

# FFT Monthly Summary: October 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
68	27	1	1	2	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

**Surveyed Patients: 262**

**Responses: 100**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	68	27	1	1	2	1	<b>100</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>68</b>	<b>27</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>100</b>
<b>Total (%)</b>	<b>68%</b>	<b>27%</b>	<b>1%</b>	<b>1%</b>	<b>2%</b>	<b>1%</b>	<b>100%</b>

### Summary Scores

95% 3% 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:

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

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

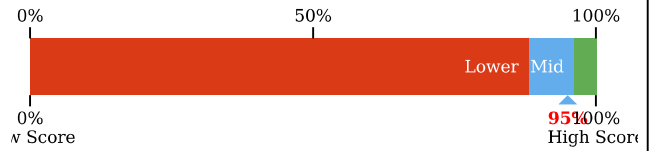
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

### SECTION 3 Practice Scoring

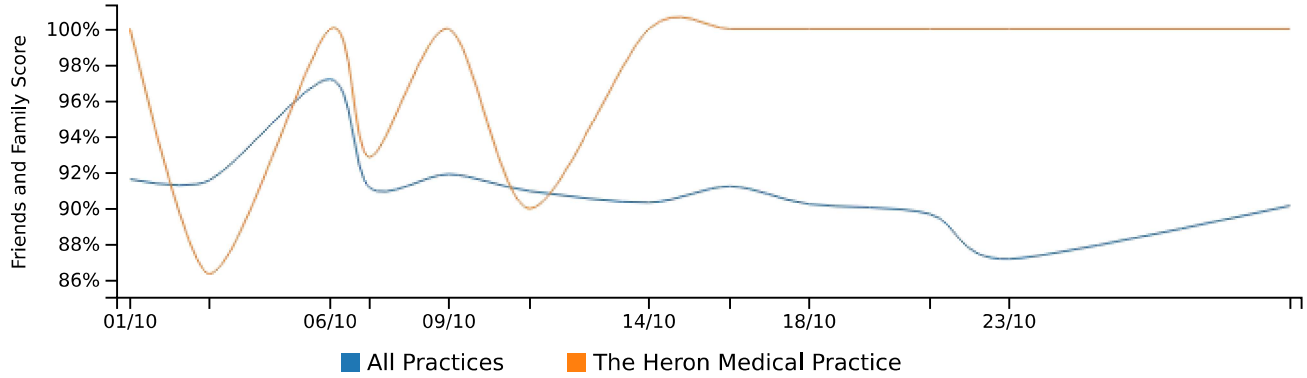
#### Practice Score: 'Recommended' Rank

**Your Score: 95%**  
**Percentile Rank: 70<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 70th percentile means your practice scored above 70% of all practices.

#### Practice Score: 'Recommended' Comparison



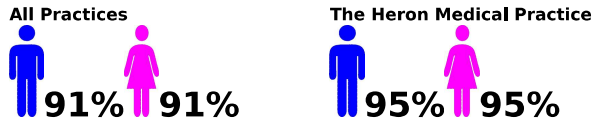
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

#### Practice Score: 'Recommended' Demographic Analysis

##### Age

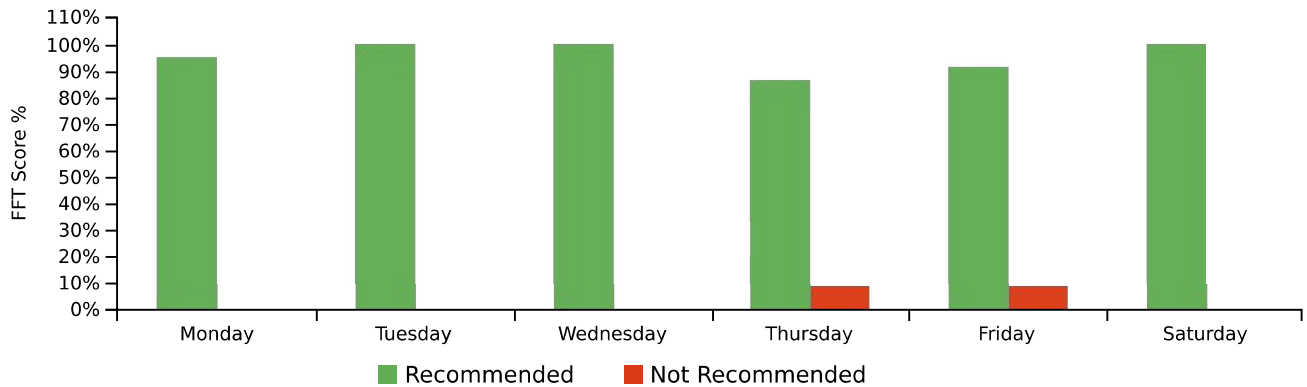
	< 25	25 - 65	65+
All Practices	85%	90%	94%
The Heron Medical Practice	100%	98%	92%

##### Gender



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

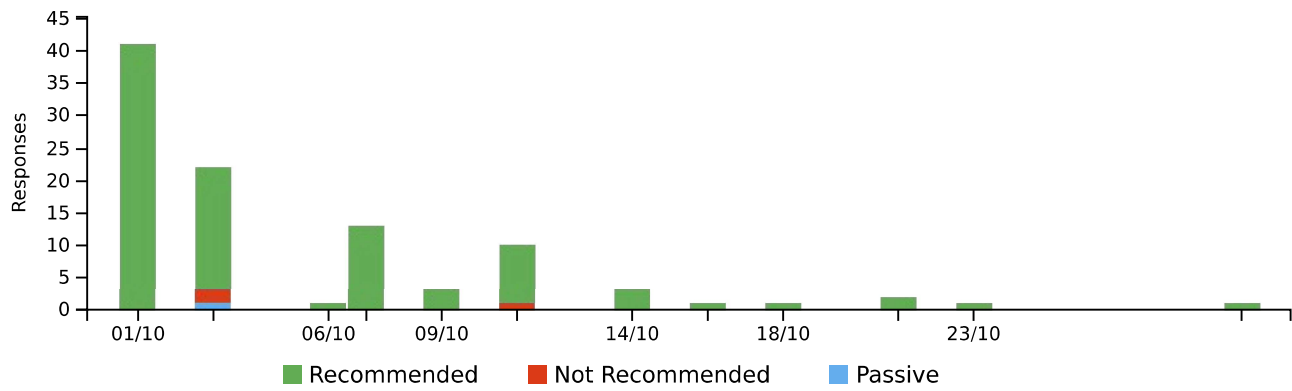
#### Practice Score: Day of the Week Analysis



- 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

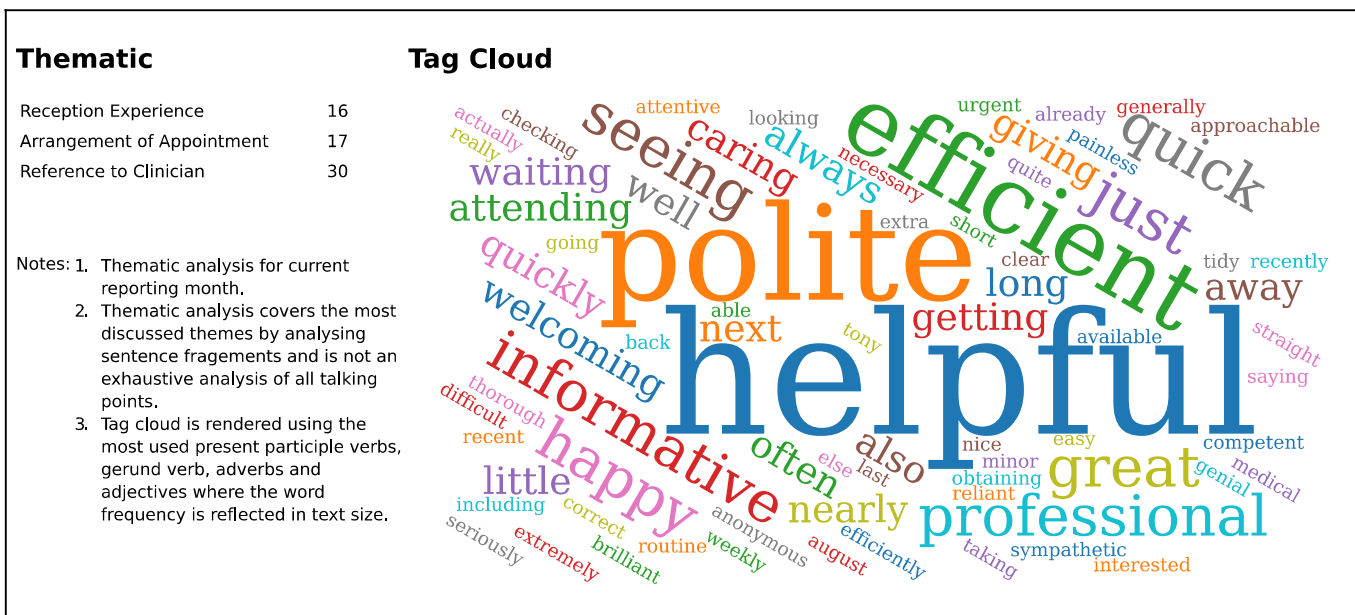
### Patient Responses



- 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.

## 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

- ✓ Pleasant and informative
- ✓ Very welcoming reception. The physiotherapist, Akash Muherjee, excellent. Explained everything in detail and put one at ease. Excellent surgery all round.
- ✓ I was given an appointment for the next day and I was listened too and made to feel at ease
- ✓ Good thorough friendly service
- ✓ Before I answer, just how anonymous is this Survey?
- ✓ The staff are good but often it's difficult getting an appointment whether seeing a GP or seeing a Nurse
- ✓ Friendly nurse, explained procedure undertaking
- ✓ I was seen very quickly; Nurse was polite, very competent and engaged well
- ✓ Very efficient, appointment on time and a very good doctor.
- ✓ Receptionist was lovely and very helpful, I waited nearly 30 minutes for my appointment
- ✓ My recent experiences with the Practice have been very good. I was able to get an appointment on the day and the necessary referrals have been implemented.
- ✓ Happy the way things went and action taken by the Doctor.
- ✓ Yes
- ✓ staff friendly and prompt nurse taking bloods lovely as always thanks
- ✓ They are on time and very pleasant
- ✓ Doctors are quick to deal with health issues. All the staff are very kind, helpful & polite
- ✓ Very good very clear and I understood what he was saying
- ✓ Reception staff polite and helpful. Good parking and tidy surgery
- ✓ Phone call came through at the correct time and they were very polite
- ✓ Didn't have to wait that long and I was in and out in 10 minutes including giving blood.
- ✓ It was only a blood test, but it was on time and very efficiently done, I was out in 5 minutes
- ✓ Appointment was on time. Nurse was very informative and attentive. Great service
- ✓ Very good service
- ✓ Because he was very helpful
- ✓ It was very good
- ✓ Friendly receptionist... friendly doctor!
- ✓ I have been attending both surgeries weekly since I had an accident in August along with support from the Queen Vic minor injuries, the nurses in your practice are knowledgeable, efficient, caring, approachable and friendly and have made me feel better throughout my time attending the surgery.
- ✓ Quick visit!
- ✓ Staff friendly and helpful
- ✓ Got an appointment for today saw the doctor, who sent me for an x-ray, had that straight away, then the doctors text me with the result
- ✓ The nurses at the practice go the extra mile! They are so helpful
- ✓ Appointment on time and very pleasant service received from the nurse. Thanks Tony H
- ✓ Blood test waiting time 5 mins
- ✓ The practice has become more patient focused
- ✓ The little interaction I have had recently I have found the staff have been pleasant and efficient.
- ✓ Staff very friendly and Doctor so helpful also appointment was on time
- ✓ Doctor Alexander McDonald was very helpful and sympathetic
- ✓ We saw a lovely caring nurse
- ✓ Good because I was seen on time and Gill your HCA was professional and kind as she gave the routine B12 inj. Not v.good...cos a further query re a hosp appt couldn't be answered although receptionist was lovely as well.
- ✓ Always Brilliant staff - admin systems let down often
- ✓ On time, Professional and friendly
- ✓ Nursing staff extremely pleasant and good information
- ✓ You can get an appointment quite quickly and they look after you good stuff.
- ✓ It was good service
- ✓ Doctor was very nice to me and my daughter. Listen to my worries
- ✓ On this occasion, the GP actually took my concerns seriously and appeared to really want to help. Both the nurse and receptionist were professional but also

welcoming. Thank you all!

- ✓ It was a good service thanks
- ✓ *Because the Dr sent me for a x ray before giving me a injection in my thumb*
- ✓ Was informative and helpfull
- ✓ *Great communication and very helpful. All the people I have seen are friendly and polite*
- ✓ The nurse I saw was kind & polite, over all very happy with my visit
- ✓ *I was seen by a doctor who what my problem was.*
- ✓ Very good appointment, doctor listened to me. On time and very genial.
- ✓ *Appointment was on time, friendly staff and painless test.*
- ✓ No wait time, excellent gp, engaged and interested in us
- ✓ *The practitioner was very good but getting an appointment wasn't.*
- ✓ Very efficient
- ✓ *All staff that I have dealings with are friendly and knowledgeable My concern is the availability of appointments and my fear that when I do need urgent assistance it won't be there*
- ✓ Generally a good service but i dont feel they follow up with seeing if your medical problem is solved.
- ✓ *Polite, very good at reception and with nurse. Very quick.*
- ✓ Paramedic was efficient last week nurse today very pleasant
- ✓ *Because I was completely satisfied with the pharmacist I saw, a very pleasant lady and a satisfactory outcome*
- ✓ On time and friendly nurse
- ✓ *Seen on time problem sorted*
- ✓ I was seen on time and nurse explained what she was doing
- ✓ *Just great service , lady lovely*

### **Not Recommended**

- ✓ *Difficulty obtaining an appointment. No pre-bookable available. To reliant upon telephone consultation and email. In short seems to be no continuity of care.*
- ✓ *I think I already have Just today I had an injection and got the nurse to look at a little lump that has come up on my chest she said it needs checking. Tried to get an appointment at st Anne's and Beltinge. No appointments Got the chemist to look at it then went to the hospital for something else. Someone there looked at it she tried to get an email to the surgery as I couldn't do it. She say it needs looking at. I'm going away on Tuesday morning and won't be back until 11th November. So No I'm not happy with the practice Carol Mole*
- ✓ Kept waiting so long nearly missed my next appointment that day

### **Passive**

- ✓ Had excellent service today from nurse but fed up with not easy to see a doctor