

# FFT Monthly Summary: December 2023



Walker Medical Group  
Code: A86011

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
32	10	1	3	2	0	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>	<b>151</b>						
<b>Responses:</b>	<b>48</b>						
	<b>Very good</b>	<b>Good</b>	<b>Neither good nor poor</b>	<b>Poor</b>	<b>Very poor</b>	<b>Don't know</b>	<b>Total</b>
SMS - Autopoll	32	10	1	3	2	0	<b>48</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>32</b>	<b>10</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>48</b>
<b>Total (%)</b>	<b>67%</b>	<b>21%</b>	<b>2%</b>	<b>6%</b>	<b>4%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

👍 88% 👎 10% 🙅 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:

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

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

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

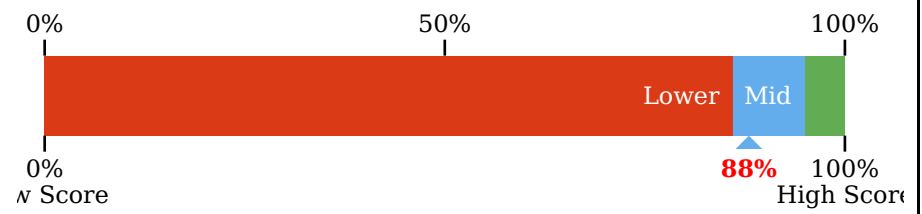
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

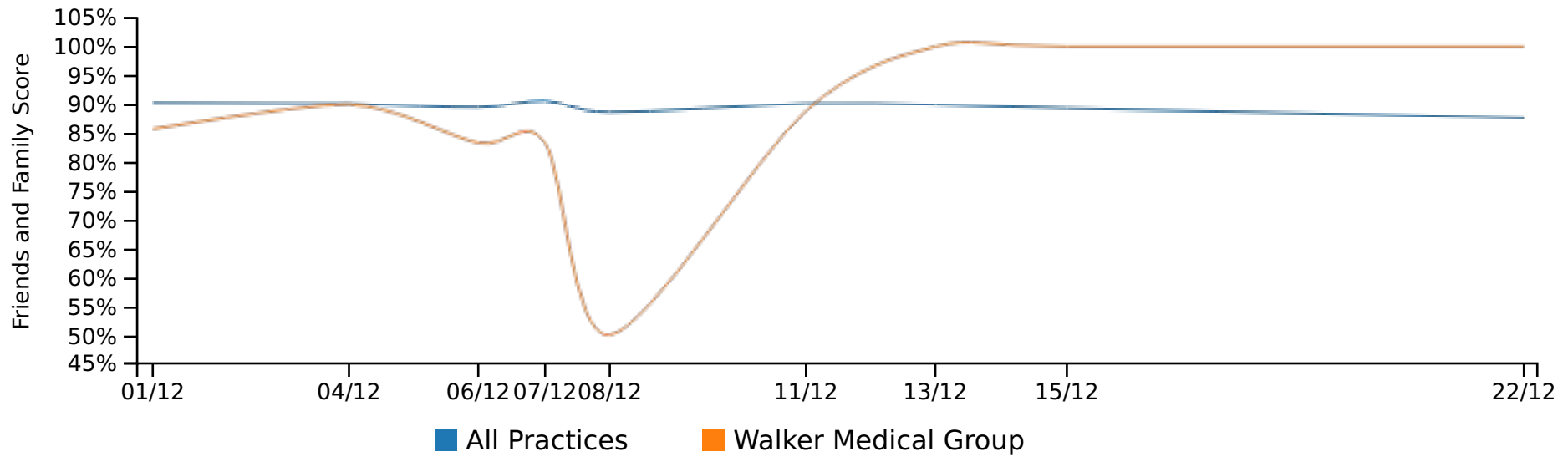
**Your Score: 88%**

**Percentile Rank: 40<sup>TH</sup>**



- 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 40th percentile means your practice scored above 40% of all practices.

### Practice Score: 'Recommended' Comparison



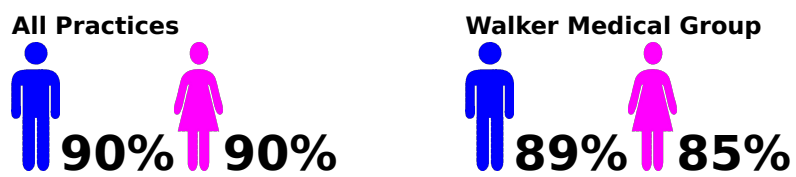
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

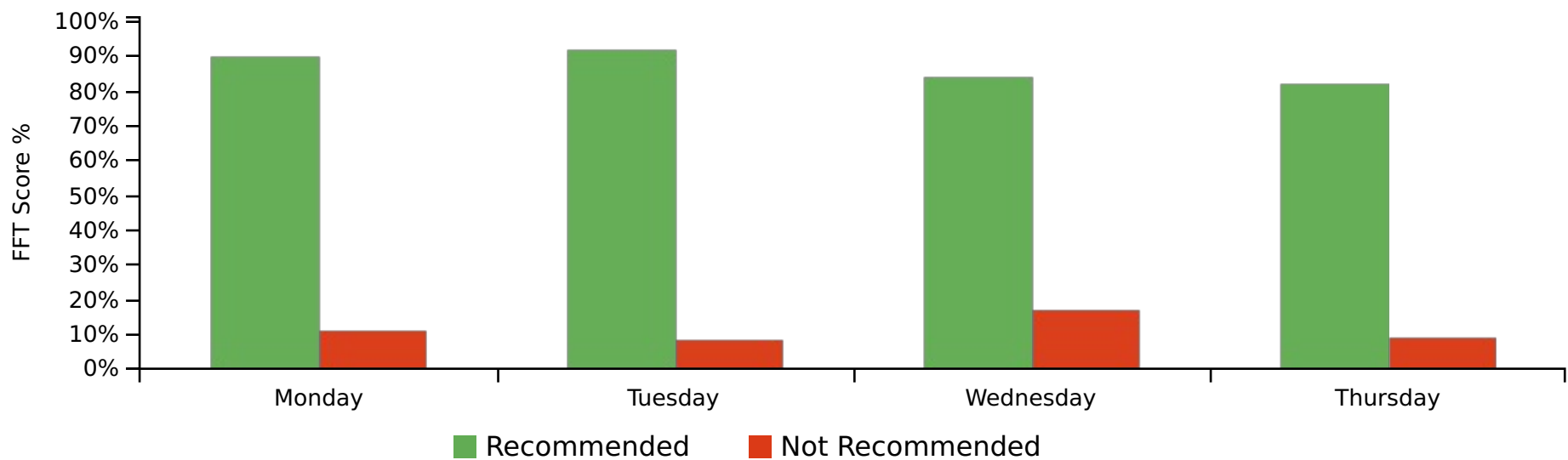
	< 25	25 - 65	65+
All Practices	84%	89%	92%
Walker Medical Group	75%	83%	100%

#### Gender



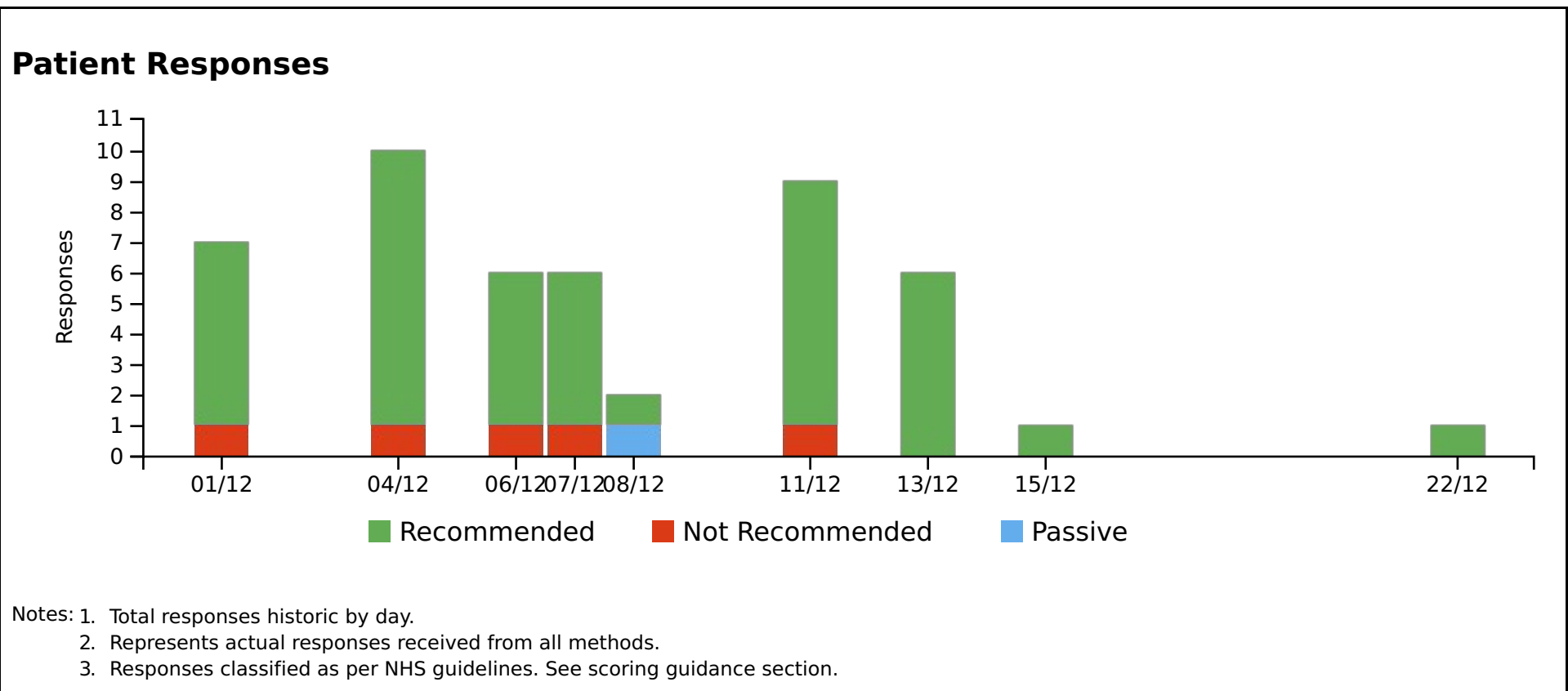
- Notes:
1. Scores for current reporting month.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: Day of the Week Analysis



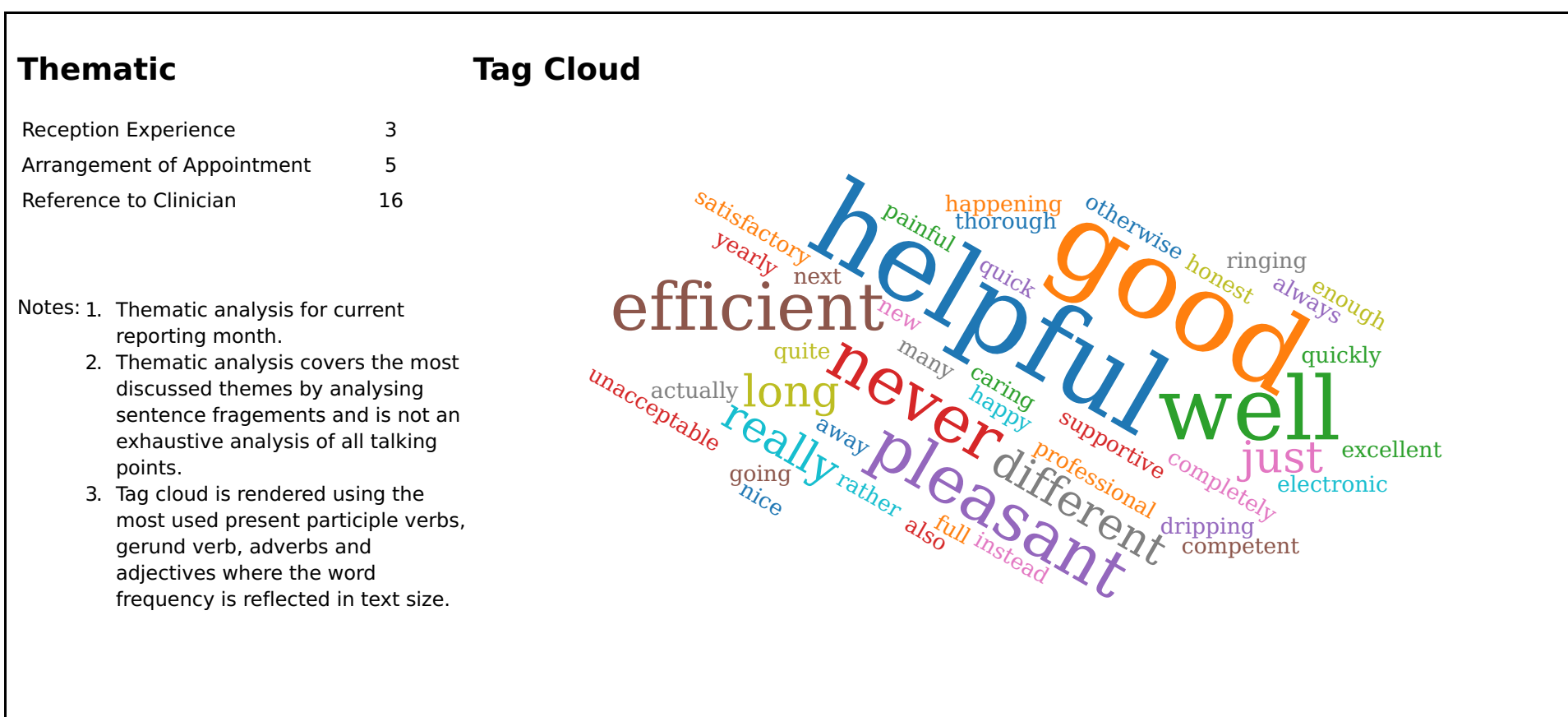
- Notes:
1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
  2. Score calculated as per NHS requirements. See scoring guidance section.

## 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

- ✓The doctor was very helpful and thorough and told me what I needed to do
- ✓Because they are professional, caring and supportive.
- ✓Been with this practice for over 60th and I've never had to complain
- ✓Me and my family was with denton park gp but was not so quick responcse and appointment takes time .My wife and me are so satisfy,she just completeds course of antibiotic and next an other problem of her .uti will start today .Her problem was not new but was from many years.first time she got rriscription.I hope she will be allright.My self quite happy my medicines and checkups .i cant believe such a nice staff and well managed gp surgeryank full to Nhs.Thank
- ✓Everyone was pleasant and helpful
- ✓I got what I wanted.
- ✓I was seen quickly, I felt very satisfied with the care I recieved from my Dr.
- ✓Completely satisfied with GP services
- ✓Very efficient , had good consultation, was given chance to discuss my issues and was actually listened to. No hassle at all. Well Done.
- ✓This is an honest answer
- ✓Doctor was very helpful
- ✓I had a long wait at the surgery for a booked appointment although the Dr did apologise which made my rating good
- ✓Everyone was very helpful
- ✓The nurse was very efficient and pleasant
- ✓Because the nurses were good
- ✓Excellent doctor, listens really well
- ✓Well in my case it was just yearly check up but I didn't have to wait long and as always the nurse was efficient and competent, as all the nurses are there.
- ✓All the staff & Doctor very good.
- ✓Because its deserved
- ✓Because adrian sorted my tablets strait away
- ✓The app was on time, and the health care employee was pleasant and explai ed e erything that was happening
- ✓I was seen within a couple of minutes of my appointment time, and the nurse was very helpful.

#### Not Recommended

- ✓Because they never wiped my arm over first also never wore gloves and my blood was dripping down my arm and not going in the bottle so had to try with a different needle and different bottle
- ✓Wait time and felt like she was patronising me
- ✓Because instead of ringing in to see doctor you get receptionist who believe they are the doctor and phone appointment really aren't good enough as rather see Doctor in person
- ✓Don't know
- ✓On my appointment on 4.12.23 at 9 the nurse tried to take my blood and can't. She makes 5 holes and it was very painful. She can't take it. In my situation,it was unacceptable. And I need to book another appointment .

#### Passive

- ✓Taken off the electronic prescription list. No call from doctor as promised on the 6th. Everything otherwise is satisfactory