FFT Monthly Summary: November 2024

The Heron Medical Practice Code: G82090

connecting patients transforming healthcare

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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

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

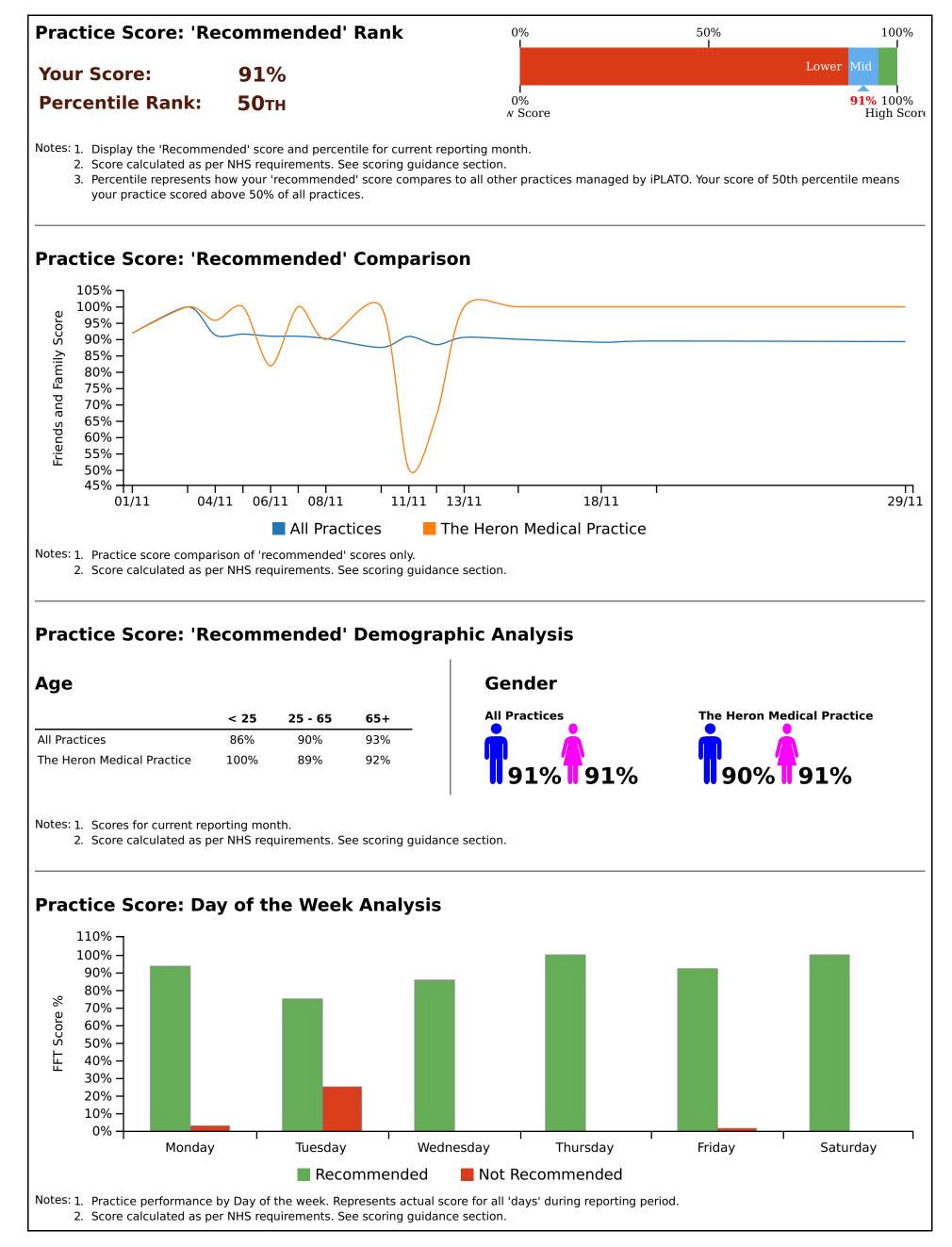
The percentage measures are calculated as follows:

Recommended (%) =	very good + good very good + good + neither + poor + very poor + don't know x 10				
Recommended (%) –					
Not Recommended (%) =	very poor + poor x 100				
Not Recommended (%) –	very good + good + neither + poor + very poor + don't know				

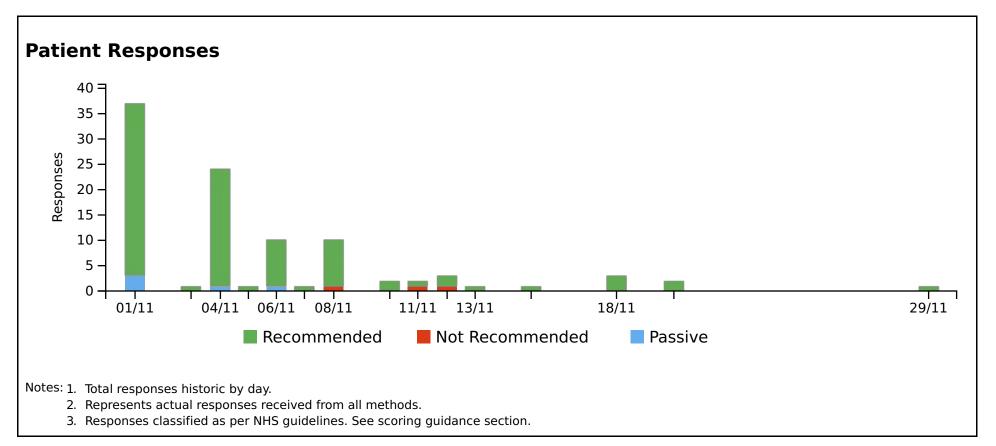
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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 Tag Cloud **Reception Experience** 13 Arrangement of Appointment 13 **Reference to Clinician** 24 dealing skilled lightly 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.



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 / X No consent to publish comment

Recommended

✓ Because you asked for it

✓ The team are all so kind and helpful

✓ Good service

- Service was good reception was polite and saw doctor on time no waiting even for prescription was quick.
- The doctor was very good, taking his time to ask questions and really listen to my answers. He also pointed out some alternatives for me to think about. I never felt rushed in making decisions.
- Everything went smoothly and staff were polite and friendly
- ✓ All staff are friendly and helpful and make me feel at ease

✓ Very thorough polite and friendly .

- ✓ The experience with the nurse was excellent, but my 11.50 appointment was changed to 12.00pm without my knowledge
- ✓ The service was fine but I don't usually give maximum points for anything. I guess I'm just conservative in general.
- The doctor was very understanding, gave good advice and recommendations, also helped by prescribing medication to relieve my problem
- ✓ Well managed yesterday but in general you hardly ever can see a doctor hence score

It was prompt no waotingtoday

✓ Friendly, efficient service

- Simple blood test carried out but concerned that unable to see GP re my concerns and never speak to same GP twice. Don't recognise names of GPs and they don't know me as their patient. I am not someone who contacts GP lightly.
- ✓ Clair and Chantelle ✓Blood test appointment at 0910 - all done in and out by 0910 . Good service thank you.
- ✓ Just one person on reception. She was very pleasant despite being busy. Nurse running late but very apologetic and very nice.

✓ My appointment ran smoothly

- ✓ It was easy to get an appointment and I didn't have to wait long. Everyone at the surgery is friendly and professional
- ✓ Well the last few times I have phoned for apps etc I found it quite easy and don't have to wait too long to get through and speak to reception and they have been very nice and helpful.
- ✓ *Quick service. Clear information xx*
- ✓ No wait
- ✓ Felt heard and looked after
- ✓ No issues and was a very quick appointment
- ✓ Very efficient and knowledgeable
- The practitioner was extremely thorough and knowledgeable

✓ I was very happy with the service I received today.

✓ It was ok but abit late(I don't blame the Doctor)

✓ Very helpful and listened

Staff were very helpful and reassuring.

✓ I turned up today for a blood pressure test and a blood test had been booked. You had asked me to book a blood pressure test, so that should have been on my record. When I asked at the reception in Beltinge, if I could be squeezed in today, the answer was no, without checking. I had taken time off work and drove 10 miles to the appointment. I then had to call in when I got back home to re book, and St Anne's didn't offer an apology.

✓ All very efficient today

✓ I'm happy with the way I feel like they care, and have time for me ,

✓ Very helpful wanted help me out

Efficient, fast and friendly

Very friendly and helpful staff

Seen on time and very polite nurse

✓ The Receptionist, Nurse and Trainee were very polite and gave the impression they cared for the patient.

The nurse was excellent, and made me feel very comfortable and at ease. She had a lovely manner and was very skilled at her job. No waiting and was seen on time. Thank you

Professional staff and very efficient

I Because the service was very good ?

✓I arrived a little early, and was seen immediately, perfect.

✓ I gave you a 1 because it was so easy to make an appointment and the service I received today was so efficient. Thanks

✓ 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
- \checkmark 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.
- \checkmark Appointment was on time, Dr was efficient in dealing with my questions.
- ✓ Cos I see the nurse and she was very helpful
- \checkmark 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.