

FFT Monthly Summary: August 2024

The White Cliffs Medical Centre
Code: G82729



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
74	16	3	2	4	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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients:	253						
Responses:	99						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	74	16	3	2	4	0	99
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	74	16	3	2	4	0	99
Total (%)	75%	16%	3%	2%	4%	0%	100%

Summary Scores

91% 6% 3%

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:

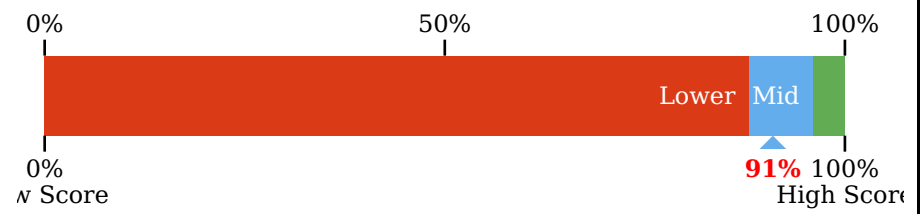
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

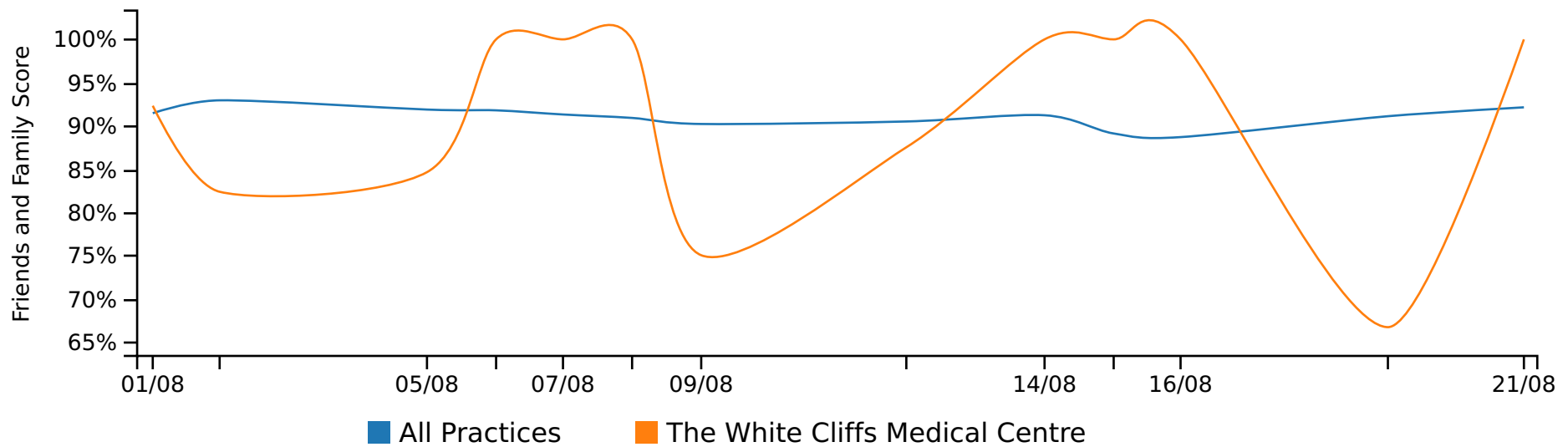
Your Score: 91%

Percentile Rank: 45TH



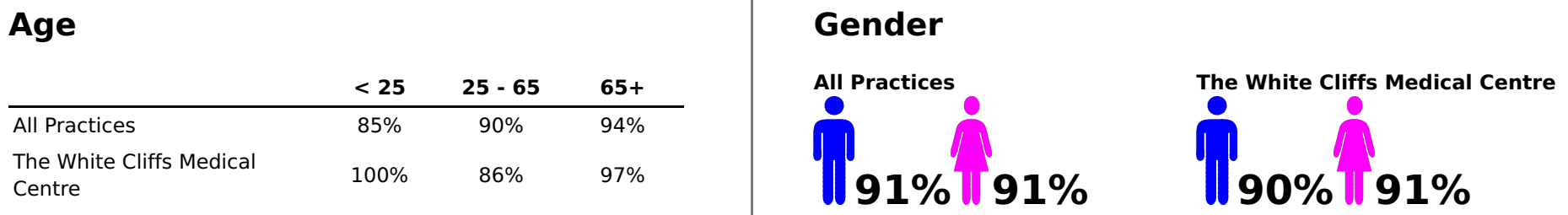
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 45th percentile means your practice scored above 45% of all practices.

Practice Score: 'Recommended' Comparison



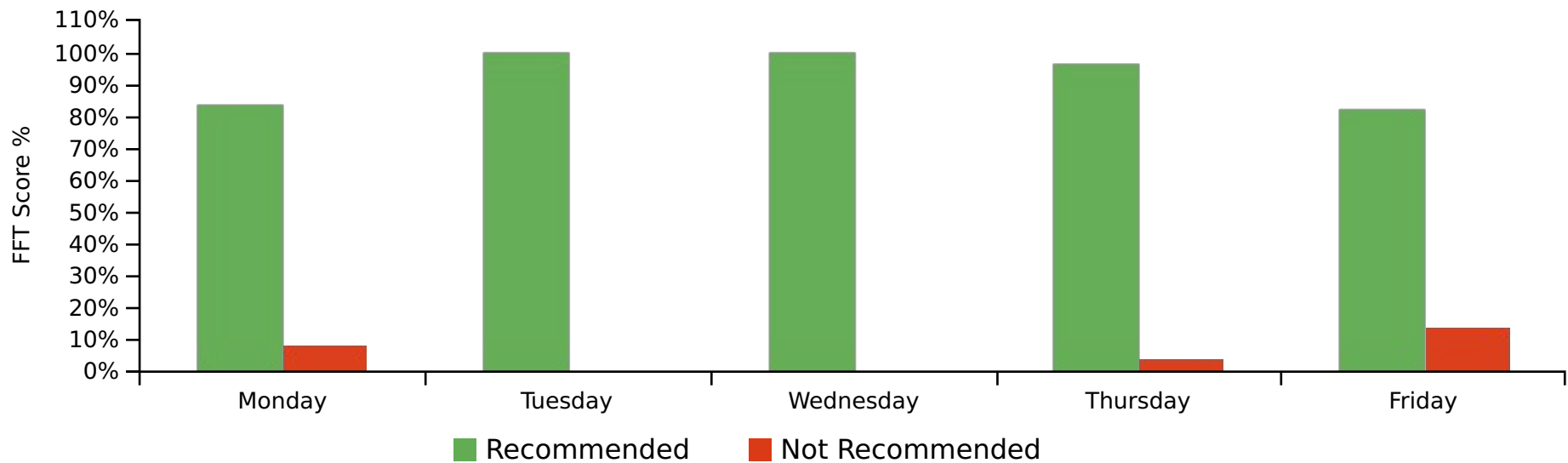
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

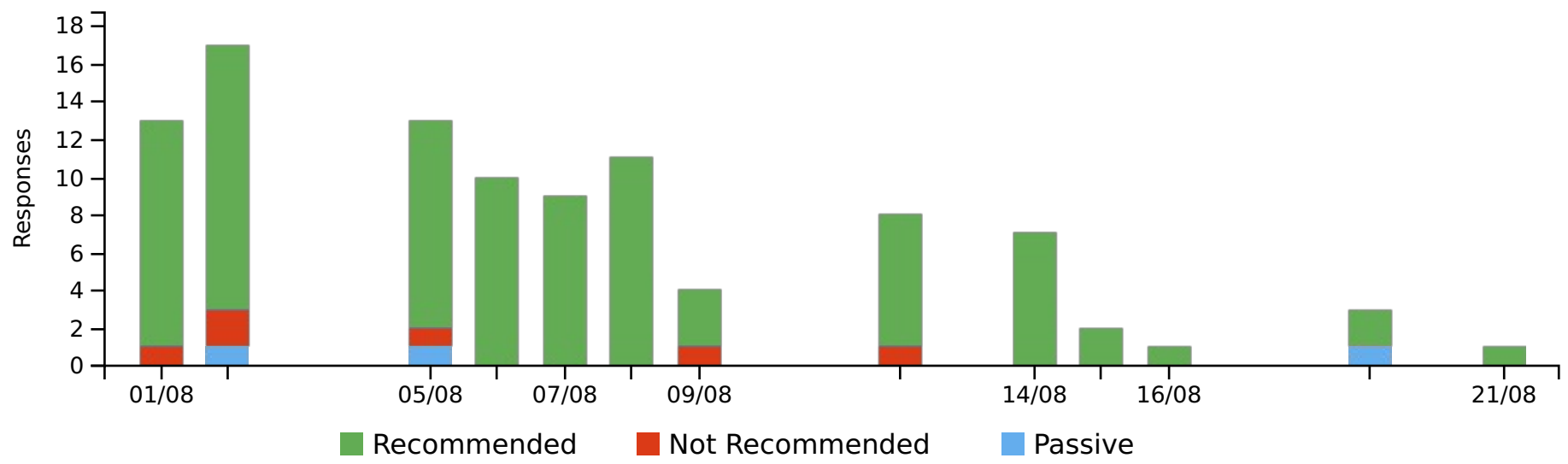
Practice Score: Day of the Week Analysis



- 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

- ✓ The excellent service the nursing team provide
- ✓ The doctor and nurse are very professional and kind
- ✓ The service is always very good. sadly, nothing is perfect.
- ✓ Because under pressure we are given excellent 1 21 service
- ✓ Friendly staff .
- ✓ The nurse was kind considerate and attentive
- ✓ The staff were efficient and very pleasant and kind. And I had prompt treatment from the GP and all the STAFF.
- ✓ Quick efficient and polite service
- ✓ Very informative and empathetic
- ✓ Can't complain about the doctors or nurses service is first class
- ✓ Caring and efficient
- ✓ From receptionist to nurse they were respectful and polite, informative and not made me feel rushed or a nuisance.
- ✓ Appointment was made promptly, was on time and all staff were polite and kind
- ✓ Always kind and friendly. I have dementia and they are patient with me. xxx
- ✓ Nurse Jayne was very caring and considerate and talked me through the procedure so I knew what to expect throughout
- ✓ Staff are friendly, helpful and efficient
- ✓ Pleasant atmosphere at Shepherdswell surgery and seen on time.
- ✓ Very caring nurse, always has time for her patients
- ✓ The doctors listen and do everything they can to help. The receptionists and pharmacy teams go out of their way to help, too.
- ✓ Great service and professionalism, good timed appointment
- ✓ Good service
- ✓ Lovely nurse & staff on arrival:)
- ✓ Very friendly staff at Shepherdswell surgery Sue was lovely and very professional receptionist lovely
- ✓ 15 - 20 mins late being seen. Otherwise would have been a 1.
- ✓ Very good
- ✓ I have never had any problems with the Shepherdswell surgery.
- ✓ On time and friendly
- ✓ Because it was ok
- ✓ The nurse was very polite & professional lovely lady
- ✓ Nice and friendly staff, always here
- ✓ Just recently I have needed their support and have been very well supported and cared for
- ✓ Prompt and professional.
- ✓ Because Sue was very welcoming and efficient
- ✓ Appointment time was well kept, and you arranged the appointment that was required very quickly
- ✓ Everyone was helpful from when I entered the reception was nice the nurse was lovely she explained to me what she was doing and when I will get my results I had a nice experience.
- ✓ The nurse was friendly and professional but unable to prescribe so now waiting to speak to GP
- ✓ The service was so good
- ✓ Jane is a great nurse and makes you feel at ease
- ✓ Nurse has been amazing with my dressing changes and any questions or concerns I have are always answered
- ✓ Have only been with practice a short while but have been very impressed by everyone there. Lots of progress for my health. My last practice/ doctor treated me like an inconvenience. White Cliffs is a breath of fresh air.
- ✓ Made me feel relaxed and was helpful
- ✓ Hailey always has time
- ✓ Friendly and supportive staff particularly Jane (the nurse). Clean and quiet environment at Shepherdswell
- ✓ Dr Jain is always helpful and very professional
- ✓ Because Dr. Abiola Idowu is a brilliant... caring good listening
- ✓ Because I had great service today.
- ✓ Nurse was really good. Explained everything discussed at length. Incredibly understanding and considerate

- ✓ *Not really*
- ✓ I always happy with my doctors practice all the staff are helpful and polite and I always feel looked after
- ✓ *Everyone was very efficient and I wasn't waiting long to be seen*
- ✓ Professional and kind.
- ✓ *No waiting, lovely staff*
- ✓ Verry good
- ✓ *Excellent service as always.*
- ✓ Very progression and helpful staff
- ✓ *Upstairs waiting area was very hot while waiting for my appointment and and very good could mean people become complacent and it would then let the service you provide down but your are great in what you do*
- ✓ Because I had a good service
- ✓ *I had two nurse appointments. I didn't wait long, and was seen by first nurse before my appointment time. I saw the second nurse a short while after my appointment time. Both nurses were very pleasant, welcoming & very professional: they listened to what I had to say and responded accordingly. The information & advice provided was excellent both helpful & reassuring. Both consultations were excellent.*
- ✓ Always show great care and compassion. Waiting times can be long but happy to wait for great care!
- ✓ *The GP was exerlent great service 10 out of 10*
- ✓ Receptionist at Shepherdswell Surgery was very polite and helpful. The nurse I saw for my asthma review was also very polite and professional.
- ✓ *Always a polite and friendly service and very helpful*
- ✓ Arrived for my appointment at shepherdswell and was seen straight away
- ✓ *Very good*
- ✓ Nurse Alex was very professional and reassuring. A lovely lady.

Not Recommended

- ✓ I've got cancer prostate. Came in yesterday. The nurse wasn't happy couldn't find my medication to be injected had to use someone else's the practice has gone down hill ever since it came a walk in surgery
- ✓ *Called 111, they were going to get doctors to call me to book an appointment within 24 hours, I then got a text saying I had a buckland hospital appointment within the hour, then 15 minutes later I got a call saying it was cancelled due to the practitioner not being in. Why book me an appointment for someone who isn't at work?!?!*
- ✓ The pharmacy in the surgery were extremely late informing me that the manufacturers aren't supplying an insulin I take. I very nearly ran out entirely of Fiasp which I take twice a day. I'm not happy at all about getting no notification about this situation which has, to my recent knowledge, been known since at least April this year!
- ✓ *The nurse was very rude and abrupt. She was very judgemental and made me feel extremely uncomfortable*
- ✓ Having to wait at a walking morning when the doctor has asked to see you.nit following up after test results

Passive

- ✓ Overall I am very happy with the surgery. But the nurse today wasn't aware of my father's memory issues and therefore got all the wrong answers when asking him questions. I think it would be helpful to have suspected dementia patients flagged on the system
- ✓ *Because nurse appointments are ok but GP is different matter*