

FFT Monthly Summary: January 2023

Betts Avenue Medical Centre
Code: A86030



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
41	6	0	0	2	0	0	0	0	49	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:	127						
Responses:	49						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	41	6	0	0	2	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	41	6	0	0	2	0	49
Total (%)	84%	12%	0%	0%	4%	0%	100%

Summary Scores

96% 4% 0%

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:

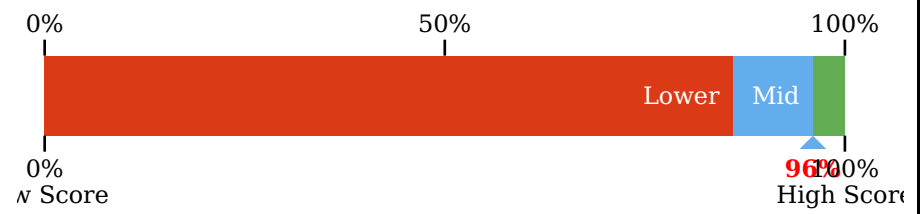
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

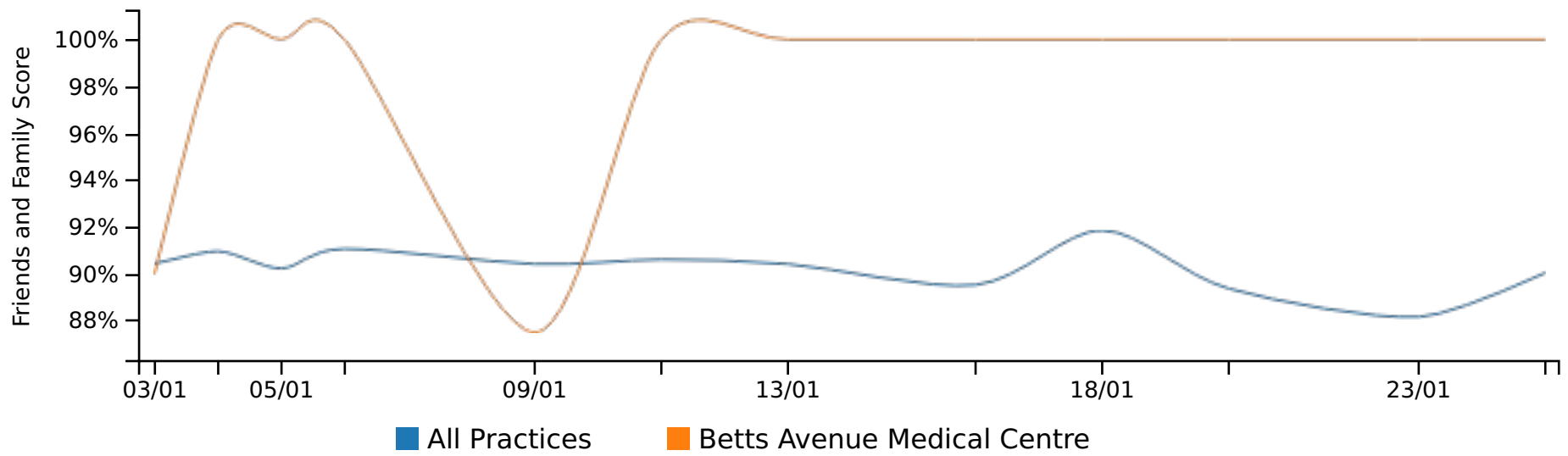
Your Score: 96%

Percentile Rank: 80TH



- 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 80th percentile means your practice scored above 80% of all practices.

Practice Score: 'Recommended' Comparison



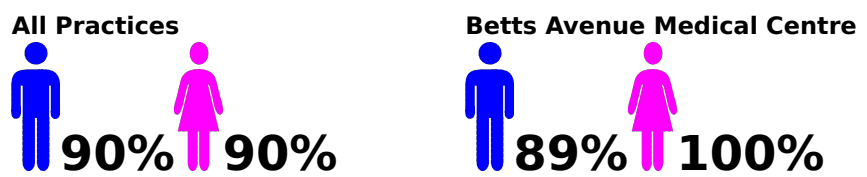
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

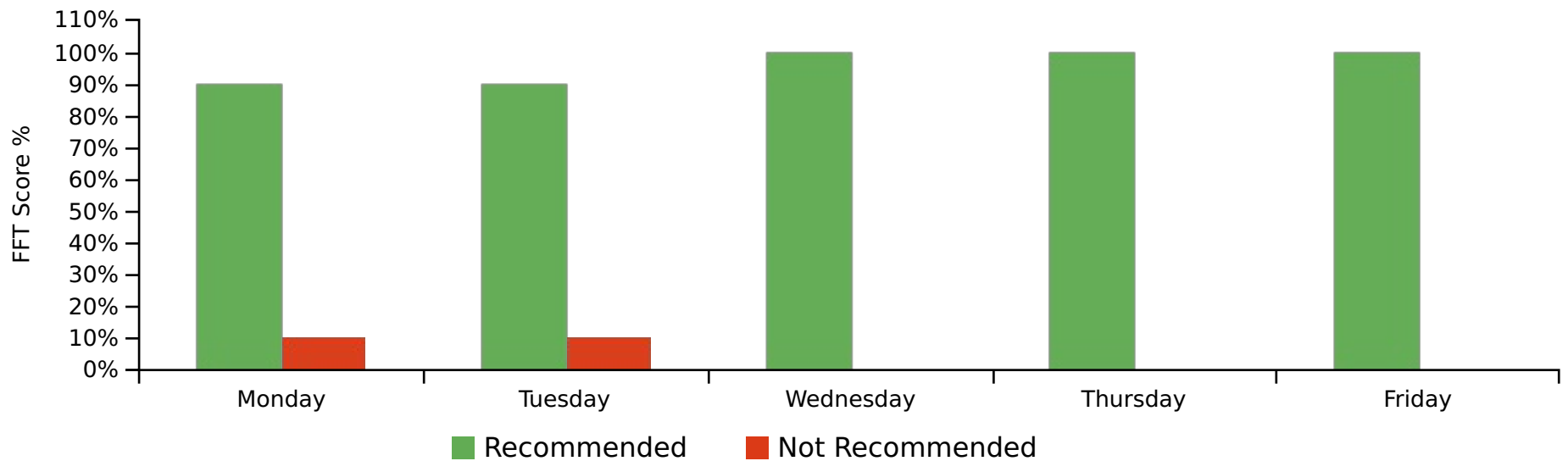
	< 25	25 - 65	65+
All Practices	87%	90%	92%
Betts Avenue Medical Centre	100%	95%	100%

Gender



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

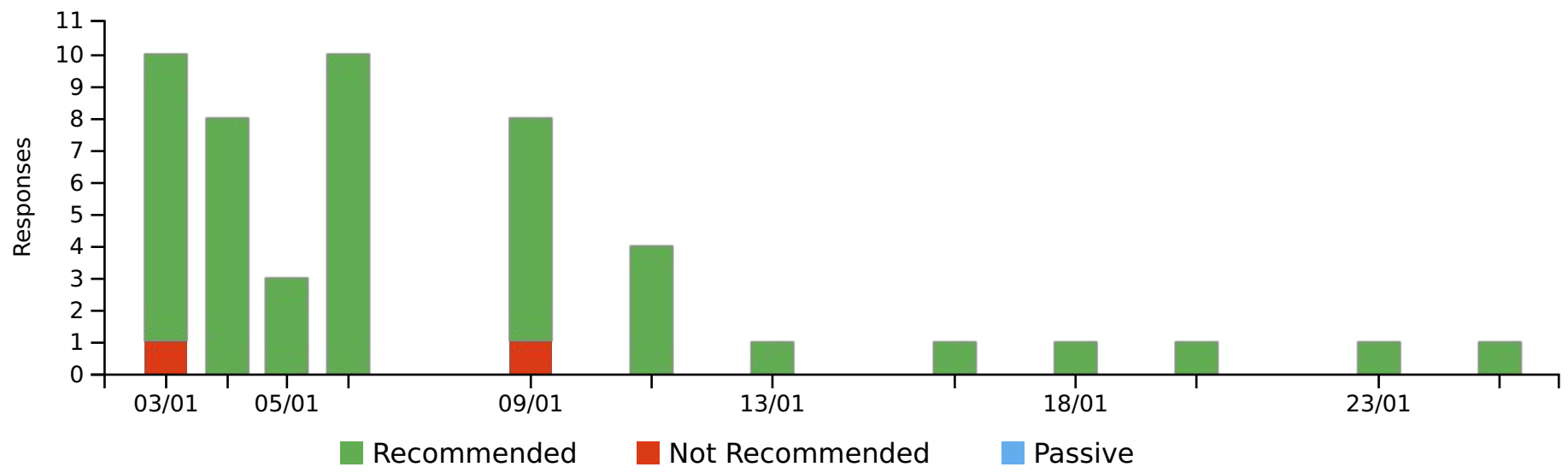
Practice Score: Day of the Week Analysis



- 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.

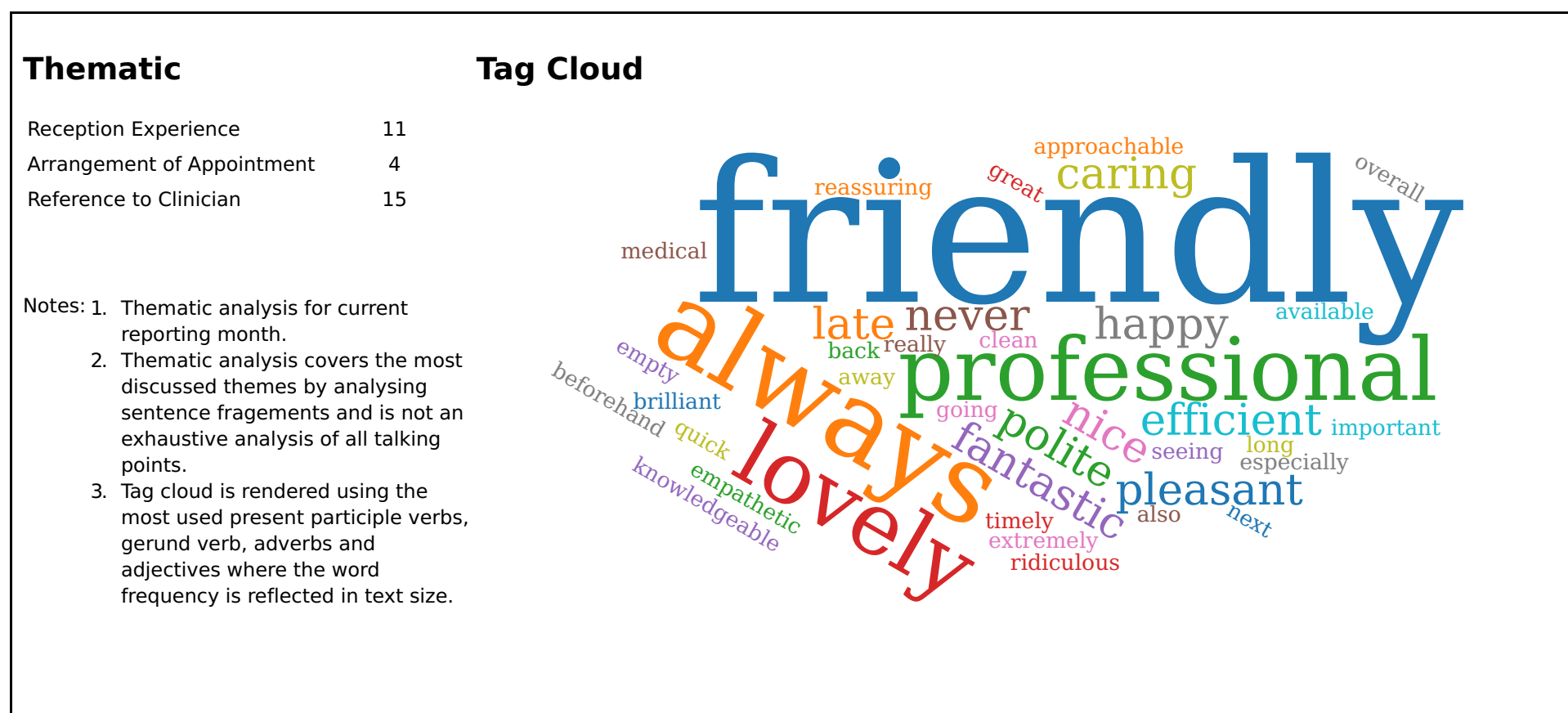
SECTION 4 Patient Response Analysis

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

- ✓ I give a answer of 1 because I have always had a very good service from my GP surgery and I have great confidence from my doctor's
- ✓ Always at ease when seeing Tracey she's very friendly and professional
- ✓ Fantastic Dr
- ✓ I have been patient for 33 years and never had a cause to complain reception staff really try to help you and doctors really good
- ✓ The doctor was really nice
- ✓ She was very helpful
- ✓ The Dr I saw today was extremely helpful
- ✓ Staff very helpful
- ✓ The service was prompt. The staff and especially the doctor was very helpful. I came away happy and reassured.
- ✓ Reception always try to help, and Gp's always available
- ✓ Yeah every time I call in to the surgery the staff are so friendly nurse Tracey was brilliant for me thank you
- ✓ I felt listen to and she has tried to help: reception staff lovely from booking the appointment
- ✓ Everything was good
- ✓ I give you this score because all the dr, nurses , admin staff are so lovely and caring always approachable and so empathetic to the needs of their patie@patients nothing is a bother cannot fault the practice @tice
- ✓ Fantastic service , lovely professional staff and everything done in a prompt timely manner
- ✓ Efficient, friendly staff, pleasant surroundings
- ✓ Friendly staffs and knowledgeable doctor
- ✓ Medical centre was clean. Was seen on time for my appointment and staf were friendly
- ✓ Good overall communication and advice and very pleasant approach
- ✓ We didn't sit a long time and the nurse managed to take my daughters blood
- ✓ Seen nurse for a breath test Spirograph and she gave me some important information as to what smoking is doing to my lungs and what will happen in the ne@he next 10 years if I don't give up or at least try a vape if I can't give up made me realise time to do something before it's to late @late
- ✓ Nice and friendly staff
- ✓ Very good service and very friendly
- ✓ Good friendly service
- ✓ Efficient
- ✓ I was seen by David on Friday and Ashley today. Both were very reassuring, professional and caring. The receptionist I spoke to on Friday was very polite@olite and helpful aswell. @ell.
- ✓ Doctor was lovely and got my bloods done didn't hav to come back another day
- ✓ Happy with service provided
- ✓ Gave a good examination
- ✓ Coz I did
- ✓ The Nurse, Ashley Hall, was professional but also friendly. She explained what was going to happen beforehand & throughout my examination. She put me at @e at ease, listened to me & I didn't feel like my appointment was rushed, unlike on other occasions. @ons.
- ✓ Quick and a follow up call
- ✓ i find everyone very helpful and polite and the doctors do an excellant job
- ✓ It was on time and it worked thank you

Not Recommended

- ✓ Because it ridiculous you can never get an appointment and when you do the surgery is empty so don't no why you can't get appointments

Reception