

# FFT Monthly Summary: March 2025



Ordsall Health Surgery  
Code: P87035

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
40	8	1	1	0	0	0	0	0	50	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

Surveyed Patients:

149

Responses:

50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	40	8	1	1	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	40	8	1	1	0	0	50
Total (%)	80%	16%	2%	2%	0%	0%	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:

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

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

0%50%100%

0% Score

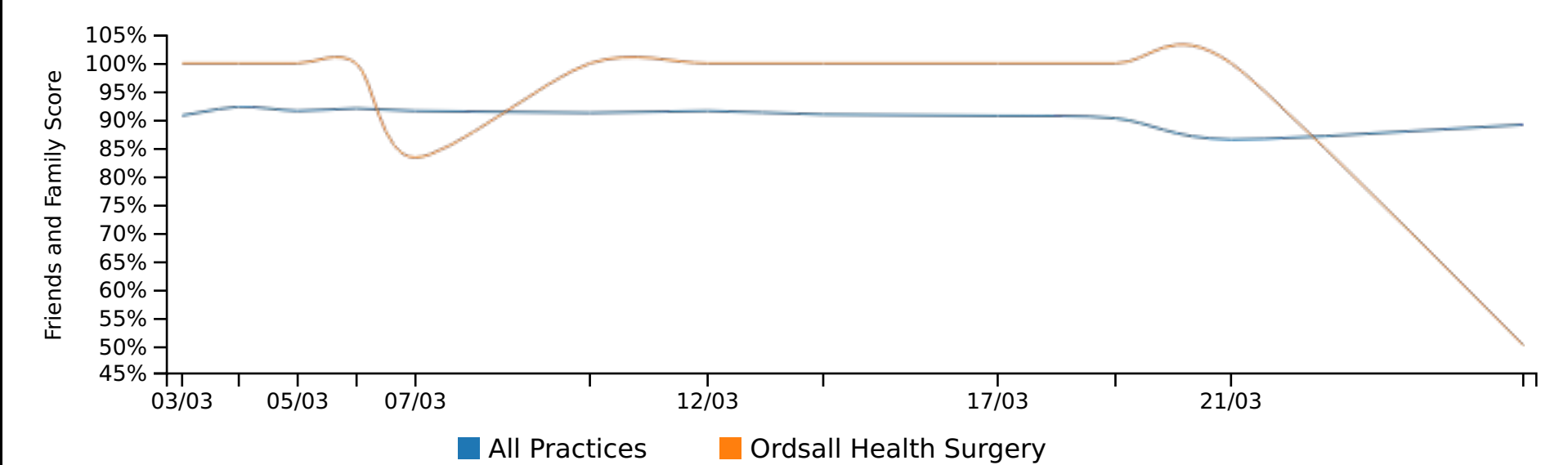
LowerMidHigh

96%100%

High Score

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	86%	90%	93%
Ordsall Health Surgery	100%	94%	100%

Gender

All Practices

91%

91%

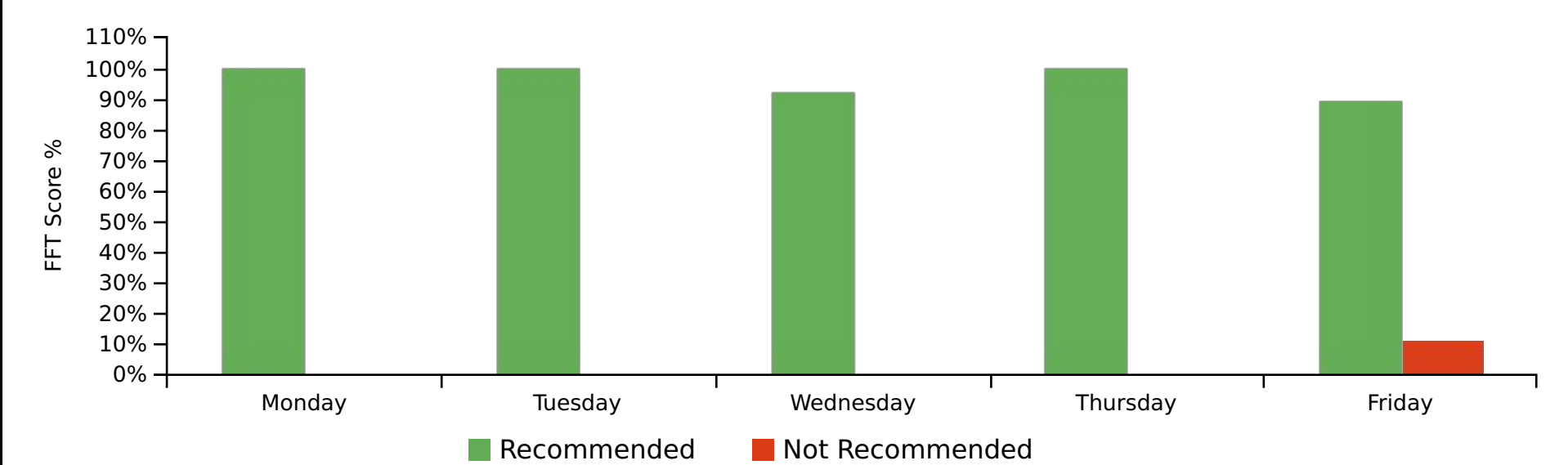
Ordsall Health Surgery

94%

97%

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

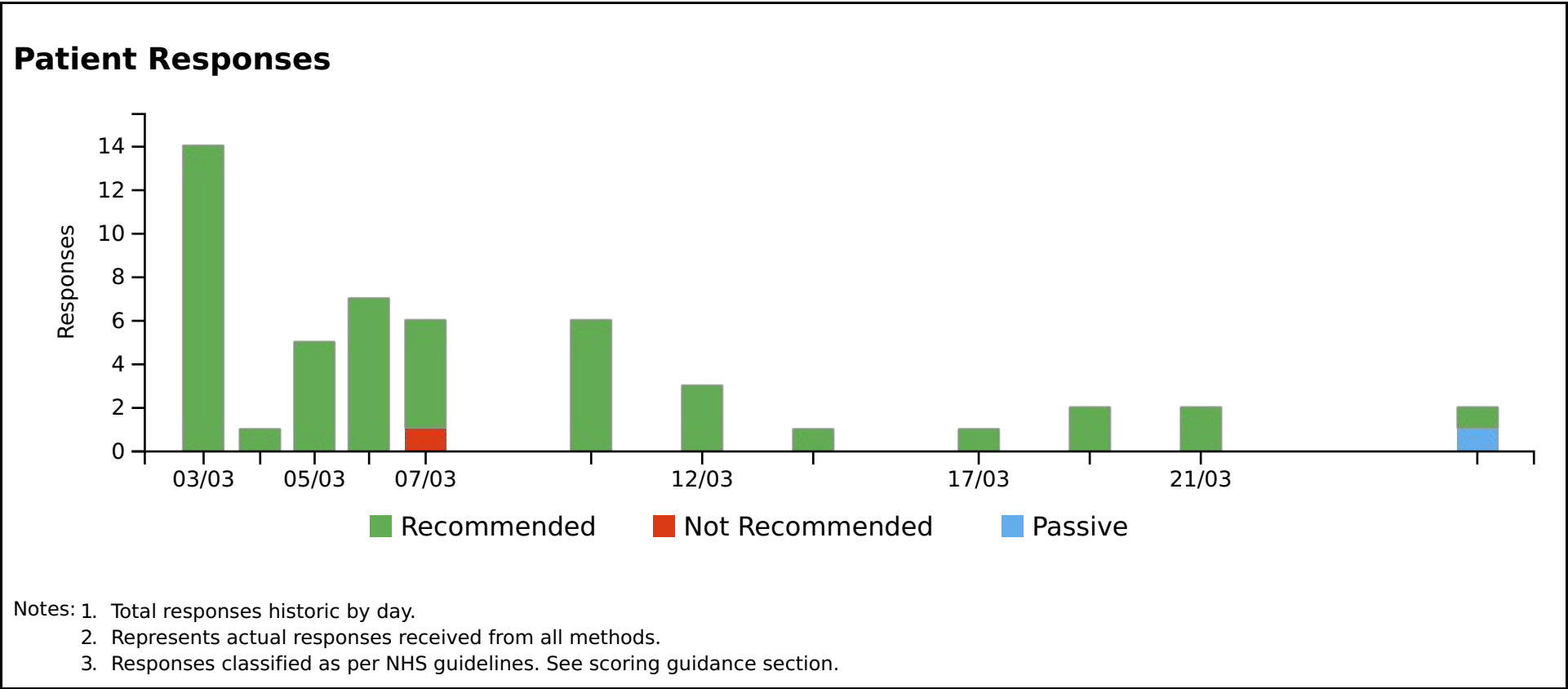
Practice Score: Day of the Week Analysis



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



## SECTION 5

### Patient Free Text Comments: Summary

## Thematic

Reception Experience	7
Arrangement of Appointment	7
Reference to Clinician	23

## Tag Cloud



- Notes: 1. Thematic analysis for current reporting month.
- 2. Thematic analysis covers the most discussed themes by analysing sentence fragments 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.

## 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

- ✓ Dr Katharine Saxby was very nice and helpful
- ✓ *Since my English isn't very good, the doctor patiently explained condition to me. The doctor was very kind, and after listening the explanation, my worries were relieved*
- ✓ Dr Saxby was really helpful and understanding x
- ✓ *Extremely satisfied with my consultation with Dr Nawrocki...health options were discussed and solutions provided in a calm, relaxed manner.*
- ✓ Because my Doctor Dr Saxby is Brilliant and cares for all are community been at this practice 64 years
- ✓ *The receptionist was helpful in booking the emergency appointment and Dr Melissa Adams was very help in referring me to see a specialist*
- ✓ I felt the doctor gave me her time and attention. It was a very good one to one time. She did not look like she was in a rush to see someone else. She gave me a full update of my medical condition and results. She explained everything in a way I totally understood. She answered all my concerns. By the time I walked out I felt so relieved and well informed about my health in general. I appreciate her commitment and care she gives her patients.
- ✓ *I felt relieved and supported by the doctor.*
- ✓ Excellent service advice and a friendly dedicated team at the practice.
- ✓ *She was sympathy with me.*
- ✓ GPs and nurses are all fantastic. I'd gladly see any of them for my appointments. Very caring and attentive. Unfortunately the lady at reception today was rude and unprofessional with me. Wouldn't look me in the eyes, told me to sign in myself when I asked her to help. Acted like I was an inconvenience
- ✓ *Because I phoned this morning staff brilliant got me appointment for this afternoon in and out with doctor put my mind at ease x*
- ✓ Because they let u explain ow ur feeling then help u
- ✓ *Received same day appointments*
- ✓ Efficient, handled respectfully, got a diagnosis
- ✓ *Staff is always welcoming and helpful. My GP is always great. The only issue is the pharmacy... Actually the communication between the surgery and pharmacy - regarding prescription. Many times you need to request your prescription again to be sent to the chemist.*
- ✓ All the staff are professional, friendly and make you feel welcome no matter what
- ✓ *Reception staff very helpful, the practice feels very relaxing to be in and any Doctors and nurses I have seen have always made me feel so comfortable*
- ✓ I've had good experiences with all of the doctors and nurses I've had appointments with, they've been very nice, helpful & informative & I've never had any issues getting an appointment either, I find the online appointment system good & if I ever have had issues I've called & been able to book an appointment
- ✓ *Absolutely. From my initial phone call for an appointment, Rachel was very helpful and informative. When I completed the incorrect form, she completed the right one for me. Very personable and supportive. Then I got a same day appointment to see a very helpful doctor who prescribed me medication for my chest infection. I felt better immediately. So thank you*
- ✓ Dr Saxby is always very helpful
- ✓ *Dr Leeming is a good listener, he's understanding and made me feel comfortable.*
- ✓ I was booked in to see doctor on same day and antibiotics given.
- ✓ *Prompt appointment, very thorough examination*
- ✓ They were friendly, respectful, I didn't feel like they were trying to get rid of me, they were trying to explain and suggest some tests for my reassurance
- ✓ *Doctor was very patient and understanding and reassuring*
- ✓ I had an over the phone consultation and was listened to and was advised what was going to happen
- ✓ *Dr Adams has been amazing and helping me so much she really is amazing at her job*
- ✓ Very good
- ✓ *Knowledgeable nurse with excellent information about new injection*
- ✓ The Dr I saw was very nice, I felt listened to and came away with a potential solution.
- ✓ *Felt welcomed immediately and my doctor, Dr Nawrocki listened to my concerns and made me feel extremely reassured. He is a fantastic doctor and I wish all my experiences had been like the one I had today with him! The reception staff were lovely too. Overall good experience*

## Not Recommended

## Passive

- ✓ I didn't get much information on what I came in for, not doctors fault, but I think I need someone who specialises in what I was asking about