FFT Monthly Summary: June 2021

Red Lion Road Surgery Code: H84054



SECTION 1 CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
31	10	0	0	0	0	0	0	0	41	0	0

SECTION 2 Report Summary

Surveyed Patients:	113						
Responses:	41						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	31	10	0	0	0	0	41
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	31	10	0	0	0	0	41
Total (%)	76%	24%	0%	0%	0%	0%	100%

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:

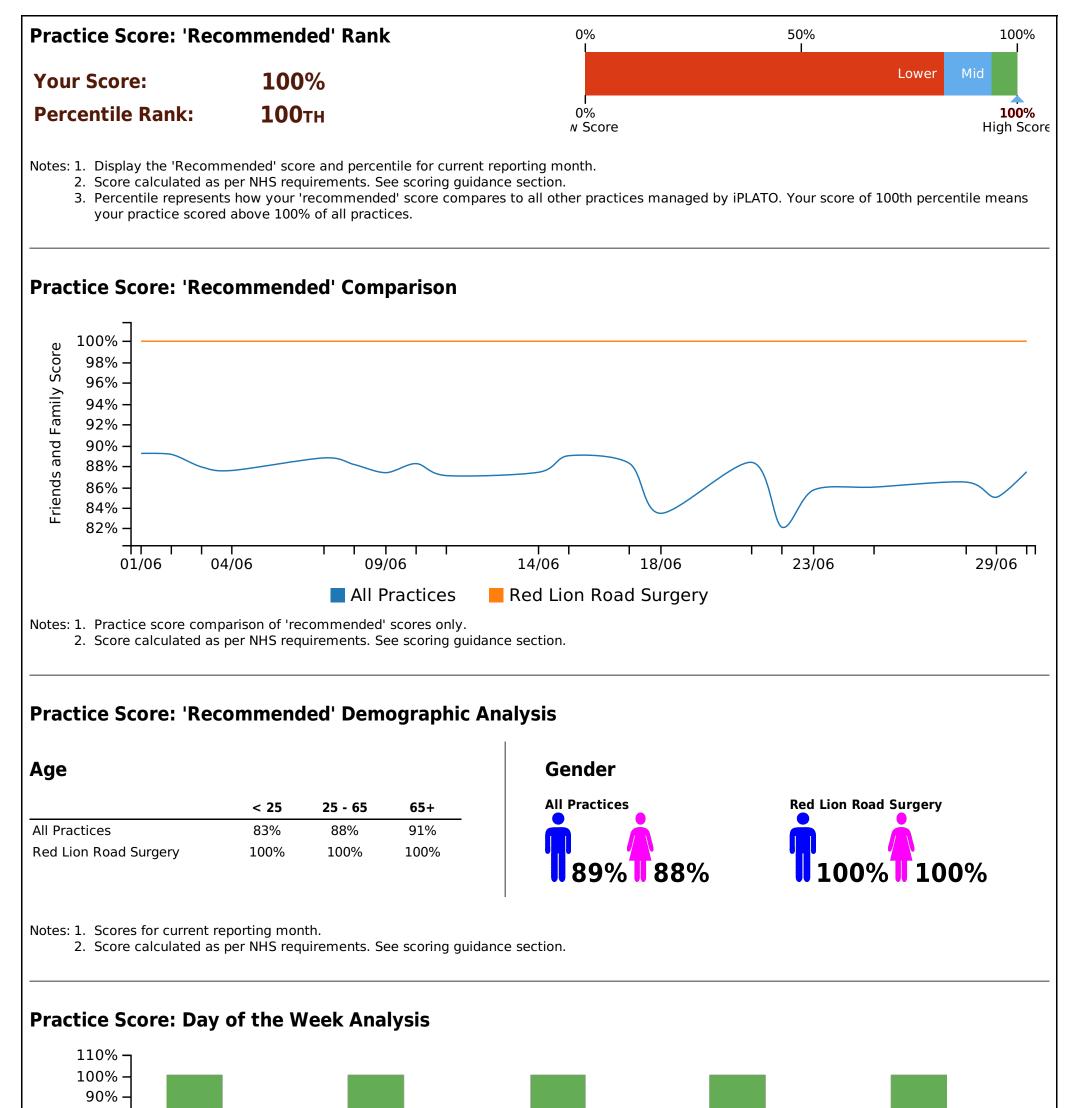
$$Recommended (\%) = \frac{very \ good + good}{very \ good + good + neither + poor + very \ poor + don't \ know} \times 100$$

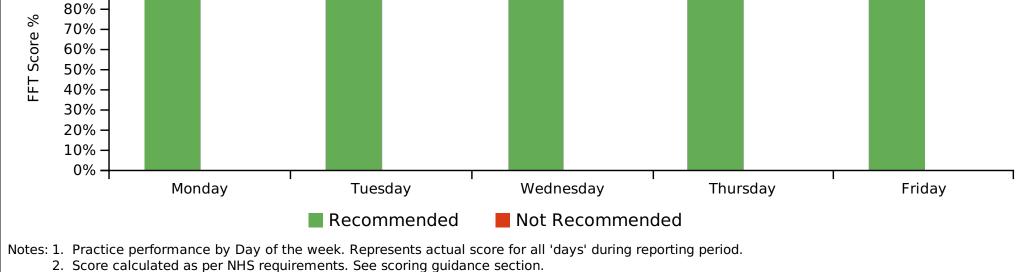
$$Not \ Recommended (\%) = \frac{very \ poor + poor}{very \ good + good + neither + poor + very \ poor + don't \ know} \times 100$$

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

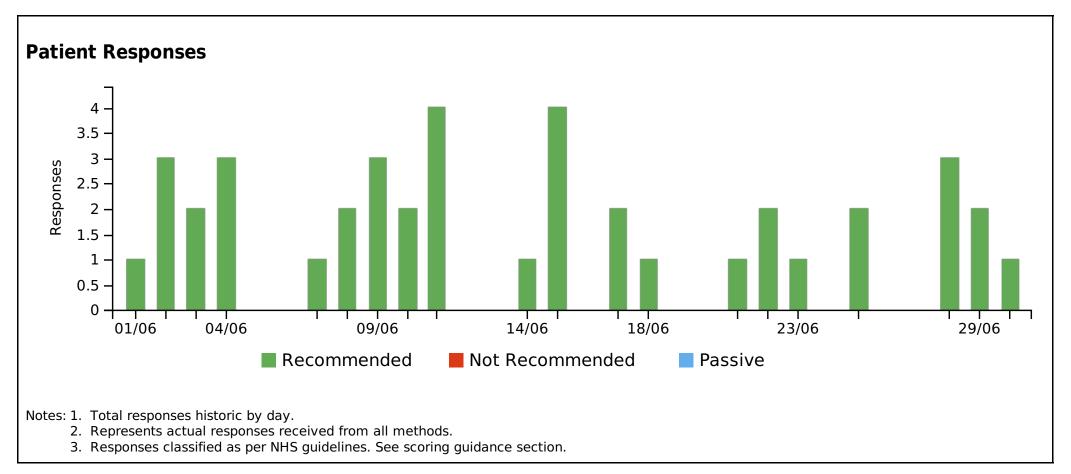
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

SECTION 3 Practice Scoring

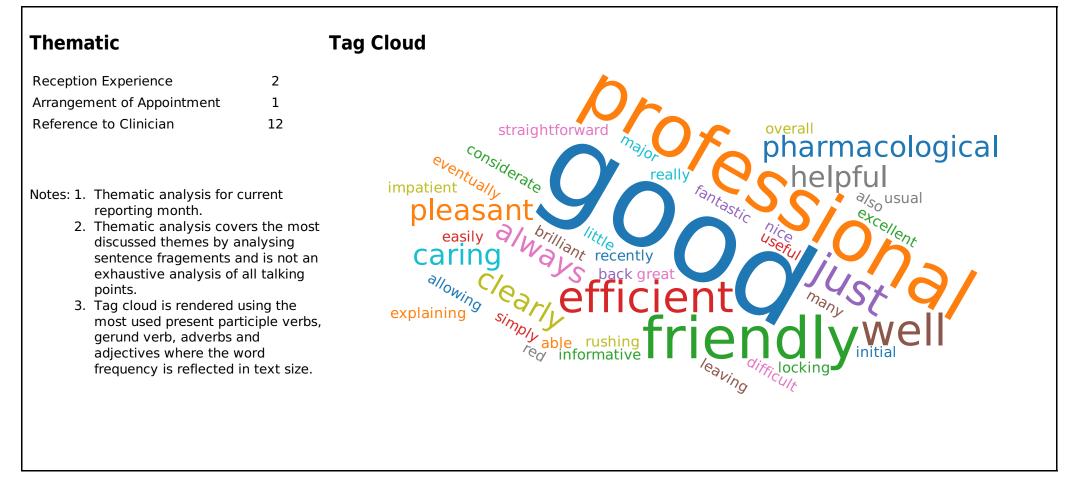




SECTION 4 Patient Response Analysis



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

- Friendly, informative and useful
- ✓The nurse was fantastic
- ✓ Dr did a good job A detailed health check
- ✓ Because many times they misunderstood and is difficult to explain to them by phone, also always they're rushing
- ✓ On time. Very professional and friendly at the same time.
- ✓ On time and efficient
- ✓ Nurse was really good and helpful. Friendly manner and made me feel at ease. Was called in on time efficient.
- ✓ Service is good in my opinion
- \checkmark Dr. Mobin was able to answer my queries in a considerate & not rushed situation.
- ✓ You asked me to rateYour service
- Very kind and professional
- ✓ Good service
- Very friendly, gave out information clearly and simply, answered all my questions. Everyone was very professional and just very nice.
- ✓ Because I got on well with the doctor
- ✓ Because Everyone at this practice are Kind, caring and professional people who deliver a brilliant service!
- Because the doctor knows his stuff and he gives the right advice both pharmacological and non-pharmacological treatments to ensure his patients are well @well looked after.@fter.
- ✓Always great service at Red Lion Road Surgery.
- In the visit was good overall. It could have been better with just a little more customer focus upon my initial arrival. I knocked the door and waited as p@ as per instructions clearly displayed. Eventually a receptionist came to the door and enquired as to whether I had a face to face appointment. I said yes and@s and was then asked to write my name on a sheet of paper which I did. At that point the receptionist took the paper and left, locking the door once again. S@n. She could have easily said "Thank you, I'll just go and check that on our appointments and I'll be back in a moment". There was no communication once she @ she took the sheet of paper, leaving me in a state of limbo. The remainder of my visit was very pleasant and straightforward. @ard.
- They are patient oriented. Allowing time to listen and explaining. I found the Nurse very caring and having lots of patience.
- ✓ Because I received excellent care from reception and from the doctor
- ✓1- very good
- \checkmark Did not need to wait. The nurse was very good and professional

Pleasant efficient service

✓ Because that's my considered opinion.

✓ Very pleased with the care and professionalism

✓ The doctors are very helpful and understanding (Dr. Mobin and Dr.Ali)

X Development under my circumstances ie my knee condition with Kingston hospital recently tablets sorted out thank u X Not so good as usual. A bit impatient with me. Nothing major. Thank you for your care of me.

Not Recommended

Passive