

FFT Monthly Summary: February 2024



Walker Medical Group
Code: A86011

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
37	9	1	1	1	0	0	0	0	49	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:	160						
Responses:	49						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	37	9	1	1	1	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	37	9	1	1	1	0	49
Total (%)	76%	18%	2%	2%	2%	0%	100%

Summary Scores

94% 4% 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:

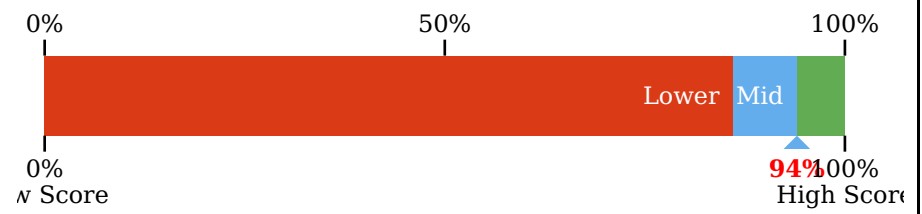
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

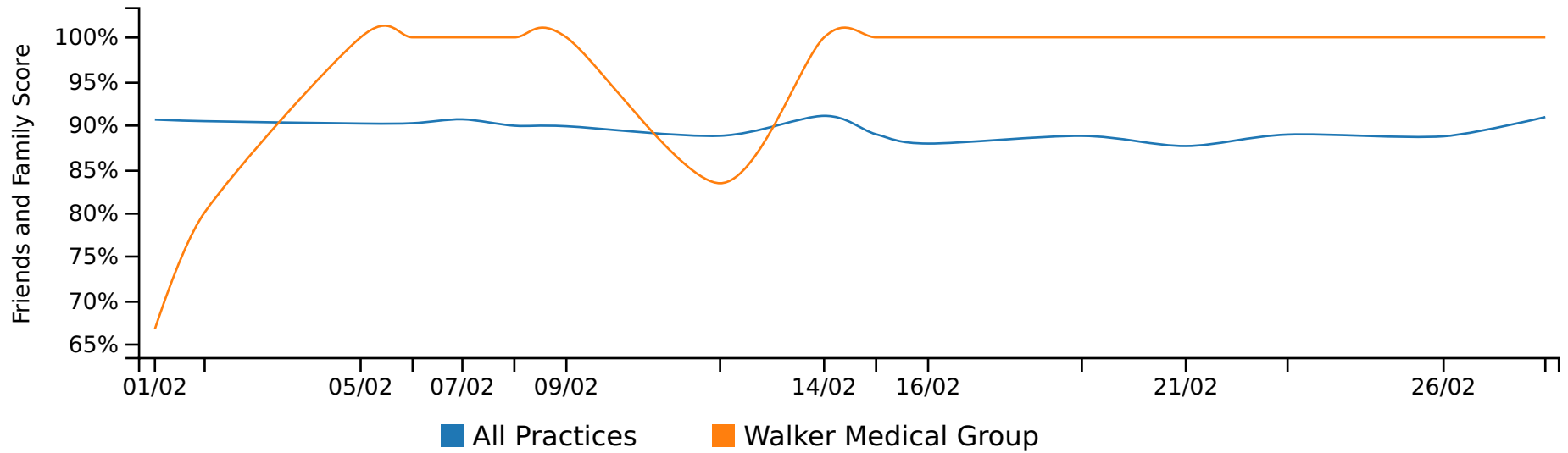
Your Score: 94%

Percentile Rank: 75TH



- 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 75th percentile means your practice scored above 75% of all practices.

Practice Score: 'Recommended' Comparison



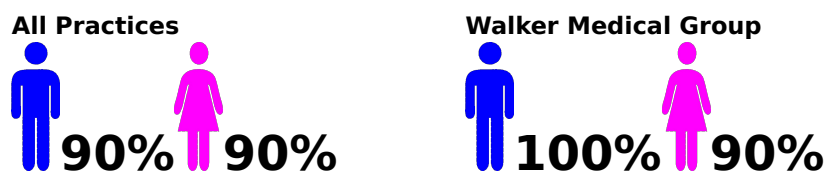
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

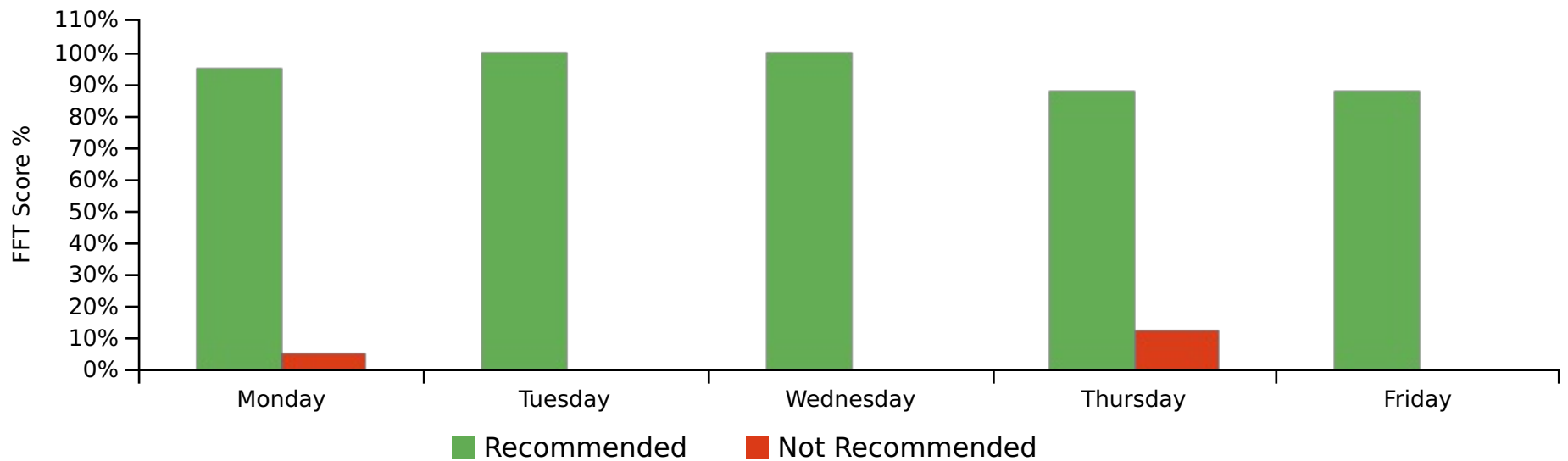
	< 25	25 - 65	65+
All Practices	85%	89%	93%
Walker Medical Group	0%	97%	100%

Gender



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

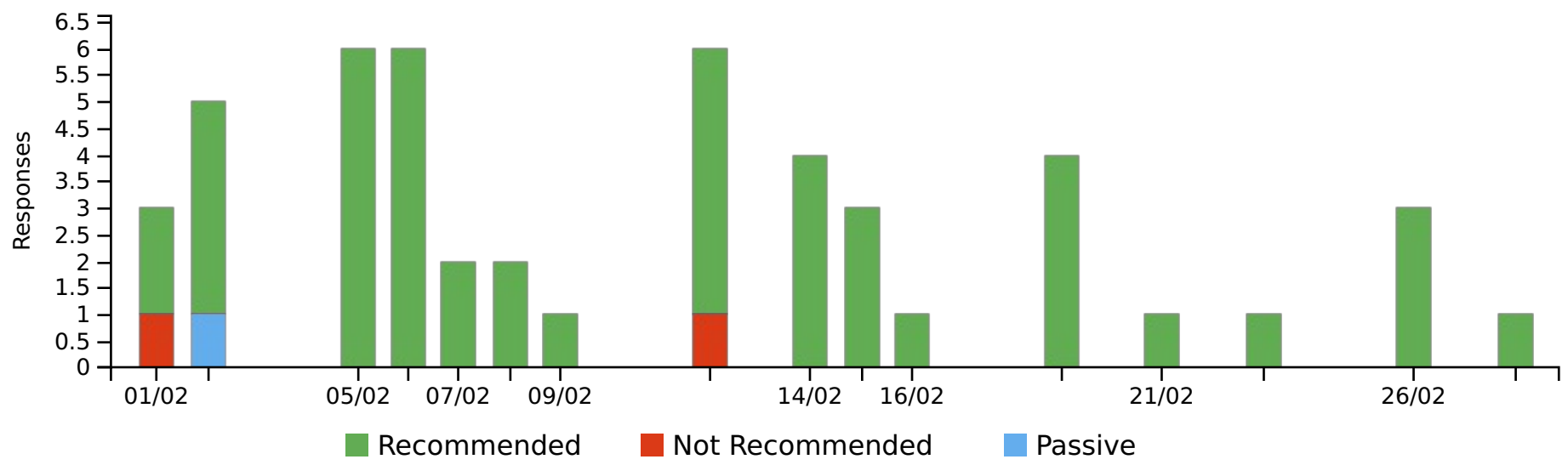
Practice Score: Day of the Week Analysis



- 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

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.

SECTION 5

Patient Free Text Comments: Summary

Thematic	Tag Cloud
Reception Experience 10	
Arrangement of Appointment 3	
Reference to Clinician 17	
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

- ✓ Fantastic set of doctors and receptionists who always go the extra mile. The only issue I would say would be what everyone would gripe about and that's the ability to get an appointment . Many times I've sat for 3 hours in the walk in centre as no GP appointments.
- ✓ *He's a good doctor*
- ✓ I was seen quickly and the nurse was very polite and professional
- ✓ *I always get a good service*
- ✓ I was seen on time bloods taken & given information of how to get the results
- ✓ *From the receptionist to the doctor who rang to discuss my issues and the nurse who took my blood samples everyone was reassuring and kind and didn't make me feel like I was being silly.*
- ✓ Great staff, spacious surroundings
- ✓ *Staff members good and friendly*
- ✓ Friendly, fast
- ✓ *I have always received excellent care when attending the practice in person or advice on the phone.*
- ✓ Never have a problem when I need to be seen usually by a nurse, but this morning I was late for my appt due to being held up in traffic and I've had to rearrange, I think in genuine cases there could be a little bit of leniency.
- ✓ *The doctor was brilliant*
- ✓ I give 1-Very good.. I rate Dr Nabi the best in walker medical, he is very understanding and a genuine man.. I can only tell him things about me and my health mainly as I've new him since being a child. 5?Service every time from Walker Medical group.. Godbless
- ✓ *I find the medical staff are good but the other nursing staff are not very professional. I believe that professionals should not use pet names like sweetie Sweet heart, pet, darling etc. Perhaps, these staff members need education in the psychological affects pet names have and the demeaning effect some patients feel. Hope this helps*
- ✓ Nice and friendly
- ✓ *I was pleased to be able to consult with a doctor face to face.*
- ✓ Because my experience today was exactly that
- ✓ *Prompt service and easy to answer questions*
- ✓ My blood pressure was quite high This was addressed straight away. I have a problem with my shoulder and I was given the right information. And a resolution is in place. Very efficient
- ✓ *Never had a bad experience, staff are really nice and doctos very good*
- ✓ receptionists are very polite, appointments prompt,waiting area pleasant,doctors surgery inviting!
- ✓ *Was seen by a Dr quickly. Friendly staff*
- ✓ All the staff & docs have been very good and helpful.nurses always friendly too j
- ✓ *Because I am always treated with care and respect.*
- ✓ I saw nurse elizabeth today and she is always so friendly and very caring
- ✓ *Prompt,friendly,informative.*
- ✓ I have always, had a good experience, whenever I visit surgery,
- ✓ *Receptionist all very helpful. GP.listens to what I say,does his best to work with me.*
- ✓ You asked for it
- ✓ *1, very good.*
- ✓ Did not need to wait long to be seen and the blood test was ok
- ✓ *I was seen to on my correct time, no waiting*
- ✓ The nurse I saw was attentive and efficient and the doctor was also very friendly,helpful and supportive

Not Recommended

- ✓ **Never can get appointment. Then when u go no one is in the surgery. when Ring takes up to 45 minutes to get through to be told there's no appointments. been waiting to get operation put water sample in constantly coming back with water infection hence warming last week came back and said they had sent it away because there was infection there came back. It was a contaminated bottle. After operation had to be cancelled, came.. daughter had to go for an ECG today to be told she was too young to get one. When it was booked, the nurse, or whoever has booked it in should have looked and read her proper properly. The whole surgery is a joke.**

Passive

