

# FFT Monthly Summary: September 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
76	20	1	3	0	0	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: 252**

**Responses: 100**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	76	20	1	3	0	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>76</b>	<b>20</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>100</b>
<b>Total (%)</b>	<b>76%</b>	<b>20%</b>	<b>1%</b>	<b>3%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

96% 3% 1%

## 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:

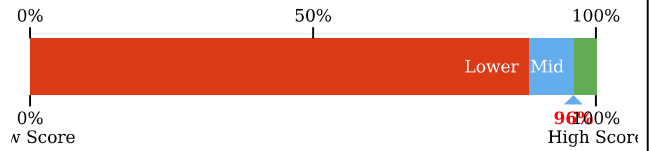
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

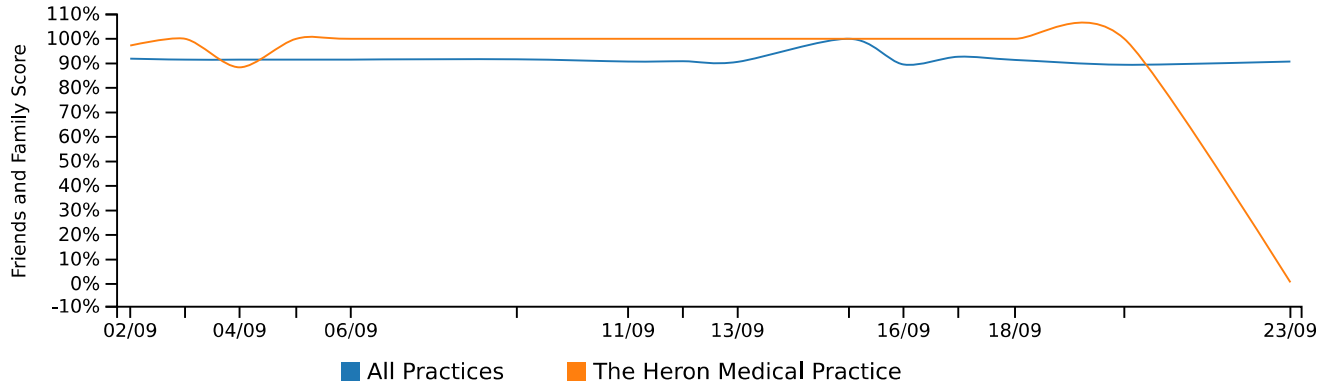
**Your Score: 96%**

**Percentile Rank: 85<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 85th percentile means your practice scored above 85% of all practices.

### Practice Score: 'Recommended' Comparison



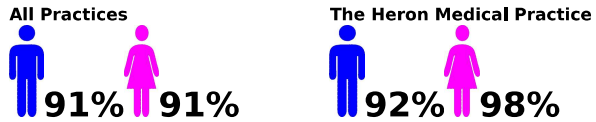
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

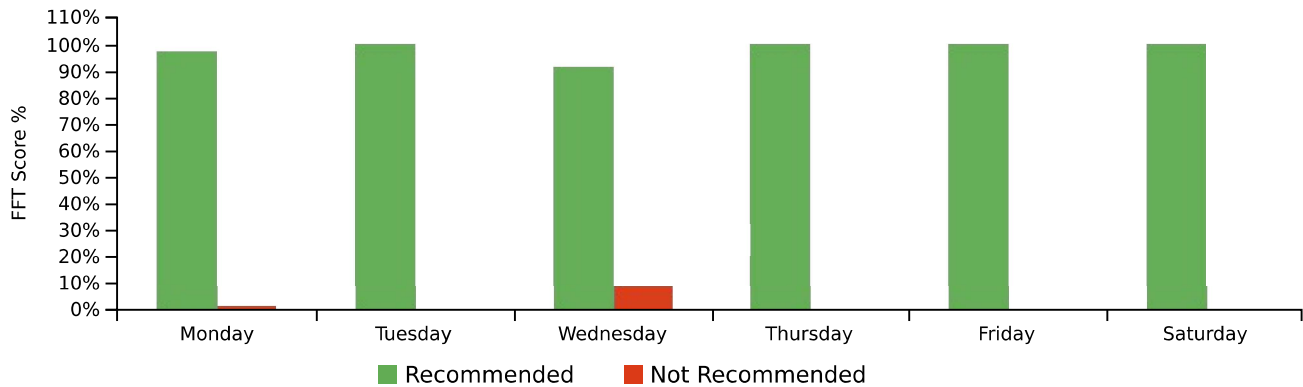
	< 25	25 - 65	65+
All Practices	86%	91%	93%
The Heron Medical Practice	86%	95%	98%

#### Gender



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

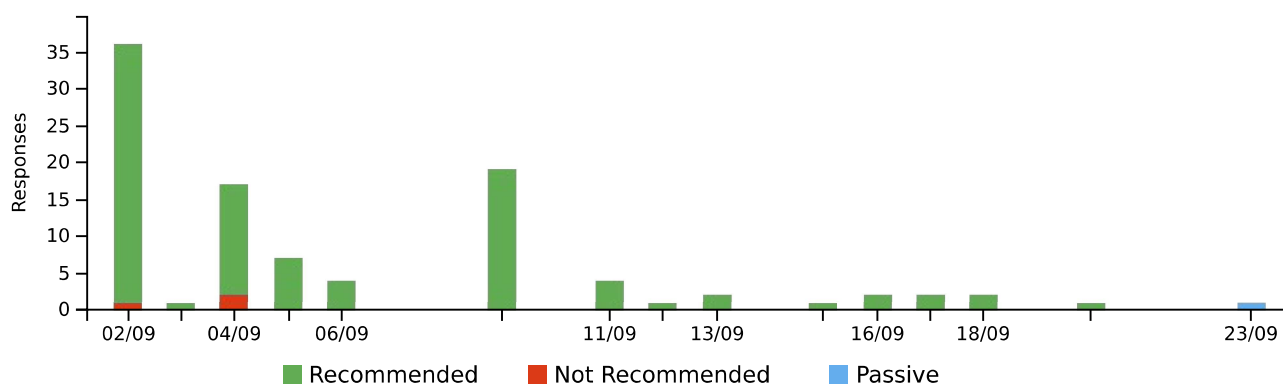
### Practice Score: Day of the Week Analysis



- 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.



having such a brilliant practice

- ✓ Nurse was very helpful
- ✓ The nurse was
- ✓ Because I have always had good service and have been able to get an appointment or speak to somebody whenever I've had a problem
- ✓ Because everyone at the practice gives 100per cent effort to help.
- ✓ it was quick
- ✓ Because she was very good and listened to what i had to say
- ✓ Receptionist's polite and efficient ...Dr Crocker very knowledgeable and helpful
- ✓ The pharmacist was pleasant
- ✓ I was spoken to immediately on this occasion and told where I needed to go and sit and wait. I was called promptly I was spoken to by the physiotherapist with respect, listened to, and given a full explanation of the next steps. A lot can be learned from this experience compared to some previous experiences. The physician was very good and very professional. Thank you very much and I look forward to my ongoing care with your practice.
- ✓ Unfortunately receptionist forgot to book me in and I now have a dna on my notes which has really upset me, especially as I was there 15 minutes early for my appointment. It is a bad mark on my notes but I can understand how it happened and if I hadn't got the dna on my notes I wouldn't have unduly been worried about the long wait.
- ✓ Didn't have to wait long to see Dr and I was dealt with efficiently
- ✓ GP was clear and responsive. Just had to wait for the GP to call.
- ✓ Staff were extremely helpful and accommodating
- ✓ Yes the GP listen and understands that I am struggling and need help to get back to a better way of breathing
- ✓ Very polite nurse, swift appointment

### **Not Recommended**

- ✓ The phone system needs updating. Getting an appointment is extremely difficult.It took 10 minutes just to book in.
- ✓ I saw a woman's health nurse and she had a very poor attitude and did not care that I was there
- ✓ An hours wait with no explanation or apology

### **Passive**

- ✓ I keep finding out that various consultants send gp's letters but I do not get notified of anything