

# FFT Monthly Summary: March 2024

Walker Medical Group  
Code: A86011



## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
40	4	1	0	5	0	0	0	0	50	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

**Surveyed Patients: 122**

**Responses: 50**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	40	4	1	0	5	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>40</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>50</b>
<b>Total (%)</b>	<b>80%</b>	<b>8%</b>	<b>2%</b>	<b>0%</b>	<b>10%</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:

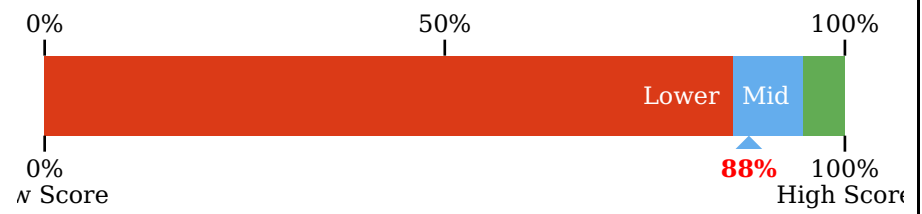
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

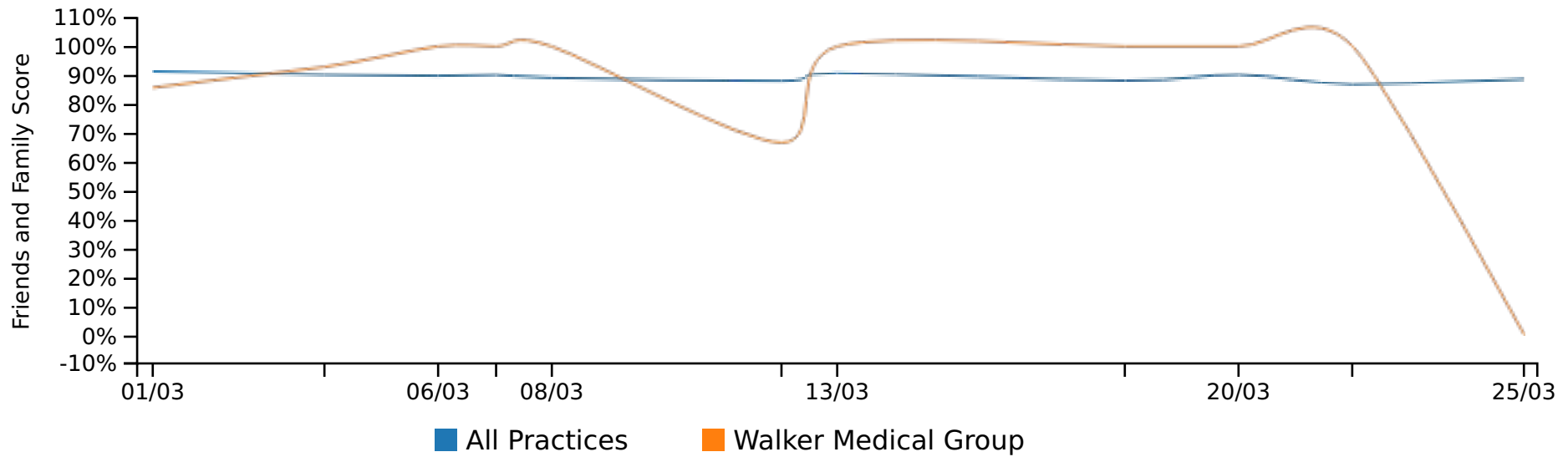
**Your Score: 88%**

**Percentile Rank: 35<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 35th percentile means your practice scored above 35% of all practices.

### Practice Score: 'Recommended' Comparison



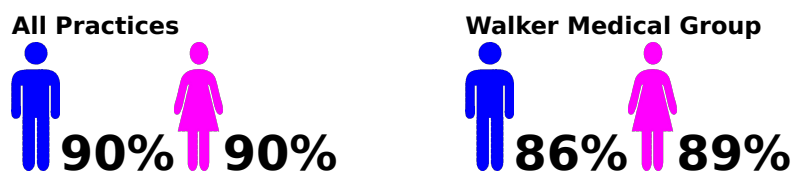
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

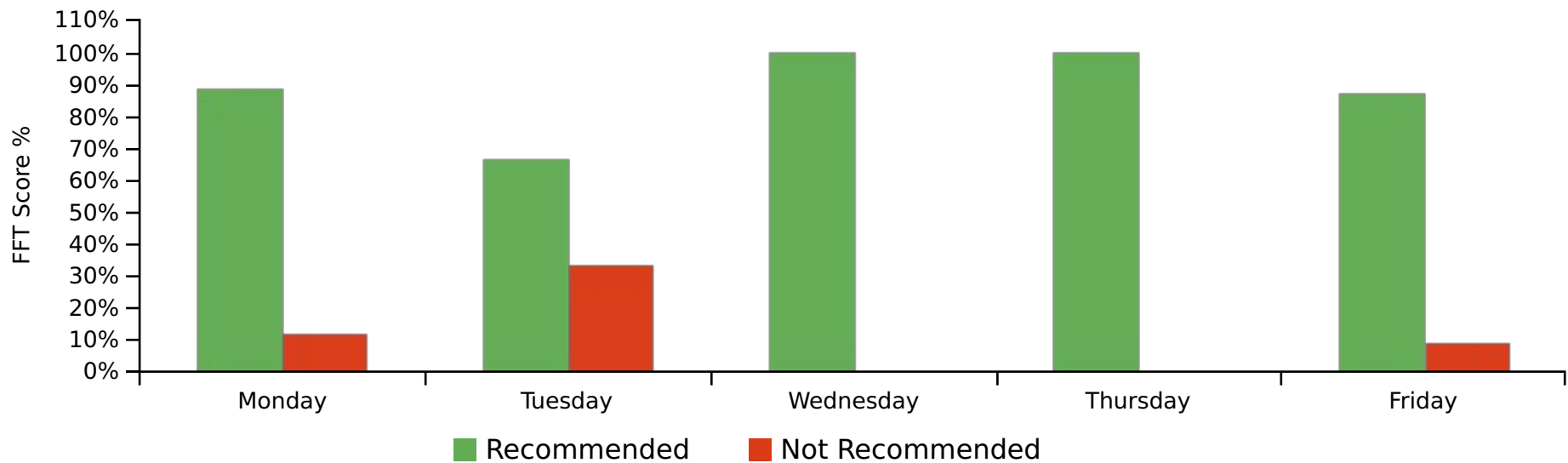
	< 25	25 - 65	65+
All Practices	84%	89%	93%
Walker Medical Group	67%	88%	92%

#### Gender



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

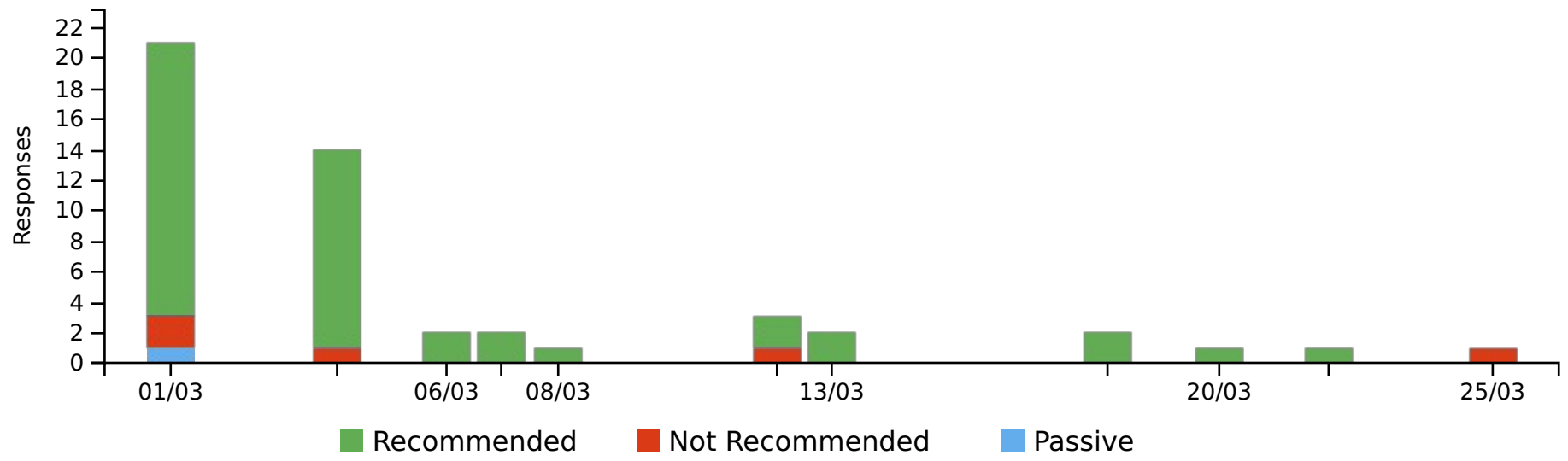
### Practice Score: Day of the Week Analysis



- 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

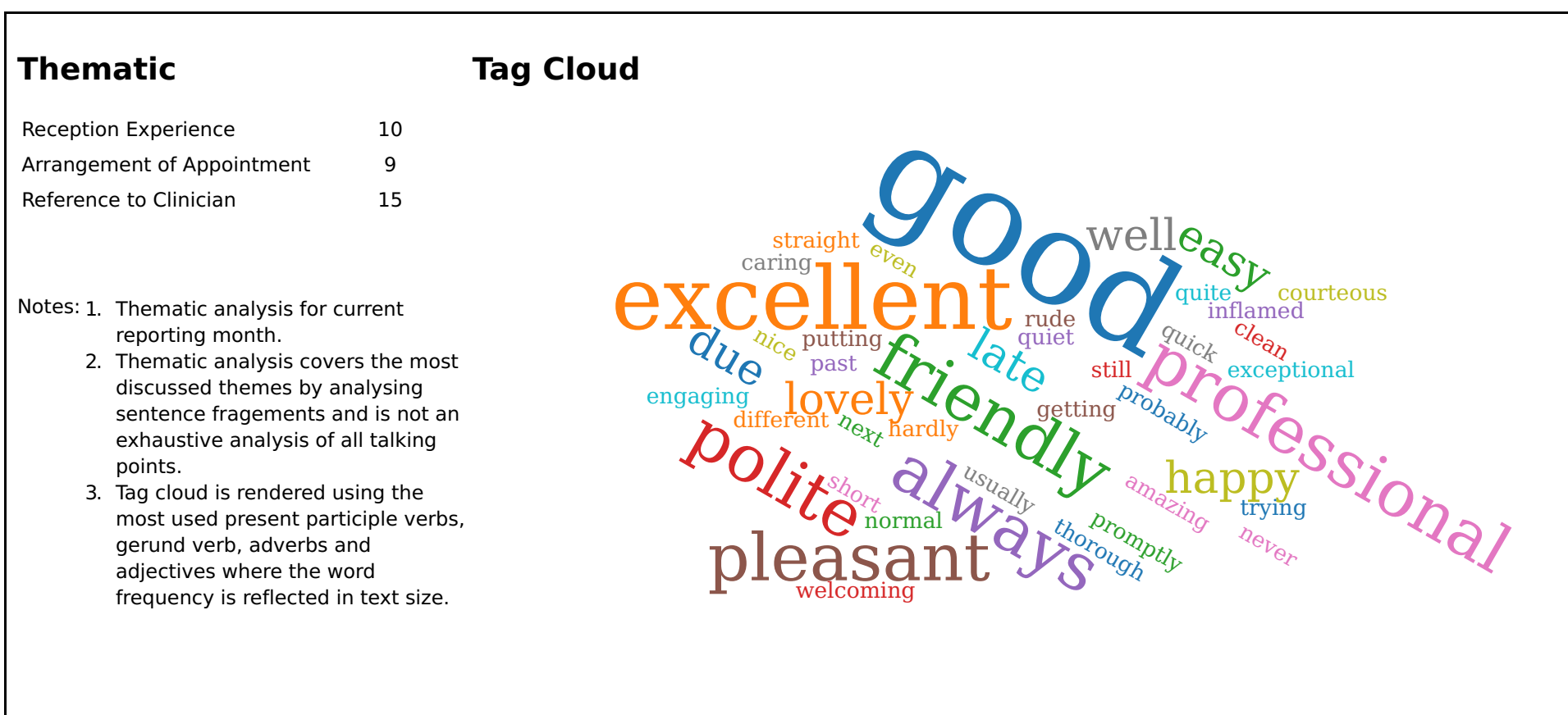
### Patient Responses



- 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



### 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

- ✓ Nurses and reception staff both friendly and welcoming as well as being helpful
- ✓ *Adrienne was very good and very helpful*
- ✓ Happy over procedure that was done today.
- ✓ *Excellent service from receptionist to the doctor*
- ✓ Very good service
- ✓ *Well, usually i have an extended wait in the surgery even though i arrive in time for my appointments as of late, but today was exceptional as i was seen by the appointed time. Probably due to the fact that hardly anyone likes appointments around lunchtime ?? So i'll bear that in mind next time round ??*
- ✓ On time polite and helpful
- ✓ *Clean staff polite doctor understanding and helpful not a 1 because I had to wait 40+ minutes past my appointment time*
- ✓ As always your staff are friendly nurse was very good at putting me at ease gave me good advice
- ✓ *Amazing*
- ✓ Appointment on time nurse was very pleasant and professional
- ✓ *Miss Jordan was excellent, very professional*
- ✓ Very understanding and dealt with my problem
- ✓ *Very helpful and lovely staff*
- ✓ It was easy to access and the staff are friendly.
- ✓ *Helpful and seen on time*
- ✓ My appointment was quick and the nurse was a nice lady and it was quite Easy everything
- ✓ *Polite stuff,*
- ✓ This doctor had loads of time for me and is trying a different approach then normal
- ✓ *I've still got a infected throat and wasn't given anything for my earache when my ears were very inflamed this morning and they feel like there getting worse so no doubt I will have to ring yours tomorrow morning to get something if it continues to get worse*
- ✓ The service from the Gp practice is good if I can't get a appointment they always give me a phone call from the doctor
- ✓ *Prompt response to E consult.Short wait in reception area. Dr was helpful and caring.*
- ✓ Excellent care and always there when needed, staff are all excellent and courteous
- ✓ *Everyone so professional and lovely x*
- ✓ Nurse was very pleasant and engaging
- ✓ *The doctor was very pleasant, and very thorough.*
- ✓ Straight in & out
- ✓ *Was seen on my appointment time x*
- ✓ Got a appointment and was seen promptly
- ✓ *1 very good*
- ✓ 1st class service got seen on time nurse very profesional
- ✓ *Both receptionist and nurse very helpful as I was late for appointment due to traffic and they sorted it for me. They were very helpful both of them.*

#### Not Recommended

- ✓ *You ring surgery for ages before you get answered (quiet part of day)Have to wait a couple of weeks for a telephone appointment. Receptionists can be rude.The surgery is a shambles. Can never get an appointment.*
- ✓ *Very happy with the promt respons*
- ✓ *Dr Rawat was very helpful*
- ✓ *Can I call you please to explain*