

# FFT Monthly Summary: December 2022



Silverdale Medical Practice  
Code: P87019

## SECTION 1 CQRS Reporting

**CQRS Reporting**

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
38	6	0	2	3	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

**Surveyed Patients:**  
**Responses:**

**162**  
**49**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	38	6	0	2	3	0	<b>49</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>38</b>	<b>6</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>49</b>
<b>Total (%)</b>	<b>78%</b>	<b>12%</b>	<b>0%</b>	<b>4%</b>	<b>6%</b>	<b>0%</b>	<b>100%</b>

**Summary Scores**  

90% 10% -0%

## 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:

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

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:55TH

0%50%100%

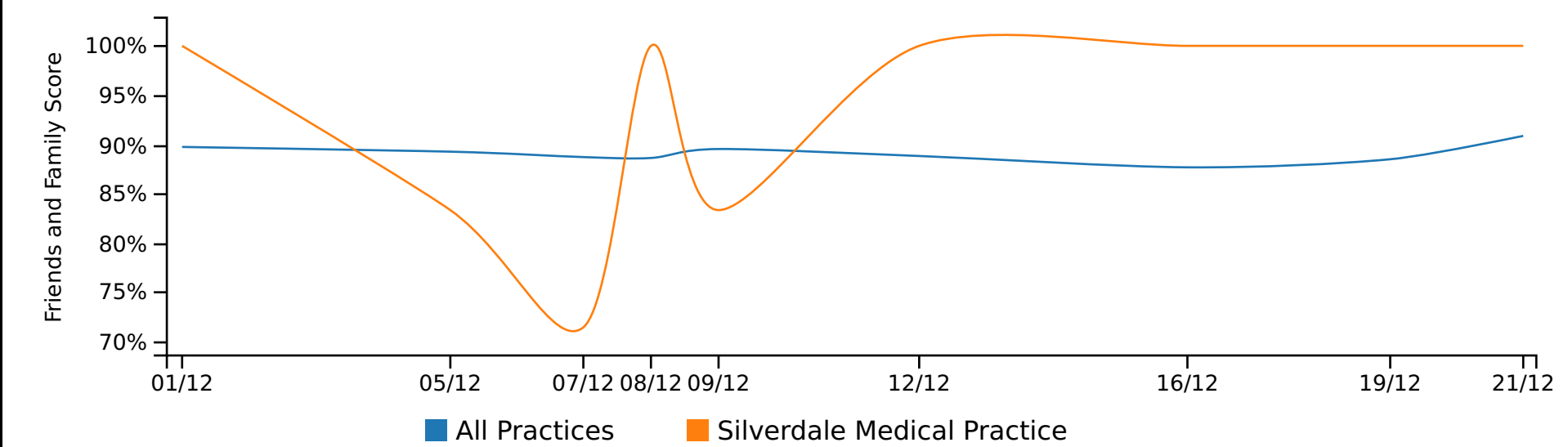
0%Low Score100%High Score

LowerMid

90%

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 55th percentile means your practice scored above 55% 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%	92%
Silverdale Medical Practice	100%	85%	94%

Gender

All Practices

89%

89%

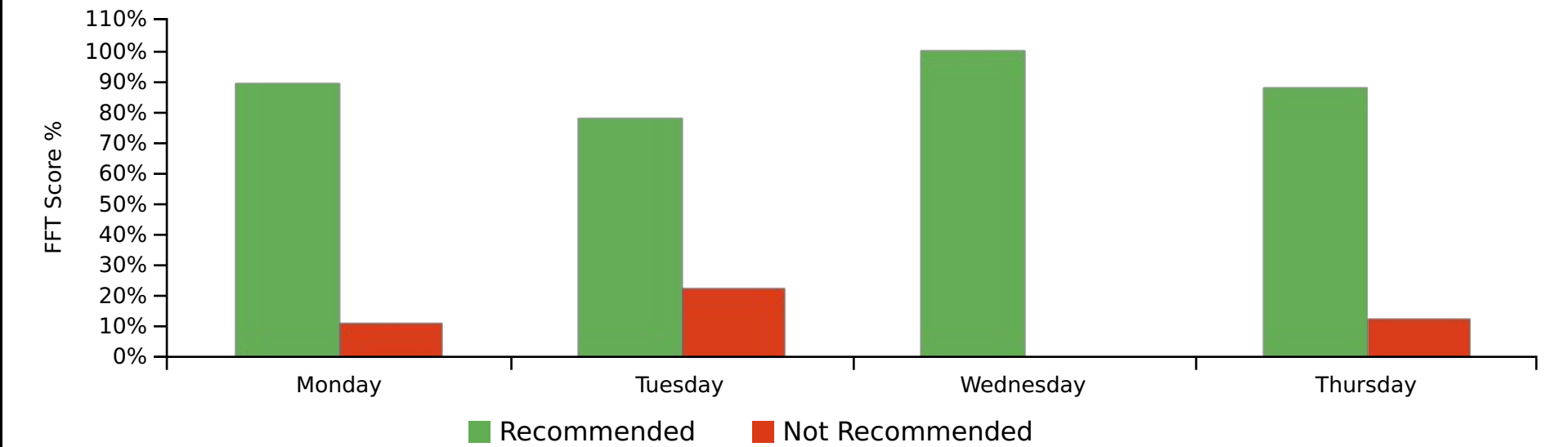
Silverdale Medical Practice

85%

93%

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

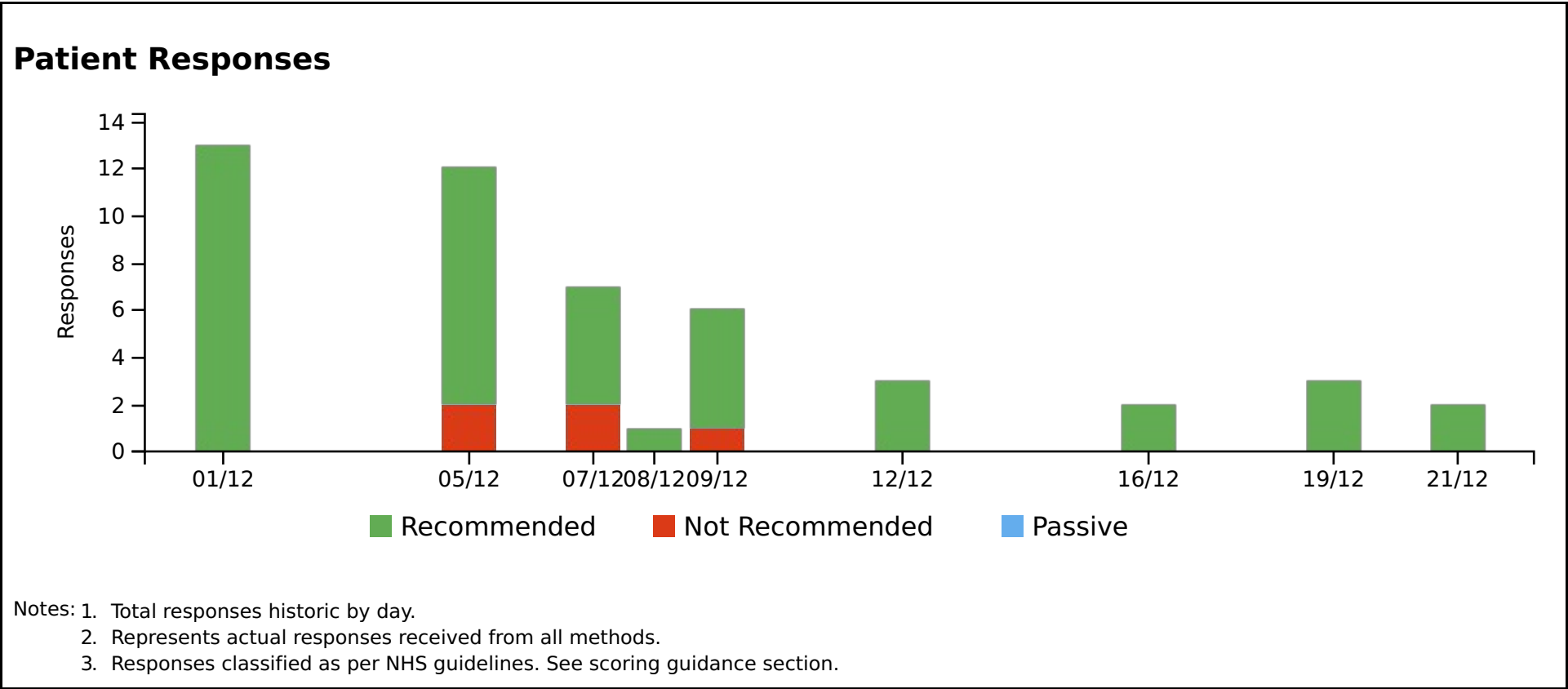
Practice Score: Day of the Week Analysis



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



## SECTION 5

### Patient Free Text Comments: Summary

### Thematic

Theme	Frequency
Reception Experience	3
Arrangement of Appointment	4
Reference to Clinician	10

### Tag Cloud

The tag cloud displays a variety of patient feedback terms. The most prominent words, shown in larger fonts, are 'good', 'friendly', 'happy', 'polite', 'well', 'quick', 'full', 'also', 'thorough', 'professional', 'great', 'amazing', 'totally', 'efficiently', 'helpful', 'clearly', 'promptly', 'constant', 'exactly', 'terrific', 'efficient', 'nearly', 'old', 'short', 'generally', 'always', 'contacting', 'usual', 'later', 'merry', 'highly', 'simple', 'recently', 'stressing', 'competent', 'lovely', 'keeping', 'really', 'new', 'much', 'disinterested', 'seeing', 'comfortable', 'superb', 'taking', 'getting', 'just', 'past', 'ever', and 'clerical'. The words are color-coded and arranged in a circular pattern, with their size representing their frequency in the data.

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

- ✓ All the staff, practitioners and clerical are amazing. Merry Christistmas ?? ??
- ✓ *I had a face to face appointment, the Dr I saw was very patient, listened to me, were very helpful and I didn't feel rushed as I have been told in the pa@he past that they can only deal with one thing at a time@ time*
- ✓ As I have feeling that I received the best care of me . The nurse and doctor really well looked after me and do everything what they can to keeping me in@me in good health. @lth.
- ✓ *The appointment was for my son and Claire Jewell took the time to thoroughly examine him and also explain to him what she was doing and why he needed the@d the medicine.@cine.*
- ✓ Because I was dealt with clearly quickly and efficiently
- ✓ *Receptionist very polite help me with an enquiry booked me in*
- ✓ Because you asked me to
- ✓ *I felt comfortable i*
- ✓ Good sevice
- ✓ *They are our family GP's. We receive superb service and can rely on them to support and advise us*
- ✓ Quick, simple, polite
- ✓ *Got an appointment to be seen within a hour seen by a lovely lady lots of time disinterested feel rushed*
- ✓ When I need to get access to a doctor I generally do get it. There are issues but I am great full for the service I get.
- ✓ *Friendly good service*
- ✓ Patient and very thorough
- ✓ *I was seen promptly and my case was dealt with in a highly efficient competent and professional manner.*
- ✓ Usual bloods no problem ever with the nurses.!
- ✓ *Quick service and friendly*
- ✓ because I am happy with the surgery
- ✓ *Recieved good treatment.*
- ✓ Had a phone call same day and followed up exactly when the doc said she would
- ✓ *It was appreciated seeing Dr Jane Wilcocks a very understanddocting & expert professional doctor thank you*
- ✓ I was treated so well and listened to. Also given a good examination I have always been treated well by my practice.
- ✓ *good Services*
- ✓ The doctor explained everything to me. He was polite and made me feel at ease
- ✓ *Great servives from a terrific staff.*
- ✓ Saw me same day I rang
- ✓ *Cos im very happy*
- ✓ Appointment on time. Margaret who i saw was friendly.
- ✓ *Elana Shapiro the nurse taking my bloods this morning gave me a fulfull health check. She was very thorough & it was very much appreciateate*
- ✗ Every time I have been to see a Doctor or Nurse I cannot fault them xx

## Not Recommended

- ✓ Because wasn't prescribed with anti biotics or Amy medication I was just told to change doctors as moved address recently, I got worse and worse with a 3@h a 3 year old to take care of full time and then 3 days later became so I'll the emergency 111 service sent a doctor out and I was prescribed anti biotics et@cs etc as was very I'll @I'll
- ✓ *I have been told that I have chase up a shortage on my prescription, by contacting other pharmacy to see if they have what I need in stock. Then I need t@eed to send a link to get a new prescription sent to that pharmacy. Having spent nearly 2 hours I have found some at boots at Swinton, but again they are shor@ short of supplies. Iam owed 68 they only have 32. I am stressing out at the minute incase I run out totally. I have only been on this medication for a few mo@ew month's and it has totally changed my life. Iam also told that there is no other alternative. So if someone could arrange for a constant supply each month @onth without having to run around getting some here and some there, I would be gratefulThank you @ you*
- ✓ It should have been 1 not 5 it was very good
- ✓ *No help at all*
- ✓ I mentioned my bp was high and that I was going on holiday until January so I need my medication adusting bp wasn't checked

## Passive

