FFT Monthly Summary: February 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
36	9	1	0	1	1	0	0	0	48	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: **146**

Responses: **48**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	36	9	1	0	1	1	**48**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**36**	**9**	**1**	**0**	**1**	**1**	**48**
Total (%)	*75%*	*19%*	*2%*	*0%*	*2%*	*2%*	*100%*

Summary Scores

👍 94% 👎 2% 🤏 4%

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:

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

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

For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:
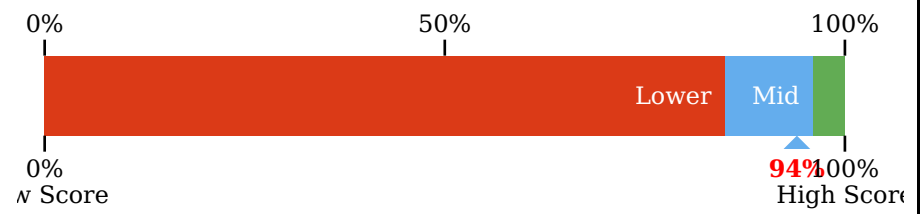
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Practice Score: 'Recommended' Rank

Your Score: **94%**

Percentile Rank: **70TH**

0%   50%   100%

| | Lower | Mid | |

0% 94% 100%
N Score High Score

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

Friends and Family Score

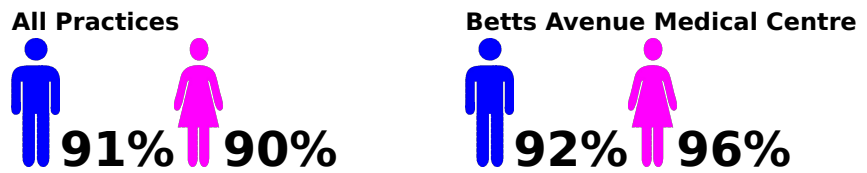■ All Practices   ■ Betts Avenue Medical Centre
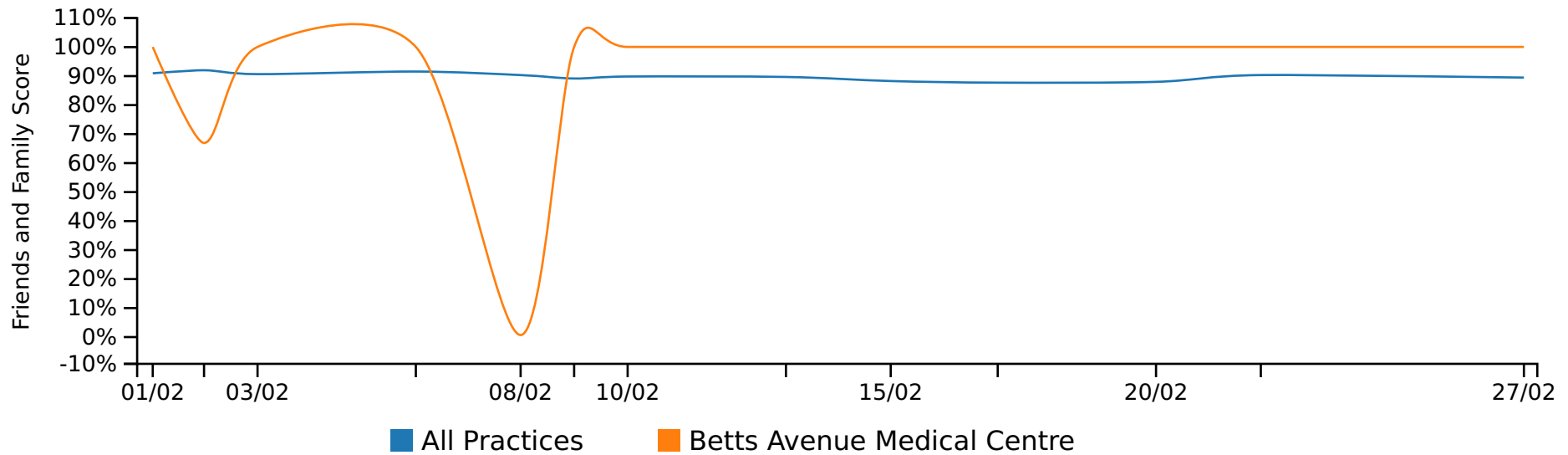
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

## Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	86%	90%	92%
Betts Avenue Medical Centre	100%	91%	100%

Gender

All Practices

91% 90%

Betts Avenue Medical Centre

92% 96%

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

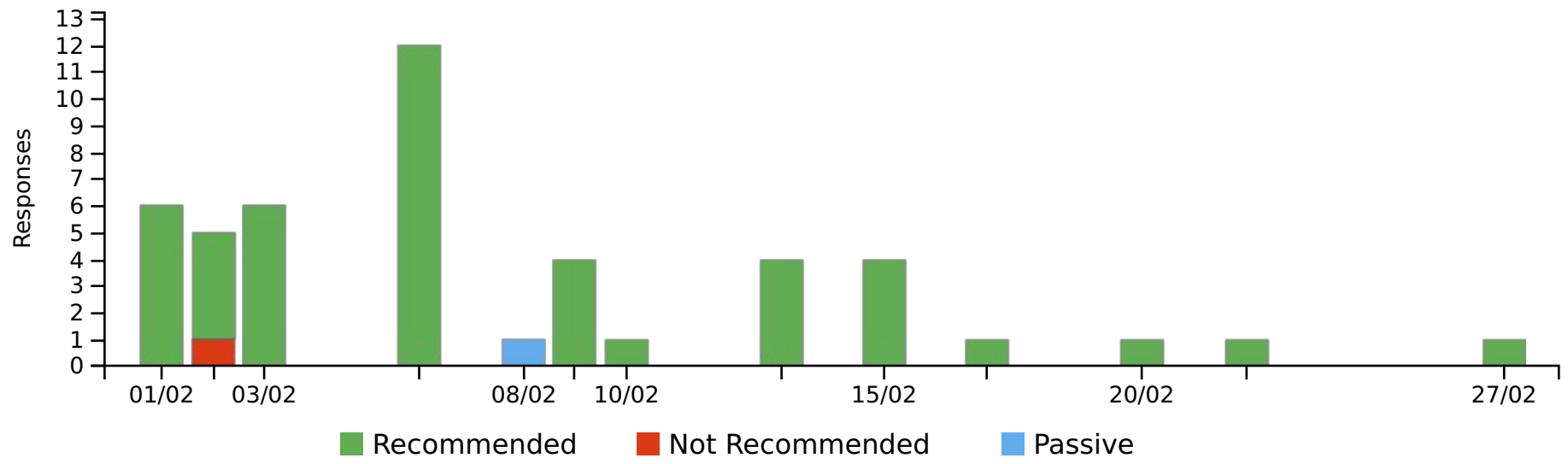## Practice Score: Day of the Week Analysis

FFT Score %

■ Recommended   ■ Not Recommended
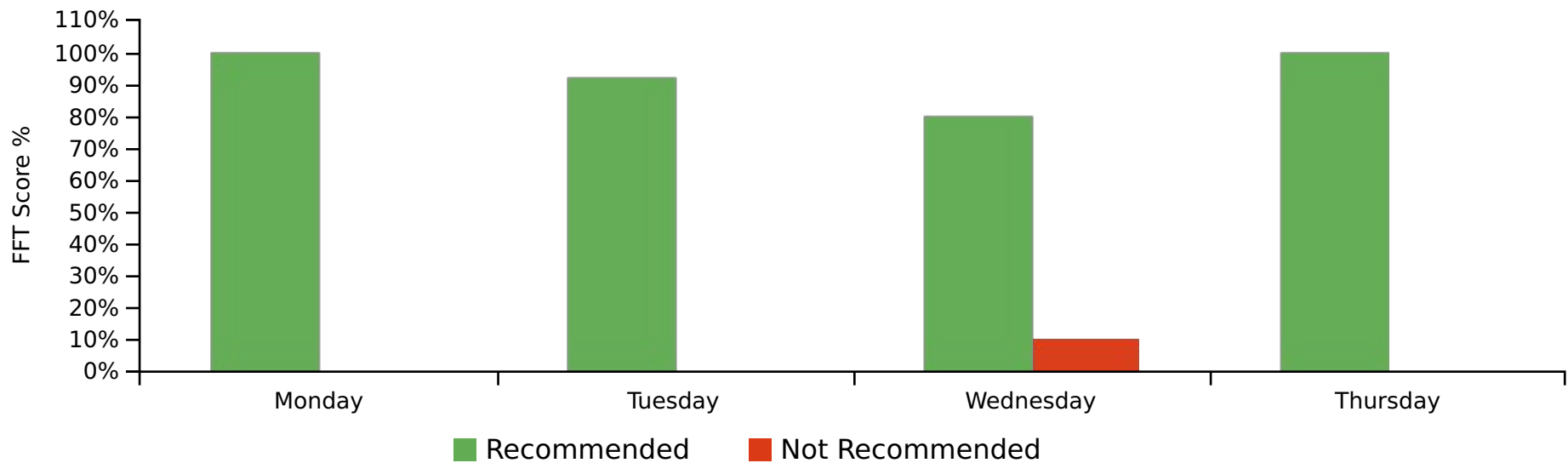
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
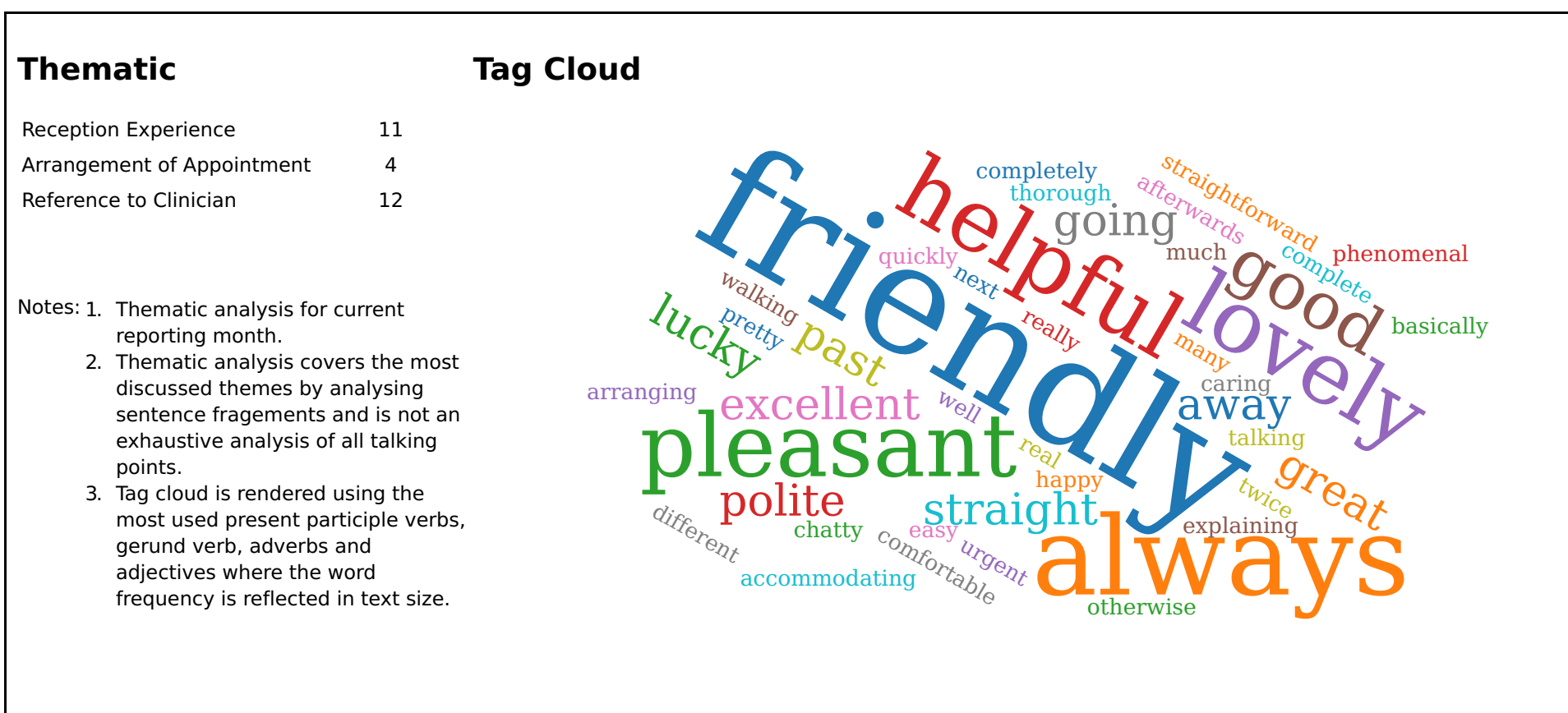2. Score calculated as per NHS requirements. See scoring guidance section.

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.

Patient Free Text Comments: Summary

Thematic

Reception Experience	11
Arrangement of Appointment	4
Reference to Clinician	12

Notes: 1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragments 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.

Tag Cloud

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

✓Nathan Ruddle has been excellent from arranging for medication from the chemist and explaining how he was going to treat my problem and follow up treatme@eatment. Nathan is very easy to talk to I'm very comfortable talking to him.@ him.

✓*Pleasant experience & friendly nurses & doctors*

✓The staff are very helpful

✓*In response to a request to complete a survey*

✓I was seen the next day and before appointment time so very happy

✓*I like the nurse and my doctor. Shame about the staff otherwise*

✓I alway feel I'm been looked after

✓*Service was really good , member of staff was friendly*

✓Appointment 1330 got seen straight away the nurse was very friendly took my bloods talked to me about what would happen afterwards

✓*Doctor and nurses Help me in my concerns*

✓Because Liz was lovely and put me at ease caring nurse

✓*Lovely staff always helpful*

✓Been here twice in the past week and the staff are so great and friendly

✓*Reception staff- on the phone and in person- are always pleasant and accommodating. It's pretty straightforward to book an appointment. I feel very lucky@lucky when I hear of people's experiences in other practices and around the country. Thank you. @you.*

✓I was seen straight away by the nurse and she didn't rush me.

✓*Very good service since I been going there*

✓Basically because during my bereavement the receptionist have beeneen phenomenal. As well as the Nurse who did my health check. Great re re

✓*The sr nd the nurse that I seen were very helpful for my symptoms nd helped me as much as they could*

✓Survey

✓*Always get seen and staff are lovely*

✓Was in and out very quickly, only having bloods took

✓*One doc tells me one thing then another tells me something different.*

✓Seen on appointment time and nurse pleasant.

✓*Real pleasant nurse*

✓The nurse was very friendly

✓*Liz, was thorough and made me feel completely relaxed. Many thanks.*

✓shouldn't I have answered?

✓*Everybody was very polite and helpful.*

✓the staff were friendly polite and efficent

✓*Excellent service. Staff are always so friendly*

✓the HCP was lovely, she was very chatty and kind

Not Recommended

✓No doctors .missed diagnosis. Can't get past reception. Urgent referral for heart scan left in in tray for three months until I queried it. Always told @told go to walking or a&e. @a&e.

Passive

✓Mistake. Should have been 1