FFT Monthly Summary: December 2023

The White Cliffs Medical Centre Code: G82729



SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
70	19	2	3	3	0	0	0	0	97	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:	295						
Responses:	97						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	70	19	2	3	3	0	97
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	70	19	2	3	3	0	97
Total (%)	72%	20 %	2%	3 %	3 %	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.

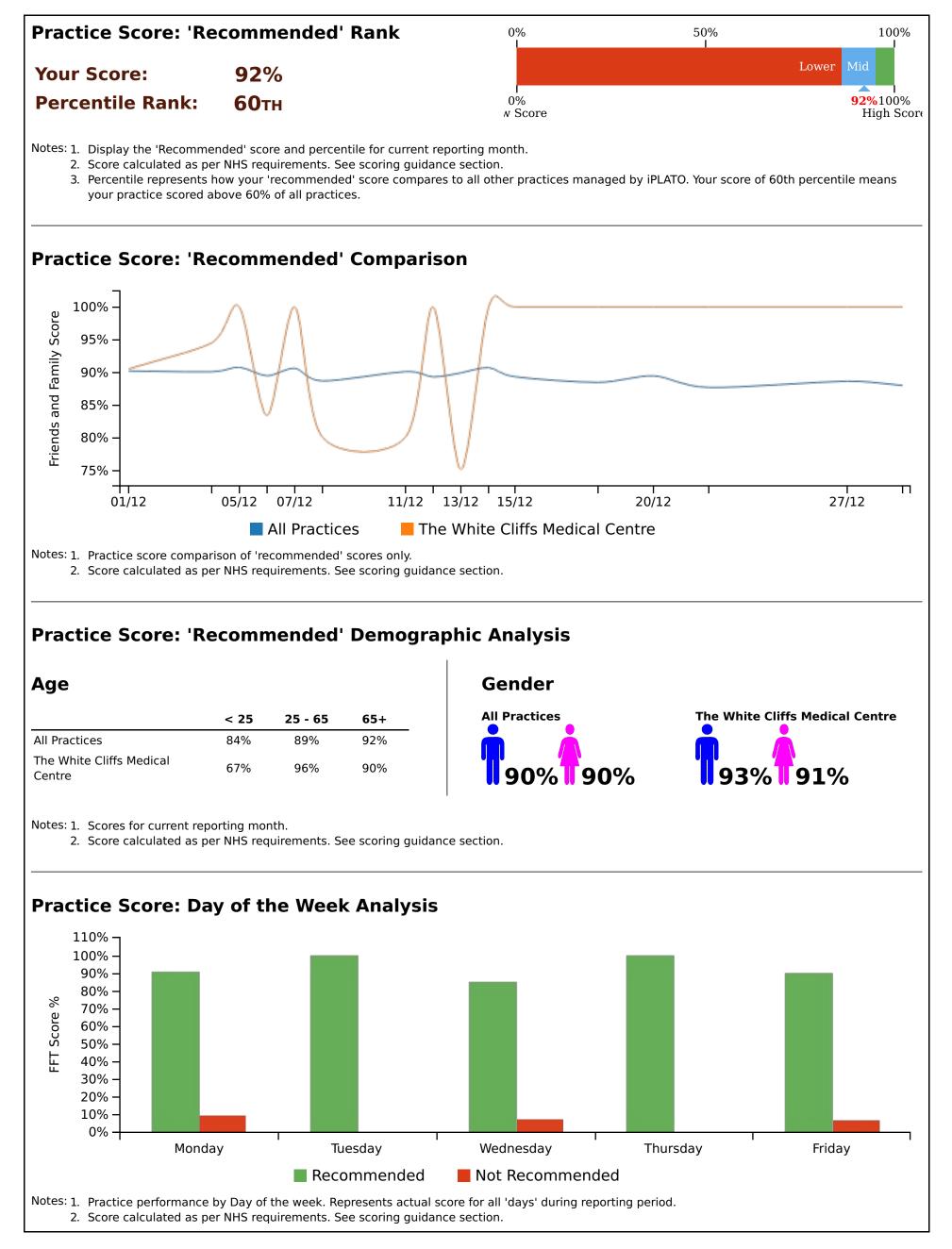
The percentage measures are calculated as follows:

Recommended (%) =	very good + good x 100				
Recommended (%) –	ery good + good + neither + poor + very poor + don't know				
Not Recommended (%) =	very poor + poor x 100				
Not Recommended (%) –	very good + good + neither + poor + very poor + don't know				

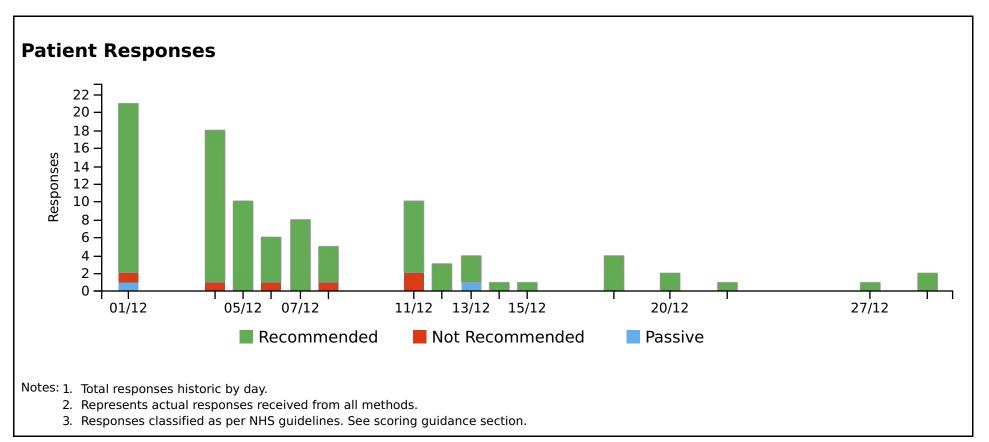
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

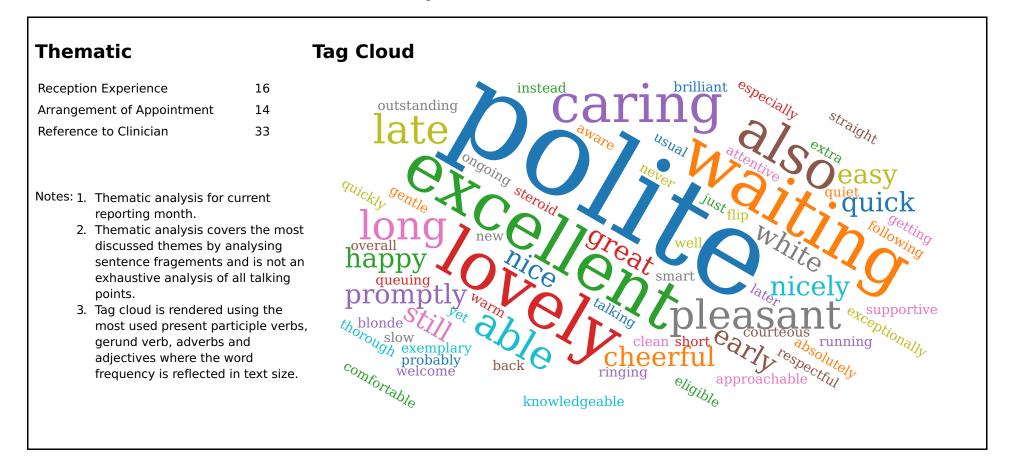
SECTION 3 Practice Scoring



SECTION 4 Patient Response Analysis



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

- ✓ Polite friendly caring nurse
- ✓ Appointment on time , polite reception , good service.
- ✓ Staff very friendly and polite at reception. Emma was most kind
- ✓ No waiting very prompt nice nurse
- My appointment was 11am and I was seen on timeMichelle our nurses makes you feel relaxed and she listens to me and her manner is cheerful and friendly
- ✓ Prompt appointment and professional advice and service
- I've visited this morning and the nurse did a very good job!
- ✓ Seen by GP Friday = scan the following Wednesday & receptionist very helpful ThankU
- \checkmark Just excellent service and lovely staff and doctor
- ✓ Takes a long time to be seen but at least we get to see a gp or nurse better than a lot of surgeries
- ✓ Phoned this morning for flu jab and was given an appt this afternoon . Staff very polite and pleasant with a happy atmosphere .
- All questions were answered in a way that I understood. A steroid injection was administered without the need for a later appointment. A blood test was ordered for further investigation.
- ✓ Sonographer Courteous, but spoke very matter of factly, did not feel at ease.
- ✓ Clean, efficient, didn't wait long
- ✓ No comments
- ✓ On time. Pleasant and helpful.
- ✓I do not have a smart phone so i replied on my flip up phone to let you know that your service was excellent.
- ✓ Felt good talking to nurse
- ✓I found everyone cheerful polite and helpful.
- ✓ Because it was good very good the lady was very nice and gentle and made me feel at ease great
- \checkmark I was treated with respect at reception and th nurse I was seen promptly.
- ✓ Always receive good service from all levels.
- ✓ Turned up for my appointment early & got seen early
- Wish you could book appointments on same day instead of walk in only as you have to start queuing at 7am, can take 45 mins to get through when ringing for gp to call you back,
- \checkmark I have always found that the staff are excellent at there jobs very perlite and helpful
- ✓ I find it is a pleasure to interact with you doctors nurses and staff. They are caring professional and friendly. Thank you for your efforts.
- ✓I like the fact that White Cliffs is a Walk in Clinic. I found the Dr to be easy to discuss my issue with. He was attentive and caring. He also explained what my

problem was and showed me examples of the nature of my ongoing diagnosis. I found all the staff exceptionally pleasant. I saw a very lovely nurse who took my bloods also. So all in all an exemplary service.

✓ Appointment 1hr late

 \checkmark Had no appointment but still I was seen. They probably saved my life.

My appt was absolutely on time and Mrs Sue Brain was excellent and most helpful, put me at ease and I was able to ask questions I had wanted to ask to which she was able to sort for me.

 \checkmark Nurse went the extra mile to ensure she also treated me for other things at my apartment

✓ Nurse emma who i had the appointment with ir a credit to the surgery. Very good at her job. X

 \checkmark Always friendly and helpful especially the blonde receptionist

✓ All staff were polite and professional

Because I find service is always good

✓ Sue the nurse was very approachable and understanding

I'm new to the practice and the efficiency of their service has been very good. I've been seen by the practice nurse, Dr. Phlebotomy, and had a hearing test with 6 weeks.

✓ My appointment was 9.40 & was seen by the nurse within 2 or 3 minutes.

The nurse was efficient and friendly as well as knowledgeable and helpful.

✓ Always kind and helpful.

✓ Appointment on time friendly staff efficient service

✓ Everyone is always helpful, I go to shepherdswell

✓ Very efficient and professional

Friendly professional service

Nicely told where to sit down and my waiting was friendly and quiet. The nurse came out to call my name and see me into the room where she checked things out and treated me nicely

- ✓ Doctor thourah
- ✓ Sue Brain was very polite and friendly, made me feel happy and comfortable, she was professional and I was seen on time
- ✓ My nurse Was lovely& very efficient
- ✓ The staff are excellent. So is the service
- ✓ I was seen on time by First the nurse and very professional and on time for Dr appouintment again kind Dr
- \checkmark Professional service, polite staff, apologize when short staffed or running late
- ✓ Overall Very pleased with the white cliffs clinic.
- \checkmark The nurse that I had today was so lovely and kind and gave me a lot of her time
- ✓ Friendly polite and appointment on time
- \checkmark Haillie Mitchell's Nurse is a very supportive. Able to advice patients promptly.
- ✓ Booking for blood test was quick and easy as was the blood test.
- \checkmark The nurse mrs brain was outstanding in the service given to myself this morning
- ✓ Because I was satisfied with the service!!
- Also very helpful
- ✓ Always helpful
- \checkmark I was seen quickly no waiting around, nurse was efficient at doing her job
- ✓ Nurse was very thorough
- Brilliant service, from a very kind nurse. Sue Brain the nurse was very caring and offered me an appointment for a pneumonia vaccine which I wasn't aware I am eligible for .
- VWarm welcome from reception and went straight in for my appointment. Nurse was friendly and helpful as always. Thank you
- The process of getting in contact was slow (Buckland made a referral for the surgery to ring me, this never happened. When I rang myself it took 40 minutes to get through). But once tests were arranged it was quick and efficient.
- Receptionist and nurse very helpful.
- I hoped the Doctor would ring me!

Not Recommended

Had to wait 3 hours 40 minutes

- Because I have been waiting since 9.am this morning for a call from my doctor and I have still not got. I was informed by a carer that my doctor would phone me this morning about my problem and I have not received the call.
- Lovely lady and respectful
- ✓ Great service as usual
- Because you have to wait so long to see a Doctor. And have a wait in waiting for a blood test which was 30 minutes late , then you end up with a bruised arm?

Passive

Didnt get my bloods taken as not water taken

✓ Don't know as yet if given answer