

FFT Monthly Summary: May 2024

Walker Medical Group
Code: A86011



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
31	15	1	2	0	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:	168						
Responses:	49						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	31	15	1	2	0	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	31	15	1	2	0	0	49
Total (%)	63%	31%	2%	4%	0%	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:

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

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

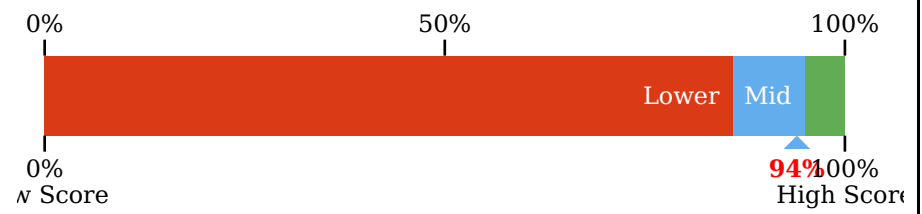
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

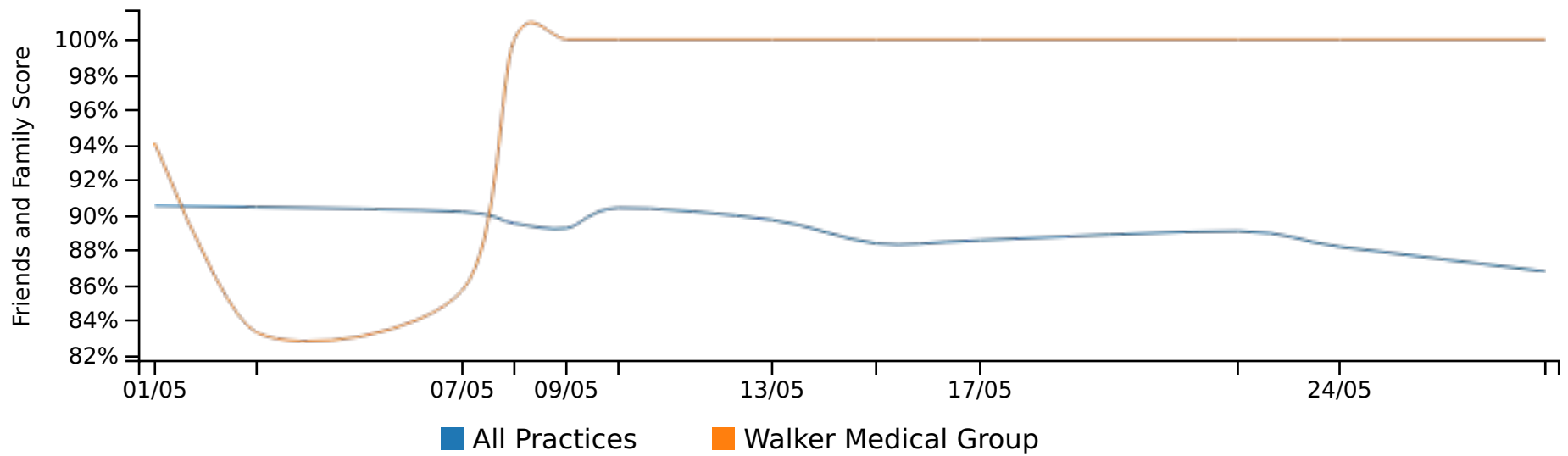
Practice Score: 'Recommended' Rank

Your Score: 94%
Percentile Rank: 70TH



- 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 70th percentile means your practice scored above 70% of all practices.

Practice Score: 'Recommended' Comparison



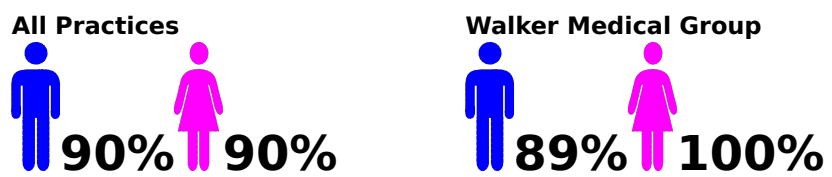
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

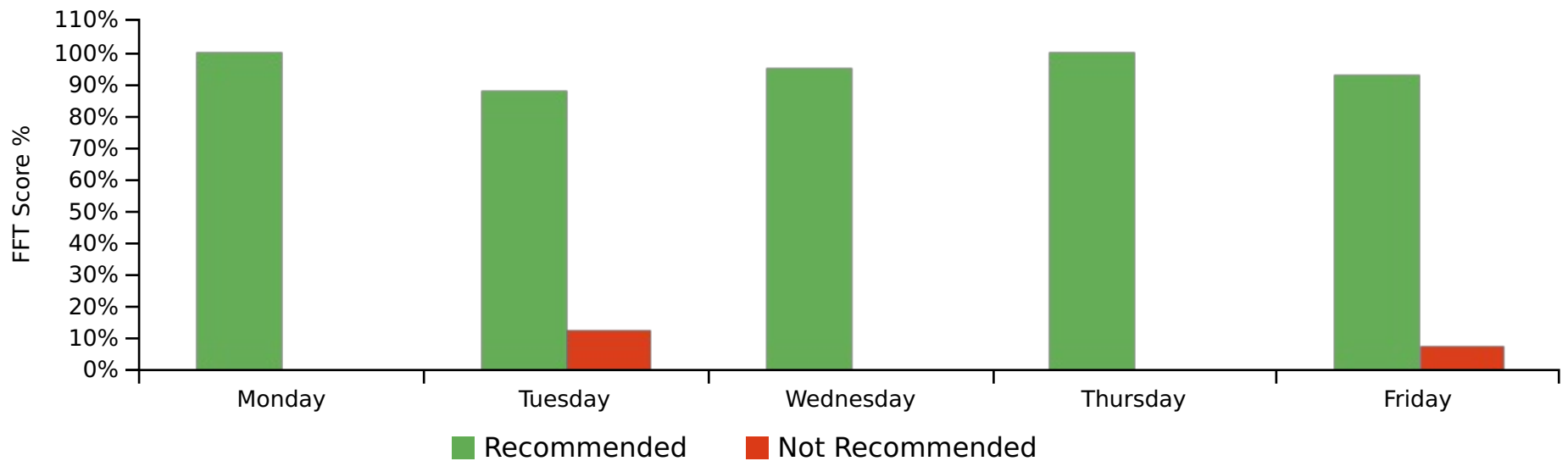
	< 25	25 - 65	65+
All Practices	85%	89%	92%
Walker Medical Group	100%	94%	92%

Gender



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

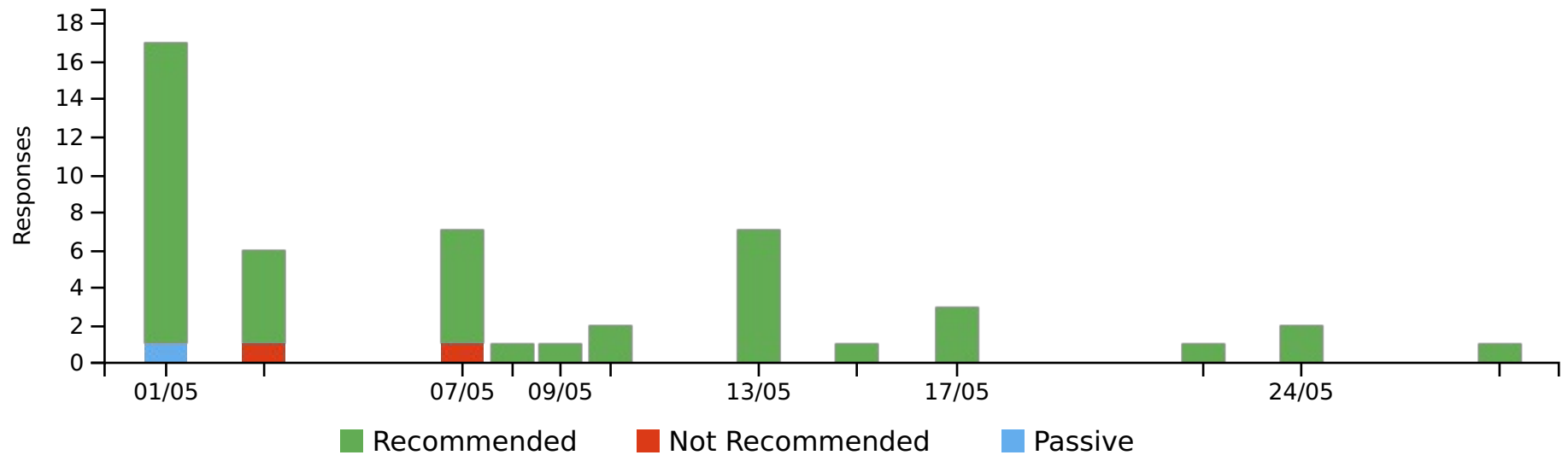
Practice Score: Day of the Week Analysis



- 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.

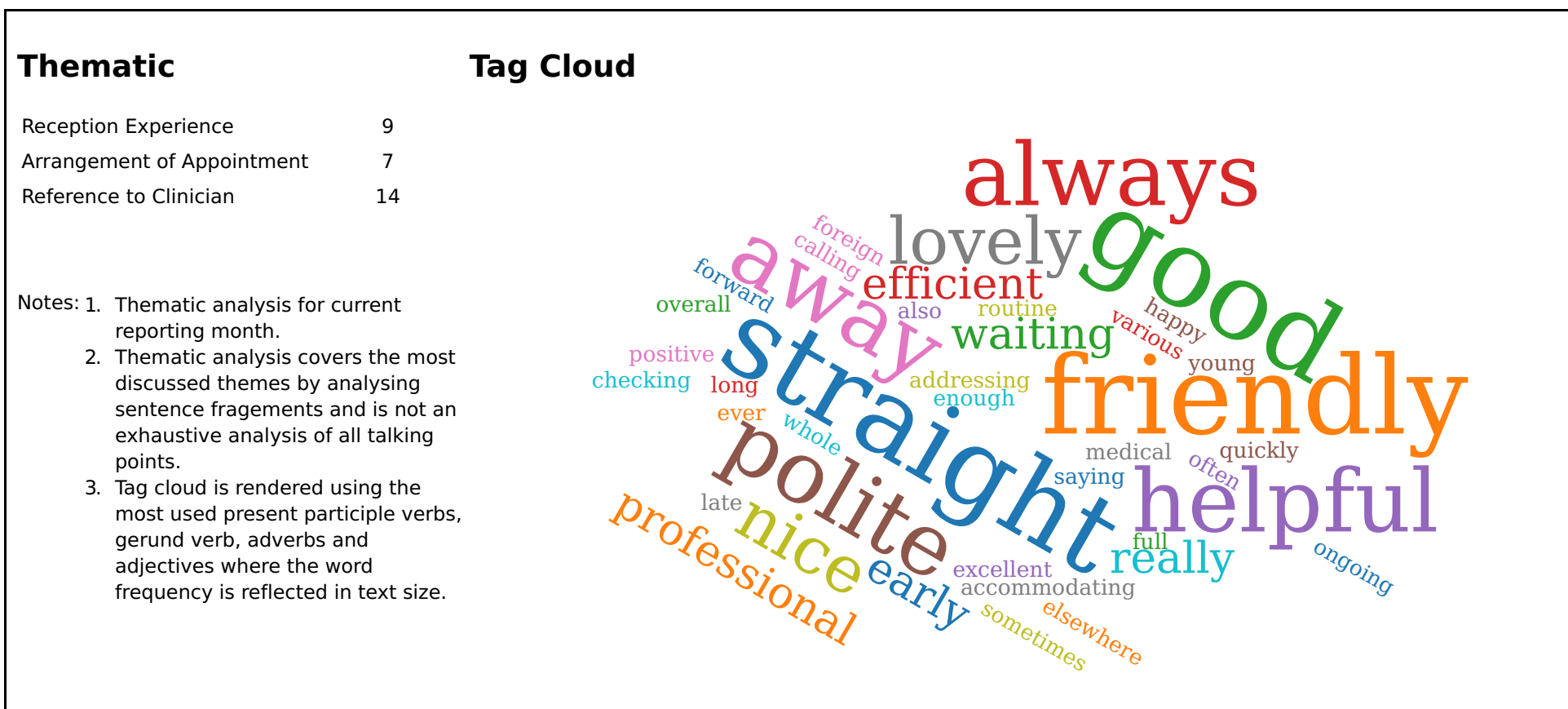
SECTION 4 Patient Response Analysis

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

- ✓ Staff are always so helpful and polite
- ✓ You lot are very helpful
- ✓ Excellent service from the GP's and the receptionists.
- ✓ Happy with outcome of my appointment yesterday
- ✓ nurse was really lovely
- ✓ Got seen to straight away at reception
- ✓ I arrived 10 minutes early for my appointment, waited 5 minutes and I was calling to see the nurse.
- ✓ Staff or lovely and friendly help withal kids.
- ✓ Becoz I had some throat issues n it has been taken care of with good medication n advice
- ✓ Friendly staff
- ✓ Dr Patricia was very polite ,accommodating and patient in addressing any questions I had.Throughout the whole session, she remained professional.
- ✓ Very prompt timings and the nurse I dealt with was lovely and professional.
- ✓ The service was very good thanks
- ✓ Always helpful when I need anything
- ✓ Went straight in no waiting about staff helpfull
- ✓ On time , very polite and understood what nurse was saying
- ✓ I was seen by nurse straight away - no delay.
- ✓ When ever I come to the doctors the staff are always so nice and helpful
- ✓ My appointment time was achieved,staff very good and friendly
- ✓ Because you asked
- ✓ The service was as expected,I was seen straight away mins you it was early!
- ✓ Help full
- ✓ Nice people
- ✓ Doctor Jones was really understanding
- ✓ Appointment was on time and the nurse who took my bloods was very nice and efficient
- ✓ Because that is my ecsperience
- ✓ Friendly service
- ✓ Various people were wating in a cue to see the receptionist as the booking in computers were not in operation, this happens too often. A young foreign boy was at the desk for 15 minutes which made 8 people late for their appointments. Sometimes one person at the reception is not enough when the computers are down. Forward planning is required. If I ran my business like that, people would go elsewhere. Overall a good service is provided
- ✓ The person I saw was so friendly and efficient. Thankyou
- ✓ The lady was polite and knew what she was doing.
- ✓ Was not waiting very long, I was also seen to very quickly once in my appointment
- ✓ I always have a positive experience with Walker Medical Group I was at a routine appointment this morning checking my blood pressure and diabetes and mentioned to the nurse that I had another issue to do with an ongoing issue she organised a call with the Dr straight away the Dr called me within the hour and sorted out medication for me to collect
- ✓ because your doctors is good one for me

Not Recommended

- ✓ Yes one doctor miss diagnosed my mam and she died and another does not care

Passive