FFT Monthly Summary: February 2024

The Alastair Ross Medical Practice

Code: P82018



SECTION 1 **CQRS Reporting**

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
44	4	2	0	0	0	0	0	0	50	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: 157

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	44	4	2	0	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	44	4	2	0	0	0	50
Total (%)	88%	8 %	4%	0%	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 (%) =
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

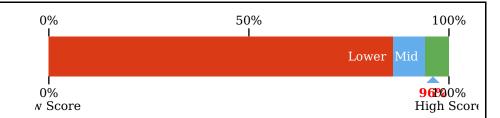
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

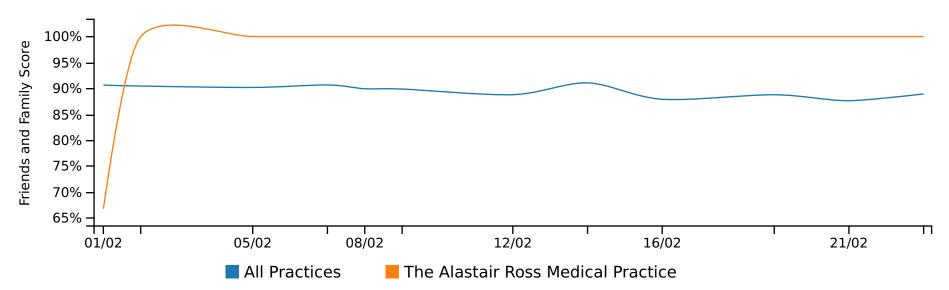
Your Score: 96%
Percentile Rank: 85TH



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	85%	89%	93%	
The Alastair Ross Medical	100%	97%	94%	

Gender

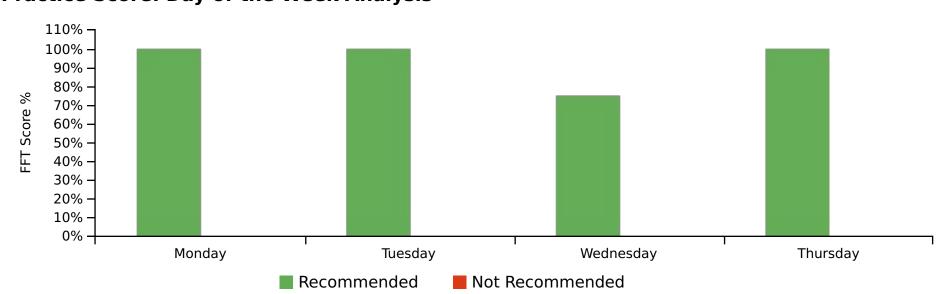




Notes: 1. Scores for current reporting month.

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

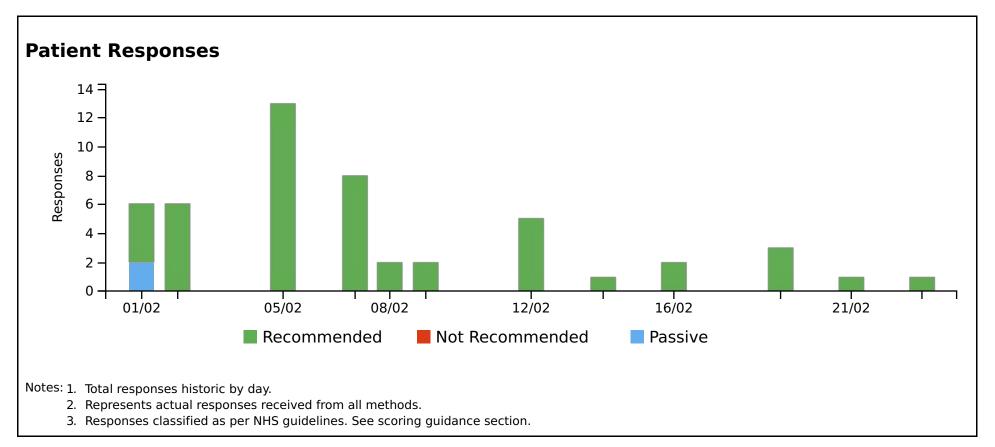
Practice Score: Day of the Week Analysis



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 Free Text Comments: Summary

Thematic		Tag Cloud
Reception Experience	4	
Arrangement of Appointr	ment 3	
Reference to Clinician	12	6
Notes: 1. Thematic analy reporting mont		elect
2. Thematic analy	rsis covers the most nes by analysing	
sentence frage	ments and is not an	
points.	lysis of all talking	
3. Tag cloud is ren	dered using the ent participle verbs	
gerund verb, ac	dverbs and	,
adjectives whe	re the word flected 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

- ✓ Was in an out an very quick.
- √ rn about how I was feeling as a person
- ✓ Gp and nurse very efficient and very good listeners
- ✓ Dr Chowdery give me a good examination. And took the time to do so.
- ✓ Good guick and efficient service
- ✓ I think the practice is well run there is always good access to a range of health care providers and I always get the best service you can give me
- ✓ Seen on time with efficiency
- ✔ Because you asked me to pick 1
- ✓I gave 2 because when I tried to sign in on the electronic sign it didn't work for me so went to the window to book in
- ✓ Caring, kind, understanding, good advice given
- ✓ Friendly and efficient
- ✓ The nurse was very helpful and friendly
- ✓ Courteous staff and prompt, professional service
- ✓ Professional and helpful advise
- ✓ Very good service
- ✓ Looked after really well and very informative and helpful
- ✓ Got an appointment very quickly, polite and helpful staff. Thank you!
- ✓ I was listened to and had the best treatment possible
- ✓ Appointment on time
- √ Very very good
- ✓ Very efficient and pleasant
- ✓ Lots of confidence in practice nurse, everyone always struggled finding viens but Aysha brilliant had no problem
- ✓ Seen on time, efficient and helpful nurse
- ✓ Very good service
- ✓ Ayesha was so reassuring. Explained everything simply. Was very patient. She didn't rush. Lovely
- ✓ It was excellent on time
- ✓ Cause the people on reception r nice and I like my doctor!
- ✓ I rang from 8am, I wasn't waiting to long. Receptionist very pleasant, app an hour later. Dr brilliant. Thank you x
- ✓ Seen earlier and nurse very kind
- ✓ Saw Freda the nurse so kind and understanding
- ✓ You, are very good at, wat you do.
- ✓ Was seen on time , lovely positive consultation very friendly experience with Ayesha , explains everything in detail .
- \checkmark Nurse Kelly was excellent treated me with kindness respect was so easy to talk and listened xxx
- ✓ Just happy with the service
- ✓ Went through everything with me and answered my questions
- ✓ My visit was so good. I had my blood test but also my blood pressure was checked as there were issues before and I also caught up with my flu jab ... I felt as if everything was checked . Thank you so much x
- ✓ Because I was happy with service thank you

Not Recommended

Passive