FFT Monthly Summary: September 2022

The Willows Surgery Code: P87658



SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
26	11	1	1	0	0	0	0	0	39	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:	133						
Responses:	39						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	26	11	1	1	0	0	39
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	26	11	1	1	0	0	39
Total (%)	67 %	28 %	3 %	3 %	0%	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.

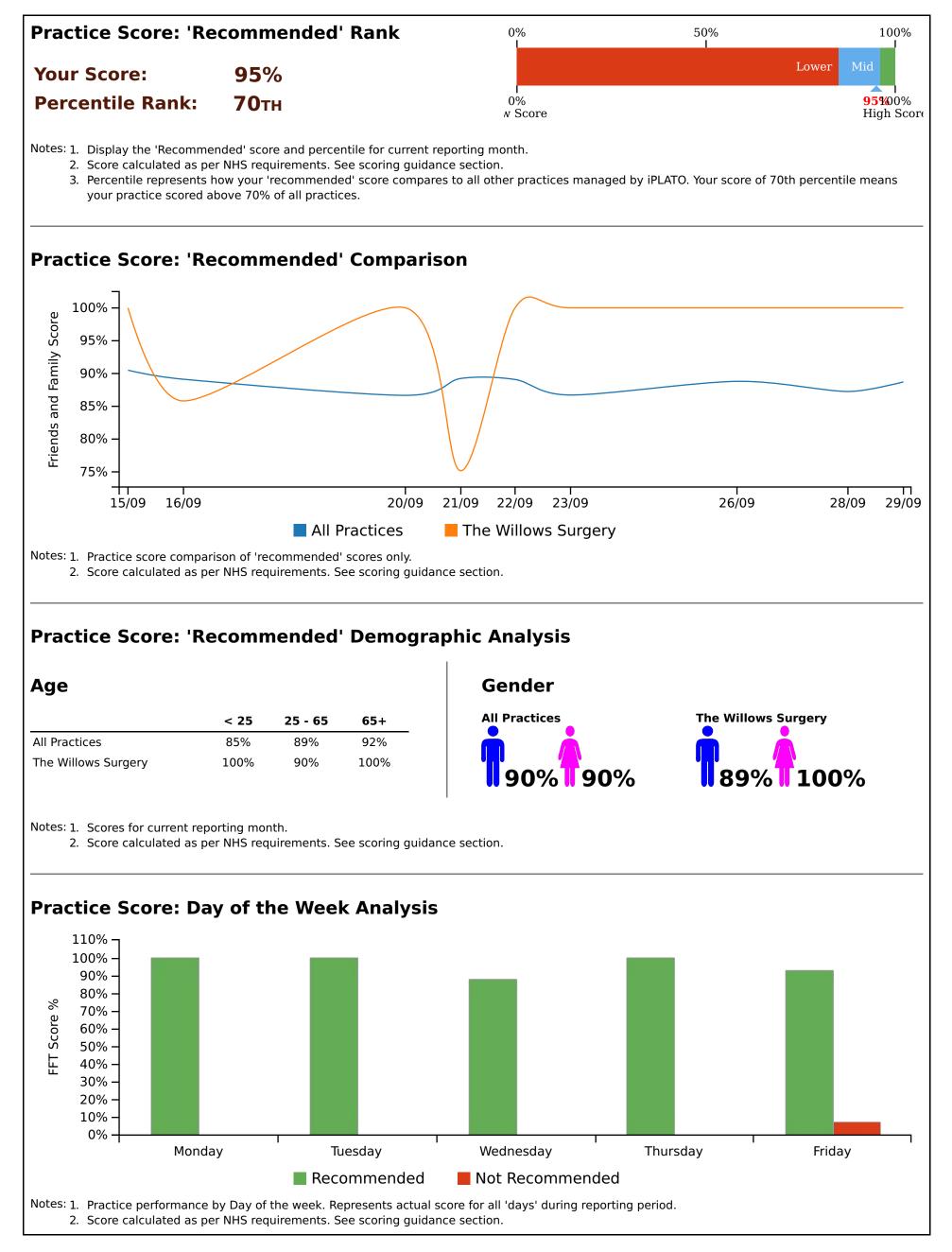
The percentage measures are calculated as follows:

Recommended (%) =	very good + good very good + good + neither + poor + very poor + don't know x 10				
Recommended (%) –					
Not Recommended (%) =	very poor + poor x 100				
Not Recommended (%) –	very good + good + neither + poor + very poor + don't know				

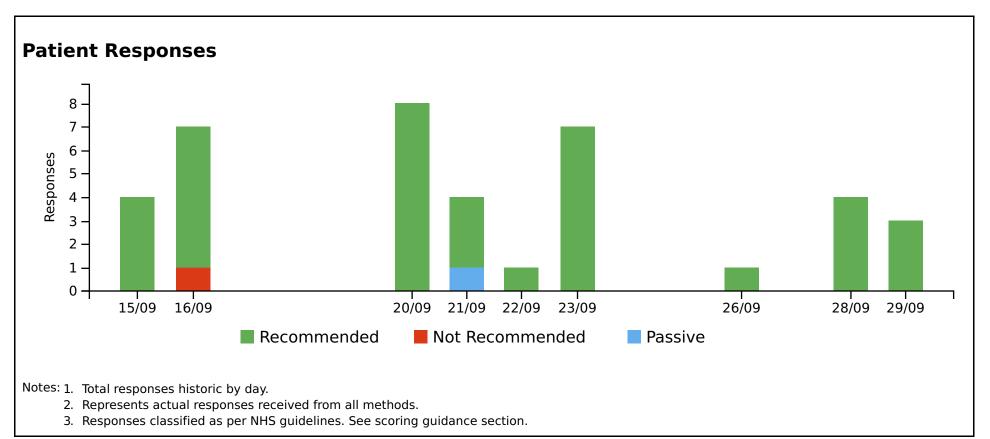
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

✓ Because I have been going to this surgery for over fifty years and wouldn't change it always had first class service

✓ Dr was very professional and listened to what I had to say and understood what I had to say and then examined me

- Simple process to arrange a telephone consultation. Call received on schedule, with all required information provided efficiently and clearly.
- ✓ The receptionist was very pleasant, & the doctor was very helpful.
- ✓I gave a 2 because it could be better
- ✓ I have always recieved good service
- ✓ Nurse was good and listened to what I was saying
- ✓ Because I was seen to right away
- \checkmark I have great faith in my gp surgery, they have never let me down yet
- ✓ I taught it's good service for me
- ✓ Clear and easy to take in and well exsplained(sent with Echo)
- ✓ BECAUSE IT WAS GOOD I WOULD OF BEEN VERY IF IT WASNT WAITING ON THETHE
- ✓ From rec to doc exc service many thanks x
- ✓ Practice nurse was lovely and polite
- ✓I have been a customer of your surgery for a number of years and have been treated with kindness and respect at all times
- V Because the GPS are always very nice and professional, the only pr problem is with one receptionist who is very very rude in booking appapp
- Saw nurse on time answering questions I asked no problems very good
- ✓ Nurse was lovely & quickly obtained blood samples but I had to wait 30 minutes to go in. Otherwise would have be 5.
- ✓ Because the nurse found the time to talk and listen
- ✓ Job done properly. Very efficient
- ✓ Because I get checked on often and with my previous doctors didn't care like the willows do and I'm grateful
- ✓ Very pleasant staff and my appointment is mostly on time
- ✓The servis I have received was exelent
- The doctor I saw, Dr Tara Fagbemi, was very personable and really put me at ease about my first vaginal exam, the whole appointment was very smooth, she @ she has a lovely temperament @ment
- \checkmark Most efficient and friendly staff couldn't have been better
- ✓ Very professional, friendly helpful and always pleasant
- $\checkmark {\rm Dr}$ saw to me on time. Listened to me. Examined my foot .Gave prescription.

Not Recommended

Passive

Cos all my appointments there that many I suffer eitu mental health pain that long now I lose track but I d r feel am getting put to right people in @e in order to address the prob s@rob s