## FFT Monthly Summary: January 2024

**Ordsall Health Surgery** Code: P87035



## SECTION 1 **CQRS Reporting**

## **CQRS Reporting**

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
42	5	1	0	2	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. Please select the 'Data Submission' tab from the main menu.

## SECTION 2 **Report Summary**

**Surveyed Patients: 157** 

**Responses: 50** 

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	42	5	1	0	2	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	42	5	1	0	2	0	50
Total (%)	84%	10%	2%	0%	4%	0%	100%

## **Summary Scores**

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

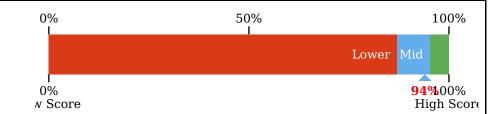
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## **SECTION 3 Practice Scoring**

#### **Practice Score: 'Recommended' Rank**

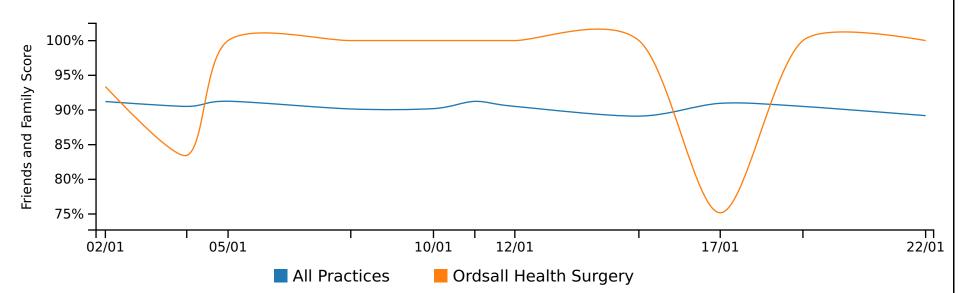
Your Score: 94%
Percentile Rank: 70TH



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%	90%	93%
Ordsall Health Surgery	100%	87%	100%

## Gender

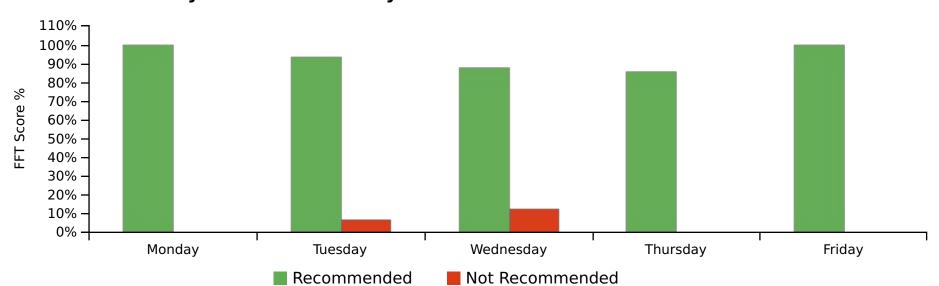




Notes: 1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

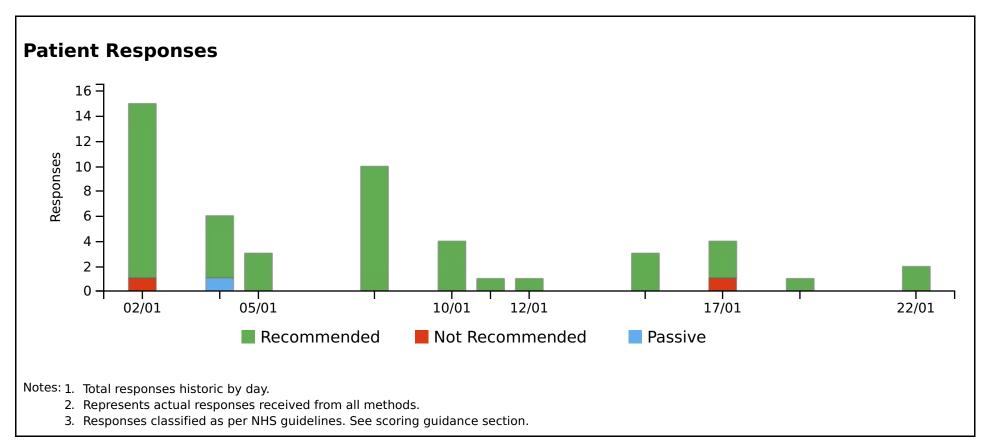
## **Practice Score: Day of the Week Analysis**



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.

# **S**ECTION **4 Patient Response Analysis**



#### **Patient Free Text Comments: Summary**

#### **Thematic** Tag Cloud **Reception Experience** 3 Arrangement of Appointment 4 Reference to Clinician 16 Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most discussed themes by analysing sentence fragements 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

- ✓ Professional and friendly service
- ✓ Fast to be seen, Doctor was very helpful and professional, overall just what you'd hope for in a GP visit
- ✓ The GP can provide the services that what I need right now.
- ✓ I always had top service and I've been with them since 2007, I can't think of anything that would change my mind
- ✓ Listening and care always excellent
- ✓ Seen on time, quick turnaround
- **✓**GOOD DR
- ✓ Appointment nearly on time and examination was thorough and well explained.
- ✓ Dr Saxby always makes you feel as ease and makes sure you are comfortable and goes through everything with you
- ✓ Really helpful.... Seemed like he had genuine concern about my health... Definitely go back to him.
- ✓ Nurse was giving vaccination was brilliant
- ✓ Appointment on time, nurse very nice x
- $\checkmark$  Using the web site is easy, response time to enquiry is quick
- ✓ Because I was asked to do so.
- $\checkmark$  Doctor is trying to establish my health problem sending for tests hopefully get some results.
- ✓ She is so polite and attentive
- ✓ Dr Logan was brilliant with our daughter. She put her at ease, was really engaged with her and as parents, we felt she answered all of our questions thoroughly. My daughter is normally terrified of the doctors but was dancing round the room which I feel is thanks to Dr Logan. The receptionist was also really helpful.
- ✓ Helpful staff, professional and friendly manor of dr's/nurses, efficient referrals
- ✓ Because I got to see the doctor I wanted who knows everything about my health
- ✓ Nurse is excellant always happy and always takes the time to talk to you and explains what she is doing always ready to listen
- ✓ The doctor I spoke to gave me some good advice and reassured me that I will get better and it won't last forever
- ✓ Dr saxby was lovely wen threw everything with me x
- ✓ Reception staff lovely and friendly. Dr nawroki is lovely has time for patients and explains things so u understand 10 out of 10 all round .but cleaning staff thats another matter
- ✓ Service was very good
- ✓I think the service is working very well since it changed you can get an appointment more quickly
- ✓ Attended With my Daughter for immunisations The Nurse Explained Everything Clearly About The Injections/Side Effects And What To Do If She Has Any Reactions Etc Left Feeling Very At Ease
- ✓ Didn't feel rushed. Listened to what I thought and how I felt and what concerned me rather than trying to stick to their own agenda. Discussed my health picture overall rather than only asking me yes or no questions about my presenting complaint. Actually felt like they cared.
- $\checkmark$  Because you asked how was the service . I answered very good I'm happy with service .
- ✓ Always helpful
- ✓ The service received was quick and helpful

### **Not Recommended**

- ✓ You can't get face to face appointments
- ✓ Sorry, I made a mistake

#### **Passive**