

# FFT Monthly Summary: November 2024



The Heron Medical Practice  
Code: G82090

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
67	24	5	0	3	1	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>	<b>261</b>						
<b>Responses:</b>	<b>100</b>						
	<b>Very good</b>	<b>Good</b>	<b>Neither good nor poor</b>	<b>Poor</b>	<b>Very poor</b>	<b>Don't know</b>	<b>Total</b>
SMS - Autopoll	67	24	5	0	3	1	<b>100</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>67</b>	<b>24</b>	<b>5</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>100</b>
<b>Total (%)</b>	<b>67%</b>	<b>24%</b>	<b>5%</b>	<b>0%</b>	<b>3%</b>	<b>1%</b>	<b>100%</b>

### Summary Scores

91% 3% 6%

## 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:

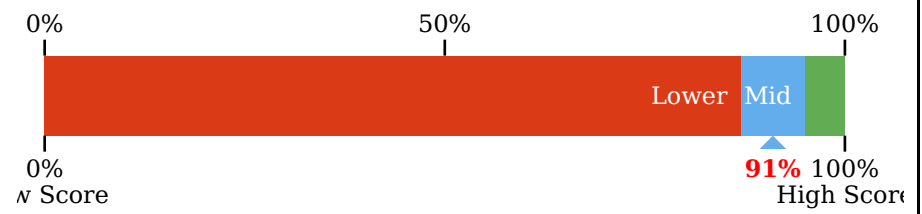
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

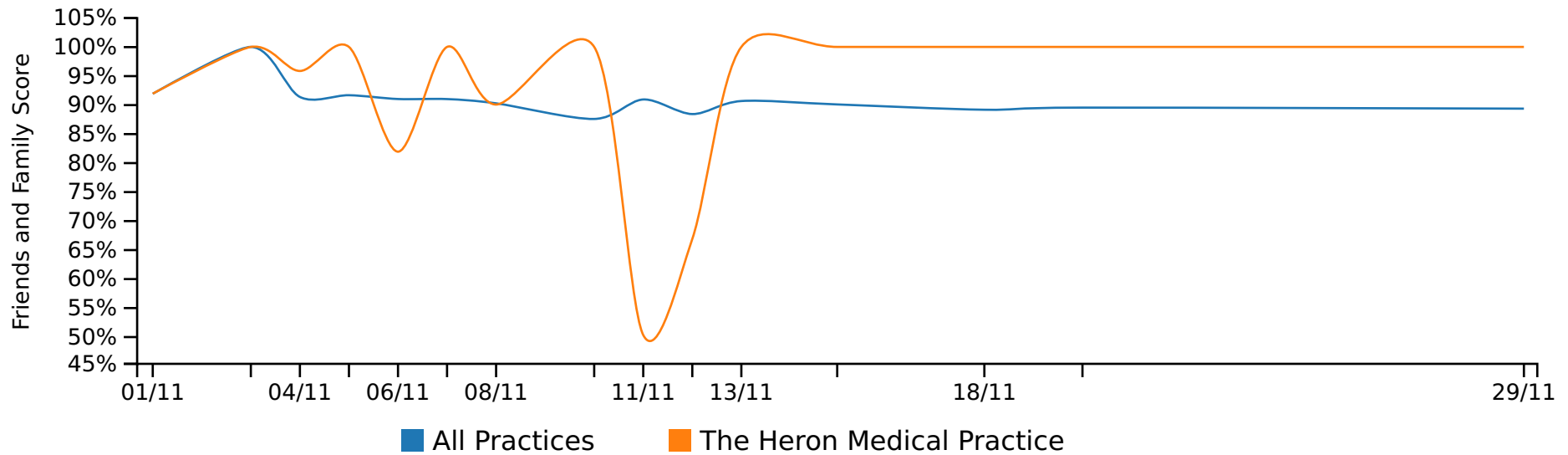
**Your Score: 91%**

**Percentile Rank: 50<sup>TH</sup>**



- 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 50th percentile means your practice scored above 50% of all practices.

### Practice Score: 'Recommended' Comparison



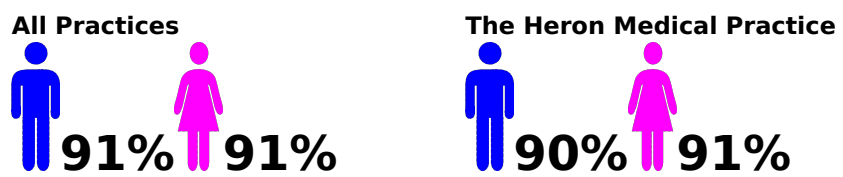
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

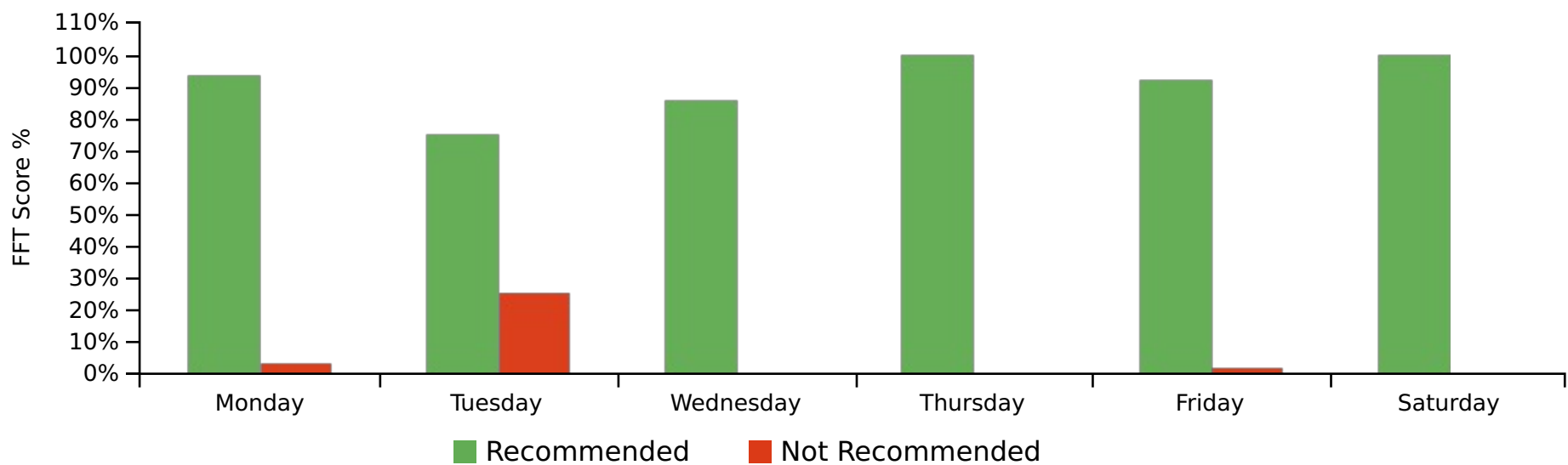
	< 25	25 - 65	65+
All Practices	86%	90%	93%
The Heron Medical Practice	100%	89%	92%

#### Gender



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

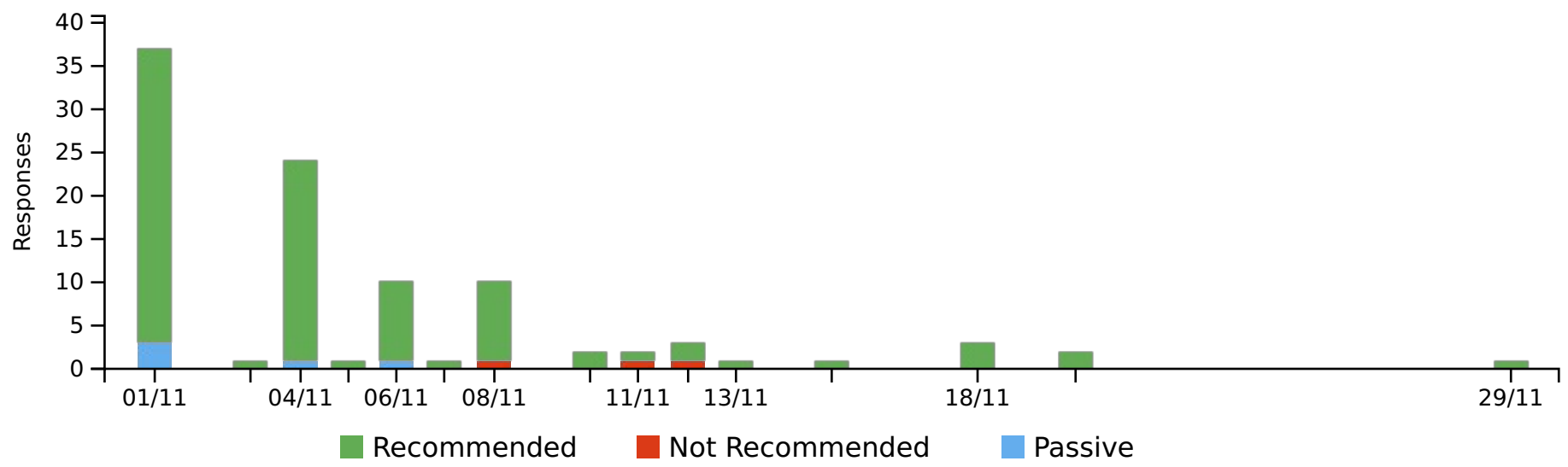
### Practice Score: Day of the Week Analysis



- 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.



- ✓ Polite and informative
- ✓ *Dr was very thorough and had a pleasant informative manner The reception ladies were polite cheery and helpful. Refreshing service. Bravo*
- ✓ Receptionists helpful and supportive and nothing was a problem in sorting things out and nurses professional and caring
- ✓ *All ways good service*
- ✓ Everything went smoothly re the appointment this morning.
- ✓ *Friendly and efficient nurse who took my blood*
- ✓ Earlier than appt time, quick, friendly
- ✓ *I was treated with respect and the the was very polite who gave me the vaccine*
- ✓ Great service as always
- ✓ *Nurse very friendly and helpful*
- ✓ Very helpful desk staff and very informative nurse.
- ✓ *Because I never have to wait very long and everybody is very nice and easy to talk to xx*
- ✓ Had good advice from the Doctor, the prescription was sent and I collected straight away, good service, just hope the medication works.
- ✓ *Because the nurse was very kind and helpful*
- ✓ Appointment on time, all-round experience very good.
- ✓ *Diagnoses and Explanation was really good.*
- ✓ Appointment was on time, Dr was efficient in dealing with my questions.
- ✓ *Cos I see the nurse and she was very helpful*
- ✓ Straight in to see the nurse. Neat and tidy blood sample taken leaving no bruising.
- ✓ *Always happy to help*

### **Not Recommended**

- ✓ *Very affable young lady , helpful and seemed caring*
- ✓ *Today my appointment was 8.30 I arrived on time 9.15 no Doctor so I went home*
- ✓ *1 was meant to be my answer*

### **Passive**

- ✓ Cannot get appointments, telephone gets timed out. When you get to person after long wait you then get cut off. Cannot get parked at St Anne's . However the treatment I received from Ibrahim was excellent so he gets a 1 for excellent.
- ✓ *1. Difficult to get appointments, I appreciate it's the number of patients but challenging when you work full time to call at 8.30am and when you get thr@t thr*
- ✓ Long wait to get through on the phone.
- ✓ *I was waiting 20/25 minutes to be seen. The nurse was pleasant though and apologised.*