses:	53						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	35	8	2	3	1	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail	2	1	0	0	1	0	4
Manual Upload							
Total	37	9	2	3	2	0	53
Total (%)	70 %	17%	4%	6 %	4%	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.

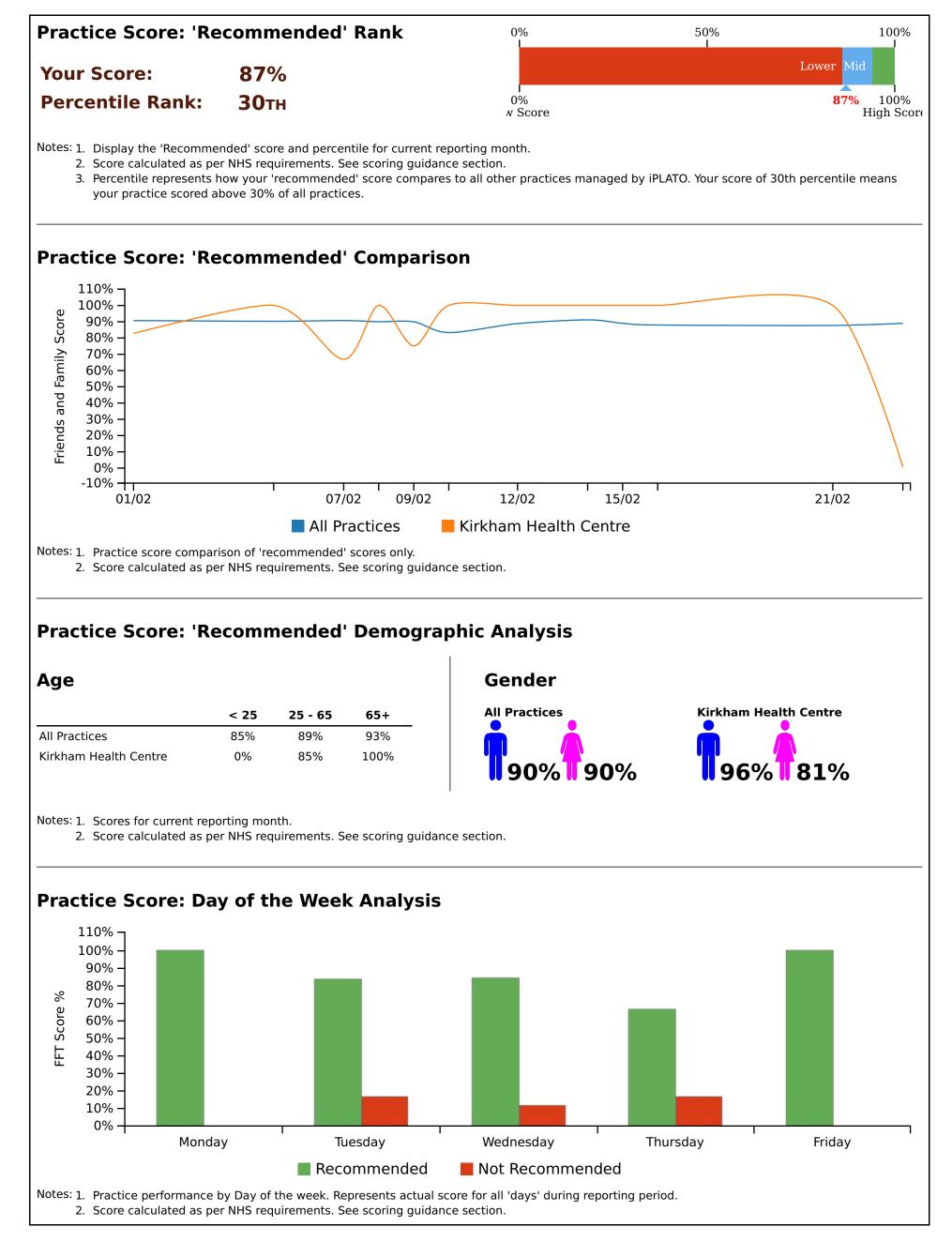
The percentage measures are calculated as follows:

Recommended (%) =	very good + good x 100					
Recommended (%) –	very good + good + neither + poor + very poor + don't know					
Not Recommended (%) =	very poor + poor x 100					
Not Recommended (%) –	very good + good + neither + poor + very poor + don't know					

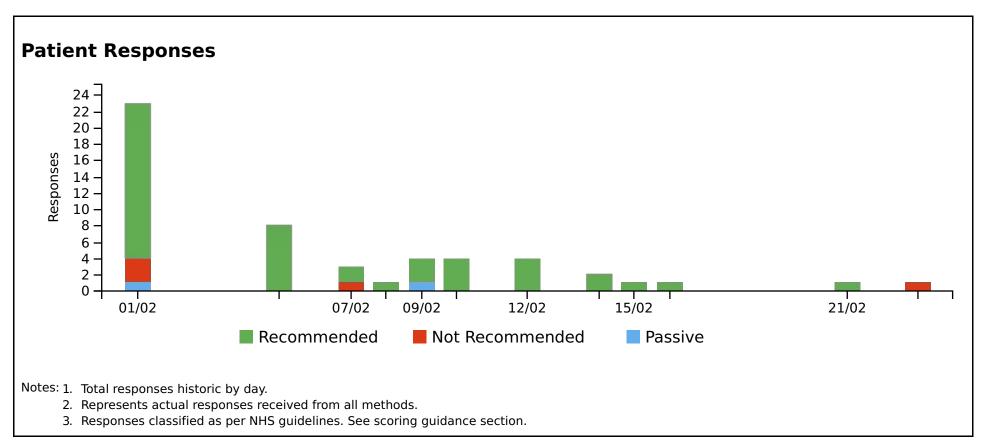
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring



SECTION 4 Patient Response Analysis



SECTION 5 Patient Free Text Comments: Summary

Thematic

Reception Experience	10	
Arrangement of Appointment	9	
Reference to Clinician	20	

- 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.
 - 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.



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

Is was a good service. 10 min wait from getting there, doctor pleasant and friendly..... 4 weeks waiting for a 10 min appointment to be told we will do some bloods (another week now to wait for that appointment followed by 2 further weeks for the results then another 4 to 6 weeks to get another appointment) that bit quit poor.

- ✓ The doctor made me feel comfortable and was dedicated to looking after my wellbeing
- ✓ The receptionist could not have been more helpful.
- ✓ Nurse was very professional and pleasant
- ✓I have been well look after for many years
- ✓ Very short wait. Dr was very good and explained everything weii
- ✓ Didn't have to wait for long.
- ✔ Got an appointment quickly on GP app and doc was fantastic
- ✓ Staff very friendly on time and well organised
- ✔ Appointment ran to time. Excellent service from doctor. Receptionist polite and helpful
- ✓ Friendly service
- ✔ Hayley and Claire were excellent in the treatment they gave me
- ✓ Pain free and friendly staff.
- ✓ Felt I was listened too, the doctor explained what he was doing and what I should expect from the injection and made aware to rest.
- ✓ Efficient & polite
- ✓ Was seen quickly and efficiently
- ✓ Receptionists very helpful and professional, GP understood my needs and worked with me to provide a solution
- ✓ All very thorough, friendly and on time.
- Checking in was easy, the appointment time was kept and the Dr was very helpful and pleasant 10 out of 10 all round. Thank you
- ✓ Can't fault the quack
- Because the receptionists are always friendly and the doctor John Tobin who I saw today is so lovely and actually listens to my concerns.
- ✓ Politeness efficiency and duty to careso kind the staff at the centre
- \checkmark Happy with doctor's explanation of recommended treatment.
- ✓ I have been with the practice for 40 yrs and I have always had an excellent experience always feel listened to and supported
- ✓The nurse was informative, thorough, caring and reassuring.
- ✓ Short wait time, relaxed and comprehensive chat about issue, reassuring outcome with booked in follow up
- They was very polite and friendly
- I VI and CC at and

✓ Very efficient

✓ Answered my questions and gave me good advice and treatment

✓ I spoke to a lovely lady when I phoned up to book my appointment who made me feel really at ease. I had the same experience when I saw Dr Santhana today, I felt really at ease and comfortable and I was given the time to talk, I didn't feel rushed. Thank you.

XSorted everything for me

X My GP on this day was fantastic. She couldn't have been more helpful and proactive to help me with my issue

Not Recommended

- Struggled to get an appointment, doctor was running 30 mins behind when I arrived, then told me I have to wait 3 days for my urine sample results without offering me any medication.
- The receptionists are very rude, well the majority are and that's the consensus of a lot of people I know it's disgusting. You have Dr Savanna who doesn't know what she's talking about its quite frightening!! I have no faith in her ability what's so ever. Dr Tobin once told me I was stressing him out!! I will be moving to the Market Square surgery asap.
- 26 minutes behind schedule. GP was quite rude and dismissive and didn't allow me to speak. Parking facilities inadequate. Very run down waiting area. Not particularly friendly staff.
- Anne Marie is brilliant but I find it ridiculous that you have to ring back for a prescription when you have rung for an appointment, and the receptionists have always and are rude

🕺 had an appointment booked for the 27th Feb. It has now been cancelled and the next appointment is the 21st March.

Passive

Well I'm not sure I expected a referral just to be on the safe side, my husband found as lump which doctor said they thought it was a cyst but sent him to the hospital to rule anything else out and I've not had the same service. so a little confused.
Because my appointment was 9am and the doctor was 15 minutes behind