

# FFT Monthly Summary: March 2024



The Heron Medical Practice  
Code: G82090

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
70	19	4	3	3	0	0	0	0	99	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>304</b>						
<b>Responses:</b>	<b>99</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	70	19	4	3	3	0	<b>99</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>70</b>	<b>19</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>99</b>
<b>Total (%)</b>	<b>71%</b>	<b>19%</b>	<b>4%</b>	<b>3%</b>	<b>3%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

👍 90% 🗑️ 6% 📁 4%

## 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:

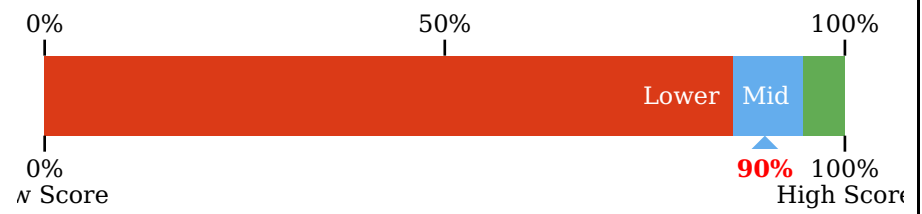
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

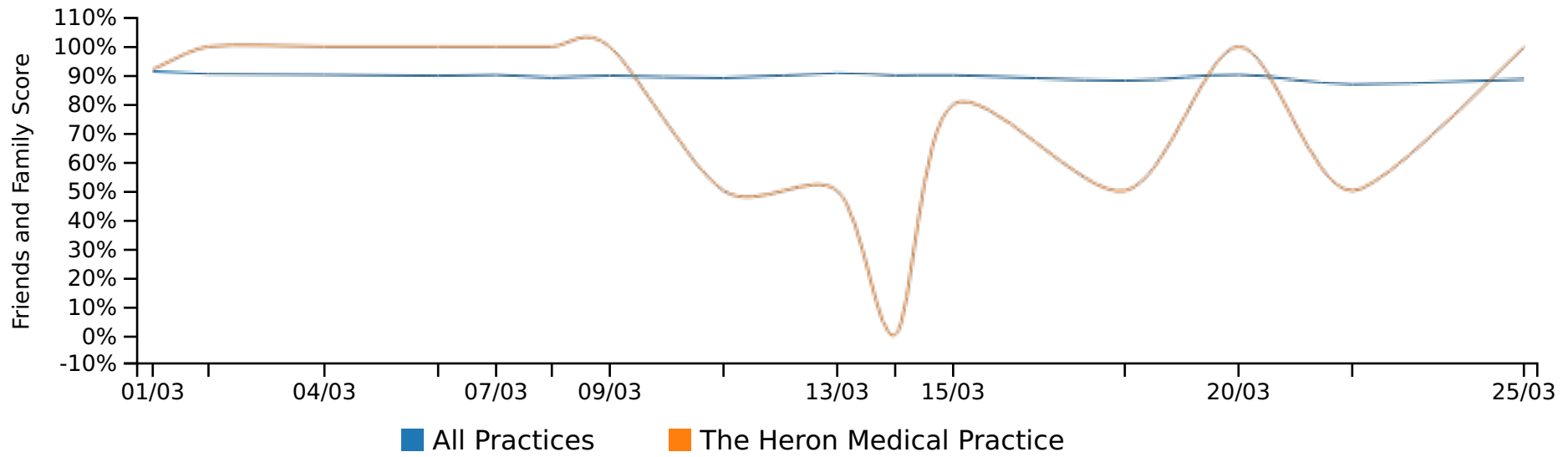
**Your Score: 90%**

**Percentile Rank: 45<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 45th percentile means your practice scored above 45% of all practices.

### Practice Score: 'Recommended' Comparison



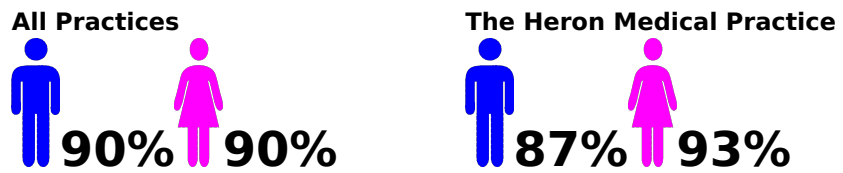
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

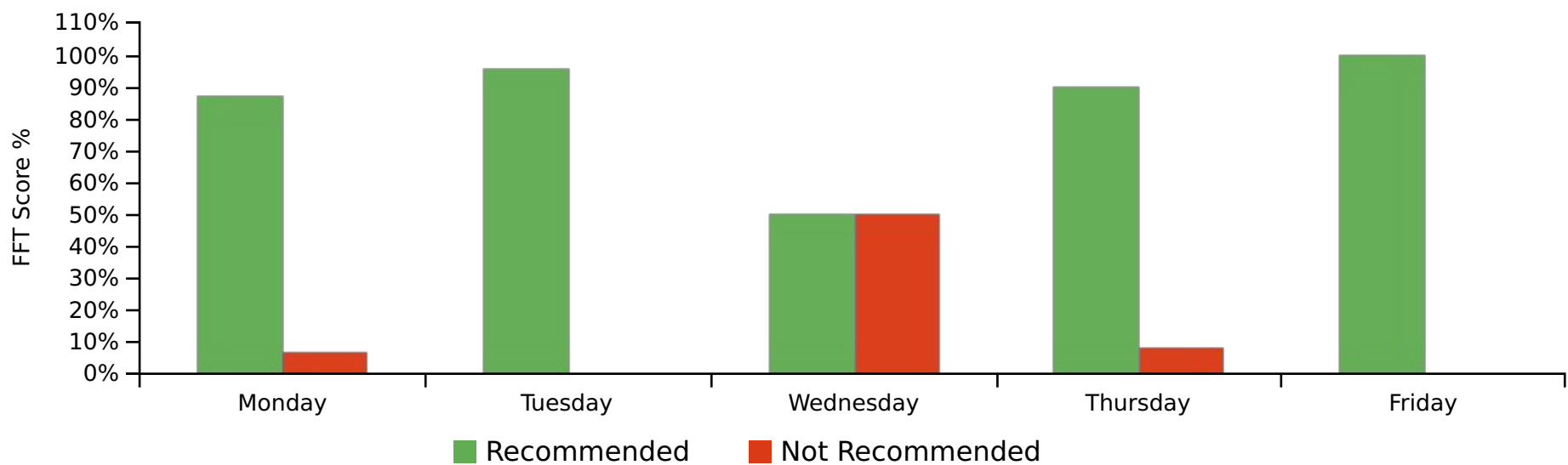
	< 25	25 - 65	65+
All Practices	84%	89%	93%
The Heron Medical Practice	100%	93%	86%

#### Gender



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

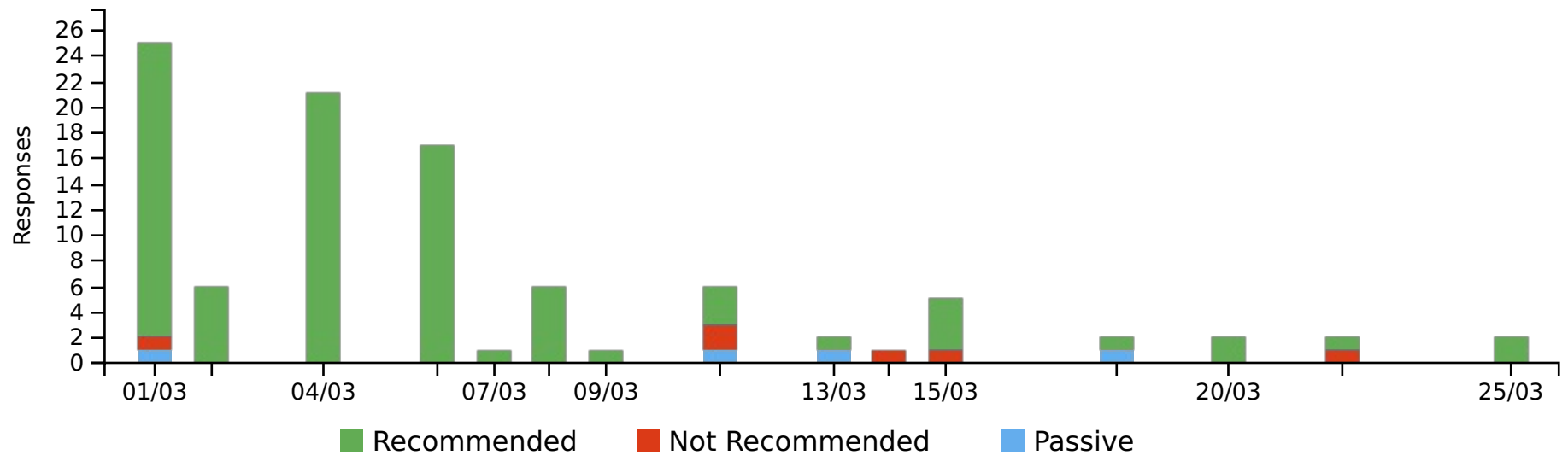
### Practice Score: Day of the Week Analysis



- 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.

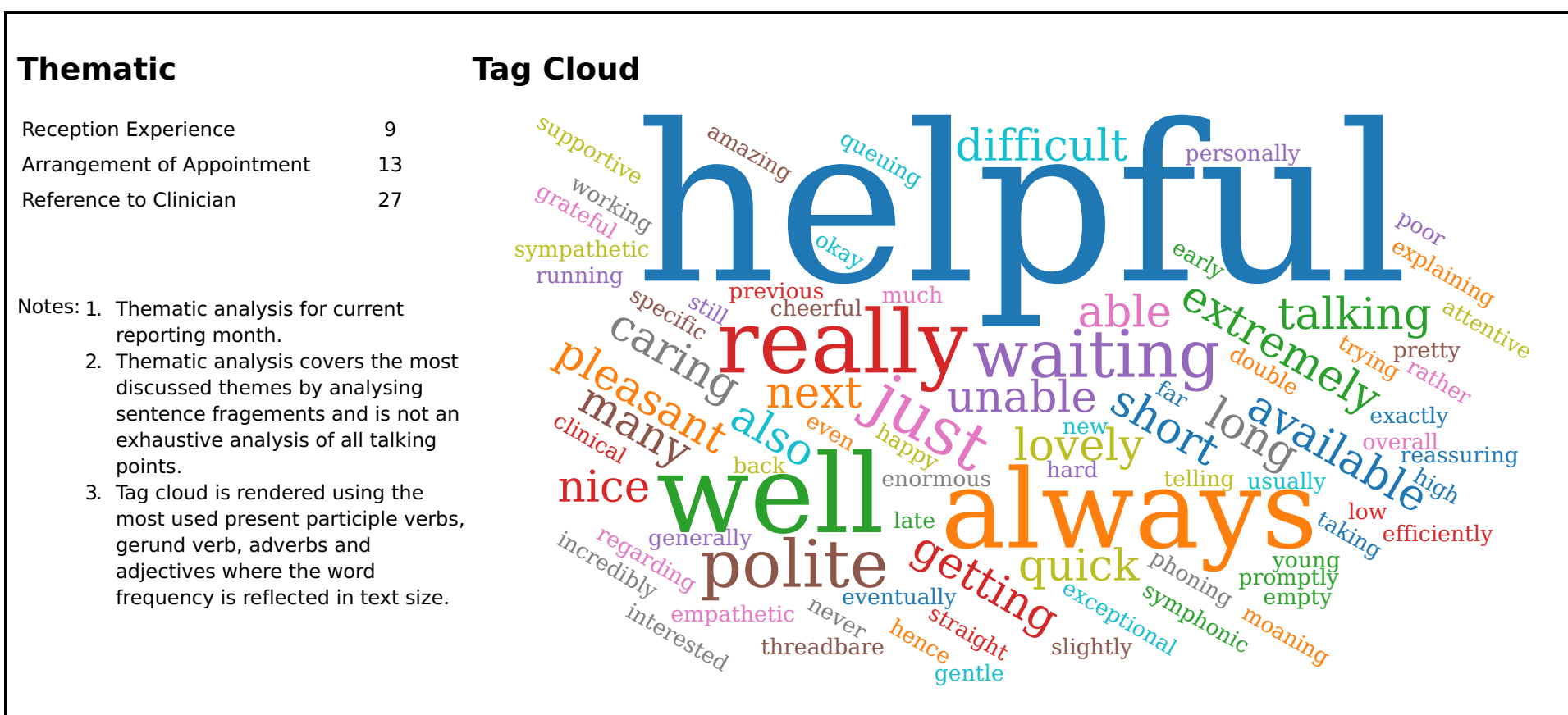
## SECTION 4 Patient Response Analysis

### 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

- ✓ Appointment on time caring staff
- ✓ *Because it's hard to get an appointment but once you have the appointment the doctors are really helpful and very professional*
- ✓ *Because I always have lovely and professional treatment. Also a friendly and cheerful greeting. Thank you so much.*
- ✓ *Everything went very well very professional*
- ✓ *Pleased with the Professional service I received*
- ✓ *Short waiting time, pleasant and efficient nurse*
- ✓ *Service was prompt and satisfaction*
- ✓ *I was seen before my appointment time and was treated very well*
- ✓ *Cos the nurse was very efficient and extremely friendly*
- ✓ *We had enormous trouble getting an appointment despite hospital telling gp he needed to be seen. We booked telephone appt but it didn't happen. We ended up queuing at beltinge surgery from 07:30 today to be given appt at st Anne's at 09:15, we were eventually seen at 09:45 by a nurse practitioner who was unable to answer our questions as so many tests and hospital appts have been carried out. She did get an interpreter on the phone which is the first time we've had one out of the many appts for my foster son. Getting an appointment is a nightmare and we've had to book another double appt in a week in order to work out all the test results*
- ✓ *Very pleasant, took time listen Very helpful*
- ✓ *Friendly and efficient at reception and beyond.*
- ✓ *Got there early and was able to go straight in to see the nurse*
- ✓ *Claire the nurse I saw was excellent. Very thorough and understanding and didn't make me wait too long.*
- ✓ *Quick and efficient*
- ✓ *Generally good but can be difficult to book appointment with specific doctor.*
- ✓ *Everyone was very helpful.*
- ✓ *It's very difficult to get either face to face or telephone appointments. Also a number of mistakes are made regarding which surgery an appointment is at. Test results are never passed back and if you ring for them you are usually told "no further action required". Which does not help with the reason you had the test in the first place.*
- ✓ *Because you asked*
- ✓ *We were seen on time and the nurse taking blood was friendly and very professional.*
- ✓ *The doctor and reception staff where so polite and friendly and helpful*
- ✓ *Friendly, helpful members of staff*
- ✓ *Service was very good*
- ✓ *Excellent service*
- ✓ *Bcos the service was excellent.*
- ✓ *Prompt and professional service.*
- ✓ *For someone to take your blood, and you don't feel a thing, that is someone who can really do their job.*
- ✓ *Lovely nurse practitioner, very friendly and sympathetic to my ailments. Exceptional service from Clare*
- ✓ *The Nurse did exactly what I expected but the practice are unable to book my next injection in three months time meaning I have try nearer the time - I just don't understand this policy so hence it was good not very good*
- ✓ *Good outcome all round*
- ✓ *I was seen to promptly and the nurse was very friendly and helpful*
- ✓ *Very efficient service. No waiting, very polite.*
- ✓ *Had good treatment*
- ✓ *Excellent service as always thank you.*
- ✓ *If you are talking about the physio I have just had, Rafal was very thorough, informative and helpful. If you are talking about the GP practice overall, I would give it 5.*
- ✓ *Very informative if sign in machine was working would have been a 1*
- ✓ *Very professional, knowledgeable and punctual. Very Happy and thanks again to Rafal*
- ✓ *Met my new named doctor this morning he was very reassuring and helpful .He allowed me time to go over all of my concerns and gave me advice and help with by problem . Please thank him.*
- ✓ *It's always very good.*
- ✓ *Excellent service*
- ✓ *Because receptionist was explaining things well and I didn't have to wait too long to see a doctor!*

- ✓ *This is the first time I have met this Doctor, i found him to be friendly, knowledgeable, and symphonic with my problems, I felt very pleased after my visit.*
- ✓ *The nurse was efficient and I went in on time*
- ✓ *THE NURSE CLAIRE WENT WELL ABOVE AND BEYOND TO HELP ME TODAY FIRST CLASS NURSE*
- ✓ *Nurse Practitioner was very helpful and very polite*
- ✓ *Very efficient and nice staff*
- ✓ *The Herons is a very good practice, well run and friendly. Usua, questions and queries are dealt with efficiently. I wasn't suwwhether or not to press 1 but think there's still the issue of s*
- ✓ *Claire and Chantelle have been amazing for me and I'm really grateful*
- ✓ *Because I had no problems*
- ✓ *My nurse, Mrs Rachel Bain was incredibly helpful and supportive throughout my appointment with her*
- ✓ *It was okay,*
- ✓ *It was quick, I got answers and a referral done for my daughter but the doctor was very clinical. Personally I prefer a doctor who is slightly more empathetic, but that's just my preference.*
- ✓ *The lady I saw today was very good, physiotherapist*
- ✓ *Friendly reception staff. Dr Mc Donald was attentive, thorough and friendly...*
- ✓ *Very pleased with my appointment and how my GP handled our appointment*
- ✓ *Dr ho was excellent, very gentle caring and took the time to explain*
- ✓ *It's always been a good service as far as I'm concerned. I have no issues.*
- ✓ *I was moaning cos I was late and I swore at the lady. She fitted me in and I apologised Always good service up there*
- ✓ *Because the doctor was very nice about my symptoms*

### **Not Recommended**

- ✓ *My appointment was at 3.00pm and got in at 3.45pm*
- ✓ *Firstly my husband was to have call which didn't happen next morning I rushed him at 7'46 to queen vic where he was given I think oxygen the I was waiting for my prescription not sent to chemist when I looked on my portal it had been rejected so I had no pills for two days a young lady called Abby saw me and said it was a mistake*
- ✓ *Apologies for low score, the staff service is excellent but policy of not being able to book an appointment for ten days time as instructed to do so by the doctor as a follow up appointment makes this a poor service to me. I get pretty stressed these days if I have to make an appointment so would rather not go through the process of phoning at eight in the morning every day until I can be allocated an appointment. Regards W Whannell*
- ✓ *Lack of action on previous appointments, no blood tests for over 3 weeks, check in system down, one person on reception, it needed two. Looks like it's running on threadbare resources*
- ✓ *I have extremely high blood pressure and no appointments available even though surgery was empty*
- ✓ *He didn't listen to what was being said he didn't seemed to be interested what he was being told Mr foad was short of breath so after the conversation he decided for Mr foad to have a blood test Mr foad said he could go on about his experience but what's the point*

### **Passive**

- ✓ *Some things very good, some not so good*
- ✓ *To see a nurse...good To see a doctor .. .not good*
- ✓ *Earliest appointment available 4th April. I could try 8am phone but no guarantee either as have tried that before. When trying for an app. It is because I really need it .*