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

SECTION 2 **Report Summary**

252 Surveyed Patients: 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							
Total	76	20	1	3	0	0	100
Total (%)	76%	20%	1%	<i>3</i> %	0%	0%	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 (%) =
$$\frac{\textit{very good} + \textit{good}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$
Not Recommended (%) =
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

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

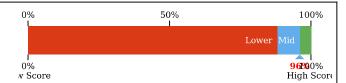
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: 96%

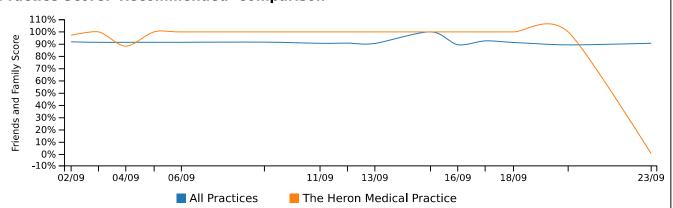
Percentile Rank: 85тн



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

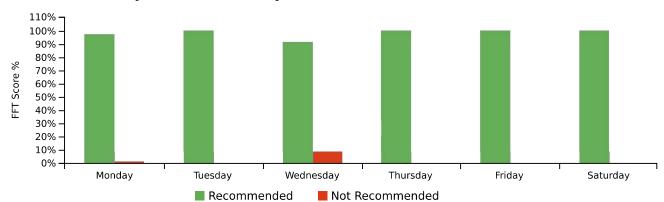




Notes: 1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

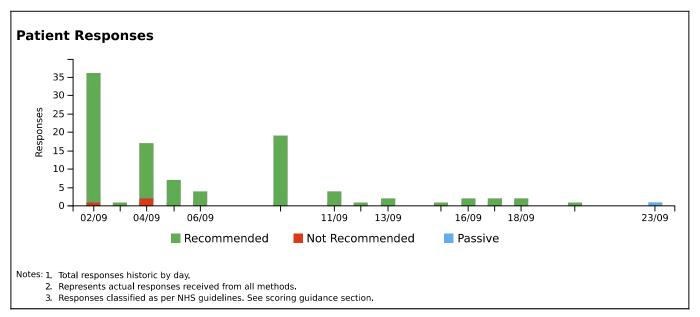
Practice Score: Day of the Week Analysis



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**

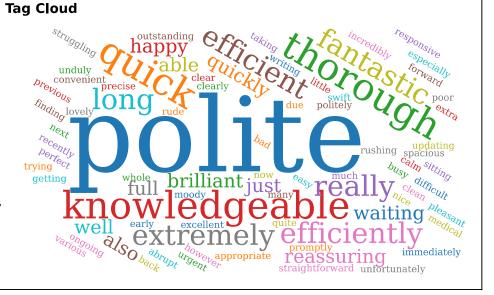


Thematic

Reception Experience 14 Arrangement of Appointment 9

Reference to Clinician 25

- 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 / ✗ No consent to publish comment

Recommended

- ✓The physio was really helpful and put my mind at rest
- ✓ The member of staff gave a very good service and advice
- ✓ Normally get someone moody or rude on front desk and normally waiting ages to see the doctor. Had neither problem this time
- ✓ Very quick blood test done earlier than app
- ✓ Dr Cleverley explained things clearly and precise
- ✓ I have had an infection on my leg and have visited the surgery 3 or 4 times recently and are very sattisfied with the way i was treated.
- ✓ Because you asked me to
- ✓ The doctor was very thorough and very kind. The rest of the staff were polite and very helpful
- ✓ Was called in quickly and appointment dealt with quickly and politely
- ✓ Prompt, nurse very helpful, secretary very polite
- ✓ Satisfide
- ✓ Reception and GP were brilliant, however I waited 30 minutes (which I understand can not be helped)
- ✓ Was satisfied at my appointment ✓ Because I was very pleased with the treatment that
- ✓ Polite knowledgeable telephone consultation
- ✓ Good service
- ✓ Very knowledgeable receptionist and duty nurse very efficient
- ✓ Because I'm happy with my visits very good
- Because he was professional polite and talked things thro not rushing
- ✓ I thought the person who phoned was very nice and polite and made the questions easy to answer He phoned on time which I thought was excellent Listened to what I had to say and answered the questions efficiently Changed my medication to a more appropriate inhaler Very impressed
- ✓ Polite and helpful
- ✓ Although very busy you were calm and polite
- ✓ No waiting. I was seen within 5 mins. She was very quick and did a perfect job
- ✓ extremely helpful and informative
- ✓I got an appointment via e consult within two days at a convenient time. I was seen without a wait when I arrived for my appointment. The doctor was fantastic. Friendly, understanding, professional and thorough. The receptionist was polite, happy and helpful. The building is clean, light and spacious. Could not fault my experience.
- ✓ Knowledgeable and helpful physiotherapist. On time too
- 🗸 arrived for a scheduled blood test, which was very efficiently done but I also asked to see a GP, which was organised for right after the blood test. The GP was also very efficient, trying to organise an urgent hospital appointment.
- ✓ Doctor very reassuring and made me feel a little better as i am full of pain.
- ✓ Quick and friendlu service
- \checkmark Because I was able to book on GP app , and I wasn't sitting around for to long at surgery .
- ✓ Polite and helpful receptionist appointment on time
- ✓ Reassuring and informative
- ✓ Drs and receptionists are always very kind and efficiant.
- ✓ The two physio's I've seen have been outstanding, helped me incredibly.
- 🖊 1. Lovely receptionist on duty today, not so good on Monday, quite abrupt in my opinion. 2. Normally use e consult as I prefer to put things in writing but wouldn't accept and had to wait from Monday re concern till Wed for appt.3. Dr was thorough and agreed blood test was needed to determine outcome. 4. Blood tests sorted by receptionist, as I needed 2 as well. 5. No complaints re service - deducted 1 mark due to receptionist on Monday, costs nothing to be
- ✓ Very professional staff throughout the whole practice. Very well organised and go the extra mile to help.
- ✓ Because your people seem to be taking good care of my health, before I do. Many thanks. X
- ✓ Very friendly and help where they can
- ✓ Good explanation of medication
- ✓ Straightforward appt, good information provided and professional staff
- The doctor was very kind and listened to what i had to say and was very helpful
- ✓ Because the nurse discussed my medical situation with me.
- ✓ Dr Sebastian was fantastic with my daughter, very kind, professional and thorough. The reception staff were fantastic as always too. I really appreciate

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.
- J 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