

FFT Monthly Summary: June 2024



Ordsall Health Surgery
Code: P87035

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
43	4	0	0	1	1	0	0	0	49	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:	143						
Responses:	49						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	43	4	0	0	1	1	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	43	4	0	0	1	1	49
Total (%)	88%	8%	0%	0%	2%	2%	100%

Summary Scores

👍 96% 👎 2% 🙋 2%

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:

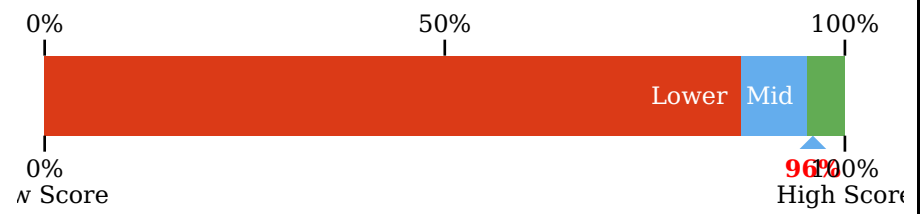
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

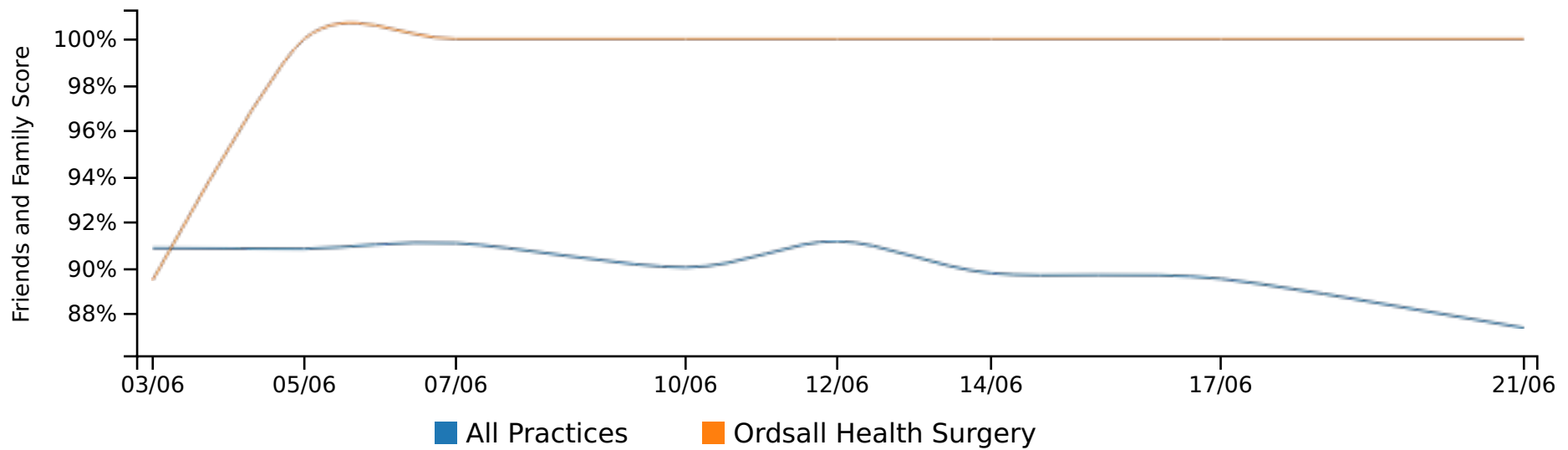
Your Score: 96%

Percentile Rank: 85TH



- 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 85th percentile means your practice scored above 85% of all practices.

Practice Score: 'Recommended' Comparison



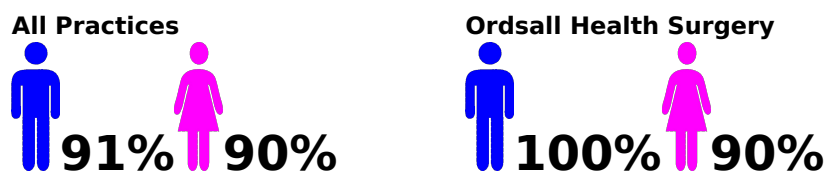
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

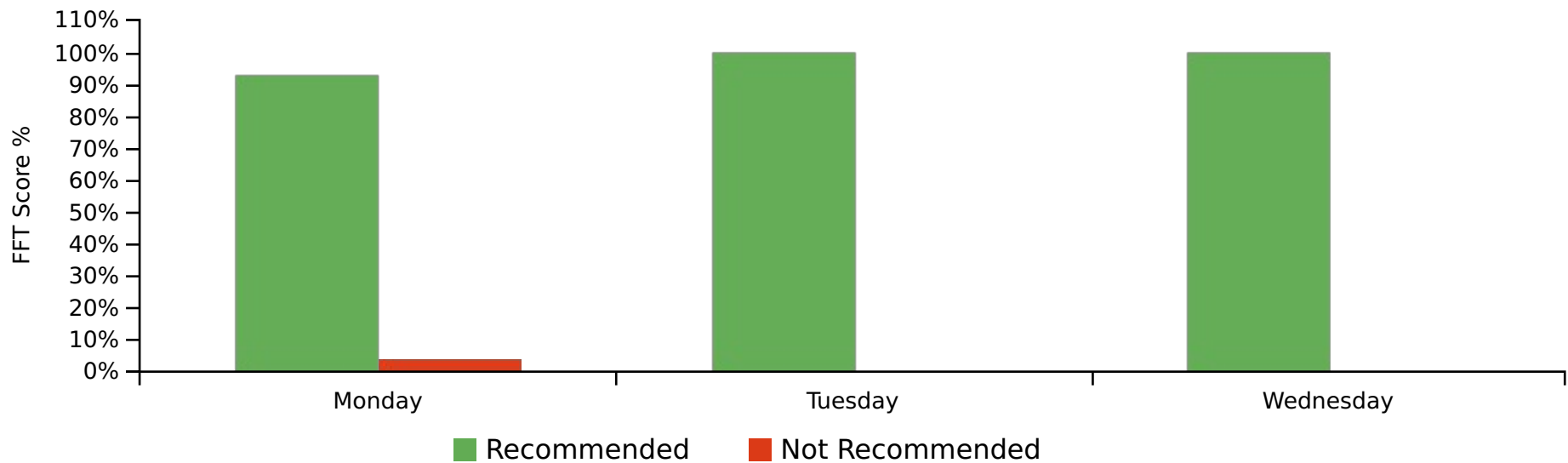
	< 25	25 - 65	65+
All Practices	84%	90%	92%
Ordsall Health Surgery	100%	93%	100%

Gender



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

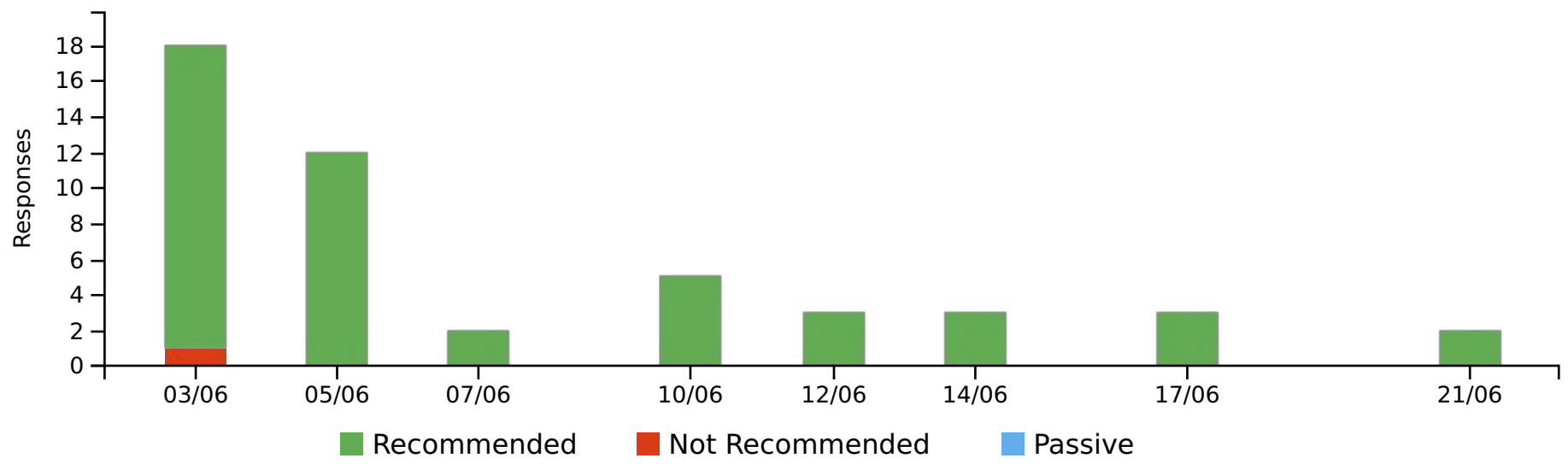
Practice Score: Day of the Week Analysis



- 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.

SECTION 5

Patient Free Text Comments: Summary



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

- ✓ For very good service
- ✓ *The staff are always helpful and friendly and polite*
- ✓ *The nurse had manage all my test with the upmost care whilst listening to my day s concern s .*
- ✓ *Dr Adams is a very understanding gp*
- ✓ *Recient appointments with Dr Gawley and Nurse Rachael has been Very Good indeed.....*
- ✓ *Dr is super friendly and helpful, makes me feel listened to and supported*
- ✓ *You guys give us a very quick answer and every time we come the nurse of doctor are very polite and kind*
- ✓ *Seen quickly. By the doctor of my choice. Friendly and professional. Positive outcome.*
- ✓ *Everything was explained to me very professional*
- ✓ *Excellent experience with the doctor - empathic, extremely knowledgeable and supportive. Reception staff were also helpful and approachable. I find the surgery bright, clean and organised*
- ✓ *Staff very helpful and nurse very professional and caring*
- ✓ *Have sent you an e-mail with my shopping list.*
- ✓ *Prompt service. Friendly staff.*
- ✓ *service was very friendly and helpful.*
- ✓ *Because I think it was*
- ✓ *Prompt and good guidance.*
- ✓ *Was treated well given good service*
- ✓ *I am a 63-year-old man and I came from Hong Kong in Feb this year. r.*
- ✓ *I was very happy with my last GP appointment .*
- ✓ *My needs have todote always been met*
- ✓ *Good service appointment on time no waiting*
- ✓ *Everything was straightforward. The appointment was on time, and the nurse dealt with me on a friendly but professional manner.*
- ✓ *Arrangements are on time and smooth*
- ✓ *I always find everyone, reception, nurses, and doctors, very personable and extremely helpful.*
- ✓ *The nurse was very friendly and professional, this was my first NHS health check and it was a good experience.*
- ✓ *Great service. Went in before my actual time. Nurse was great.*
- ✓ *The doctor was very careful. All so it is made an appointment and translation for me.*
- ✓ *BECAUSE I LOVE ORDSALL HEALTH SURGERY .*
- ✓ *It was on time and it was quick and nice and clean*
- ✓ *On time and professional*
- ✓ *I have always received quick response from surgery whenever I have find myself and my child ill. I have received my maternity check up from surgery and till now haven't found any problem in booking appointment that delay the check up.*
- ✓ *Everyone I've had consultations with have always been polite, kind and genuinely caring. It's the only surgery I've ever been to where you feel like everything you say is heard and addressed. Matt Gawley and Hayley Knox I see the most and they are a credit to the profession. I was actually due to move but decided to stay so I could still attend this practise until my issues are resolved because I trust it. Thanks.*
- ✓ *Gave reasurance and advice plus set me some additional material to look at*
- ✓ *Dr Adams was nice.*

Not Recommended

Passive