FFT Monthly Summary: March 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
44	4	1	0	1	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: 120

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	44	4	1	0	1	0	**50**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**44**	**4**	**1**	**0**	**1**	**0**	**50**
Total (%)	*88%*	*8%*	*2%*	*0%*	*2%*	*0%*	*100%*

Summary Scores

👍 96%   👎 2%   👉 2%

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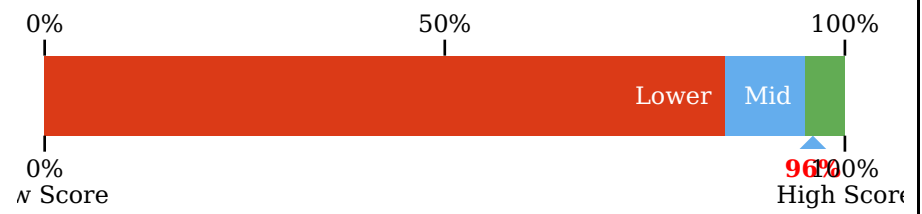
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Practice Score: 'Recommended' Rank

Your Score: **96%**

Percentile Rank: **85TH**

0%   50%   100%

Lower   Mid

0%   96%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 85th percentile means your practice scored above 85% of all practices.

Practice Score: 'Recommended' Comparison

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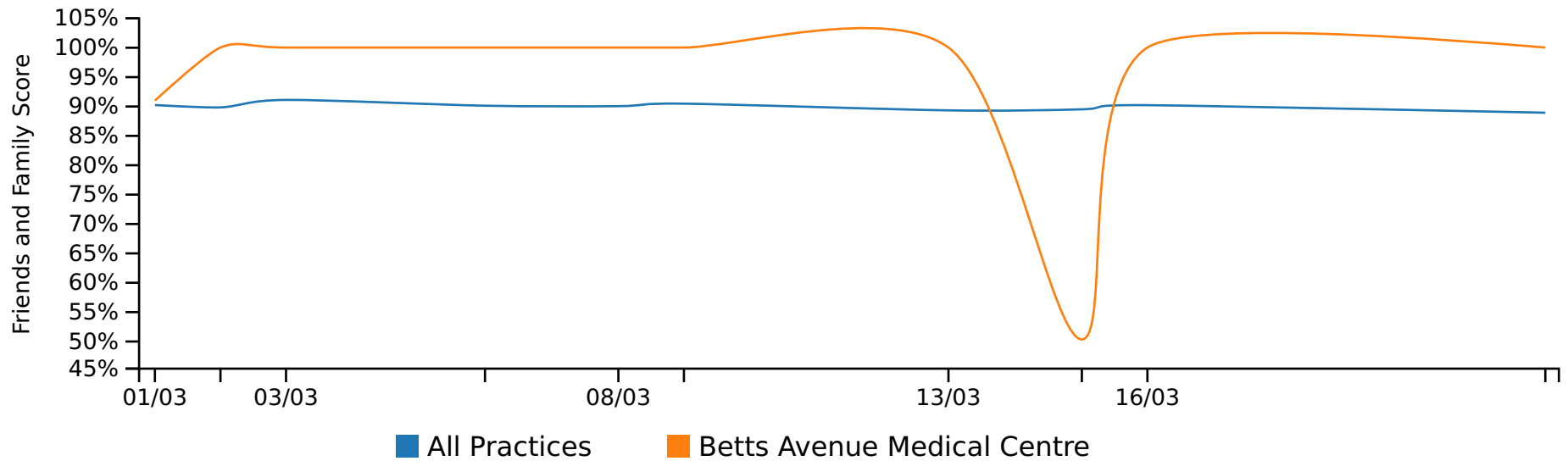
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	85%	89%	92%
Betts Avenue Medical Centre	100%	94%	100%

Gender

All Practices

90% 89%

Betts Avenue Medical Centre

94% 97%

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

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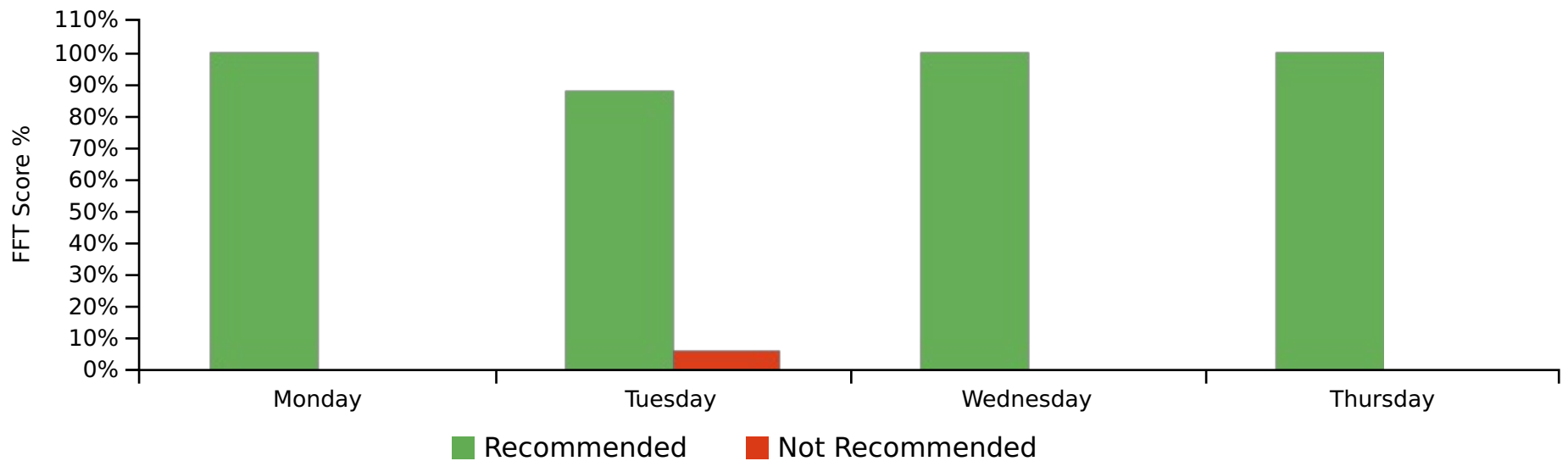
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

Patient Responses
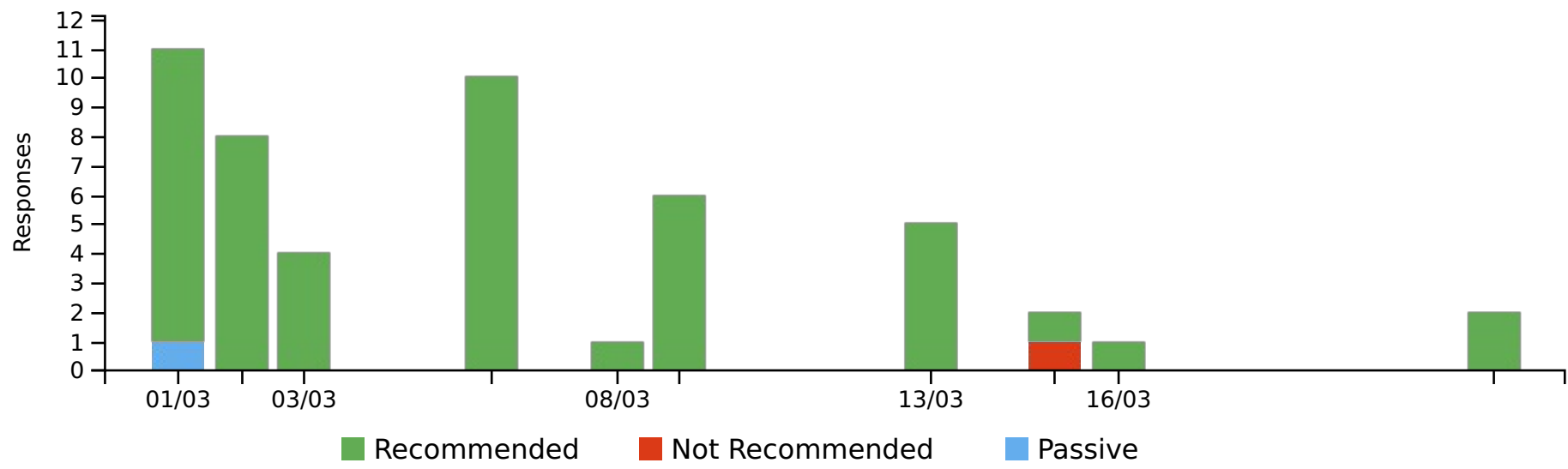
Notes: 1. Total responses historic by day.
2. Represents actual responses received from all methods.
3. Responses classified as per NHS guidelines. See scoring guidance section.

Patient Free Text Comments: Summary

<table>
<tr><td colspan="2">Thematic</td><td>Tag Cloud</td></tr>
<tr><td>Reception Experience</td><td>6</td><td rowspan="3"></td></tr>
<tr><td>Arrangement of Appointment</td><td>7</td></tr>
<tr><td>Reference to Clinician</td><td>15</td></tr>
</table>

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.

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

✓Because I get the help I need also liz is very approachable and very efficient makes me feel very comfortable talking me through things I need to know
✓*Fast and always friendly and happy to help*
✓Everything went altogether from start to finish something must haveave
✓*Not long waiting time when arrived and Doctors were very helpful and thorough*
✓Always a friendly and compassionate visit.
✓*because it was good*
✓because that was the service i got
✓*Good service*
✓The lady who took my blood was friendly and nice and explained everything before she did the procedure .
✓*On time friendly and helpful made me feel at ease*
✓I didn't wait long, The nurse I saw was really nice and managed to get blood first time
✓*Quick and easy, also friendly staff*
✓Never say very good. That is for perfect. Never come across that.
✓*Friendly/helpful nurses/reception staff & knowledgeable/supportive G.P's. The fact I can book appointments in advance is excellent as lots of other G.P'@ G.P's make you ring on the day & if you miss out you have to ring back the next day which is difficult & frustrating @ting*
✓Bcz you asked for it
✓*Nurses are always late into work when you have a 1st appointment with them. So this morning my appointment was 8.10 the nurse walked into work at 8.07 ha@07 had to see a patient before me and then when he left could be heard chatting so my appointment was late which made me late for work.@work.*
✓Easy to get in touch with helpful
✓*The practice nurse was very polite and helpful*
✓Because she was very nice and understanding
✓*The nurse was very friendly, helpful and gentle. She put me at ease and did a very good job.*
✓The way i was treated by the doctor on thursday and the nurse today
✓*Iv never been stuck for an appointment, all the staff are very friendly and helpful, doctors really listen as do the nurses, I feel comfortable talking a@ing about my health issue's , when I hear stories about other doctors I know mine is the best by far@y far*
✓GP was very thorough and i didnt feel i was rushed to explain my issues
✓*Excellent nurse, nice person and very good at her job*
✓Friendly made you comfortable and relax and answer queries
✓*Always quick and helpful*
✓Staff are amazing I was on time and all staff are friendly
✓*You have very efficient staff. Very helpful.*
✓It was easy to make the appointment and the appointment was on time
✓*Appointment on time with nurse and quick and helpful*
✓Excellent service always
✓*I can always get an appointment for my daughter when needed and it's a very good practice the doctors go above and beyond*
✓Always get help off receptionists and doctors very thorough
✓*Was seen quickly and on time*
✓Because the nurse and Doctor where very kind

Not Recommended

✓I was given an appointment for Kenton medical centre when I live in benwell the practice nurse/care assistant was unable to get my blood for testing desp@ despite trying twice overall a very poor experience @ence