

FFT Monthly Summary: April 2023

Pendle View Medical Centre
Code: P81070



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
32	10	1	1	4	0	0	0	0	48	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:	152						
Responses:	48						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	32	10	1	1	4	0	48
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	32	10	1	1	4	0	48
Total (%)	67%	21%	2%	2%	8%	0%	100%

Summary Scores

👍 88% 👎 10% 🗳️ 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:

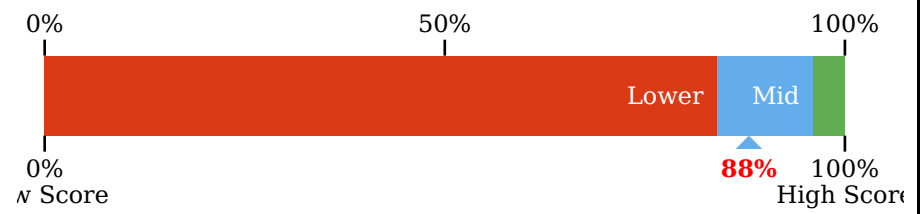
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

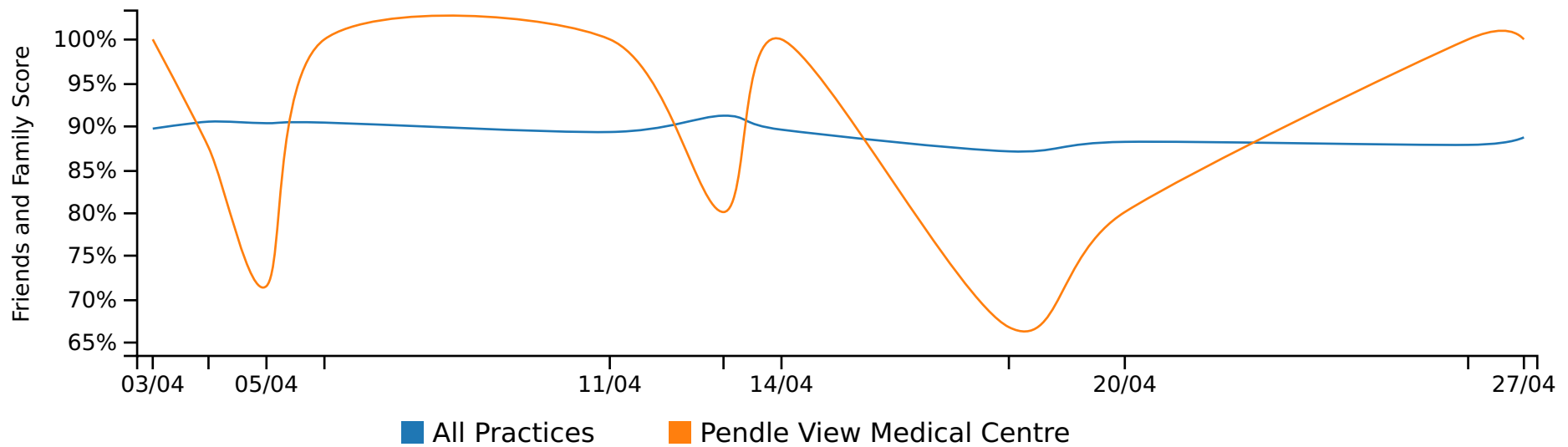
Your Score: 88%

Percentile Rank: 40TH



- 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 40th percentile means your practice scored above 40% of all practices.

Practice Score: 'Recommended' Comparison



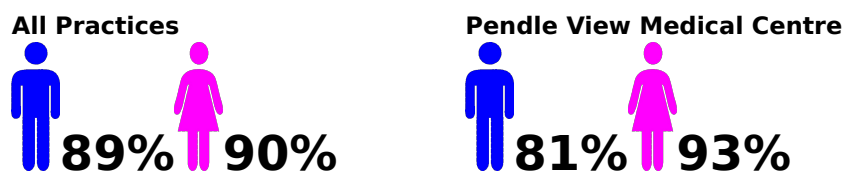
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

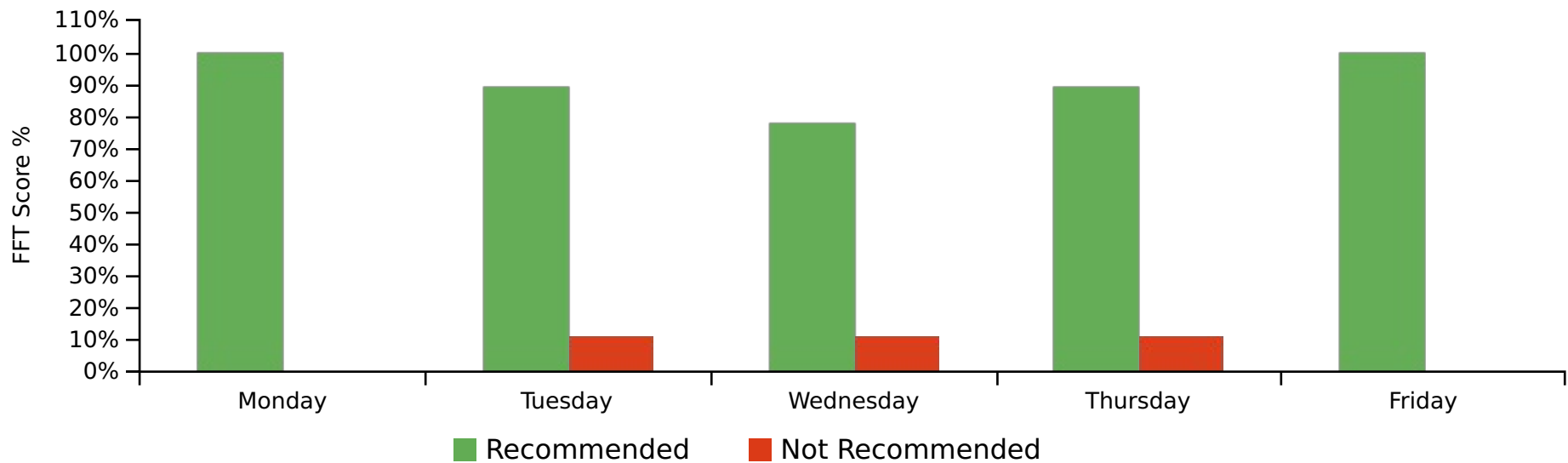
	< 25	25 - 65	65+
All Practices	84%	89%	91%
Pendle View Medical Centre	40%	96%	87%

Gender



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

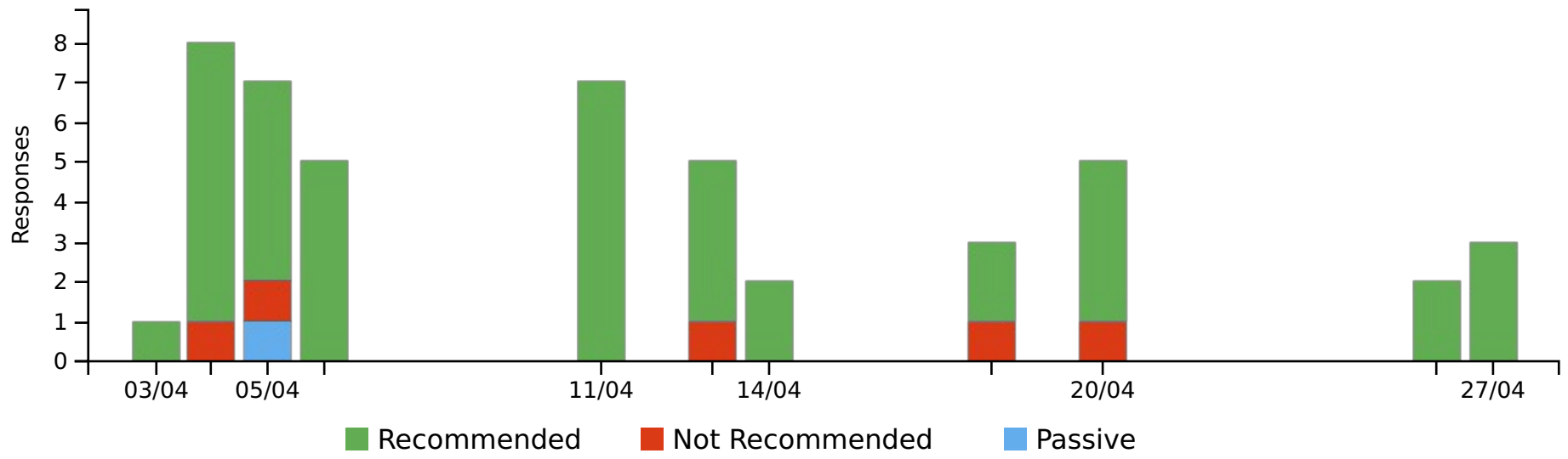
Practice Score: Day of the Week Analysis



- 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

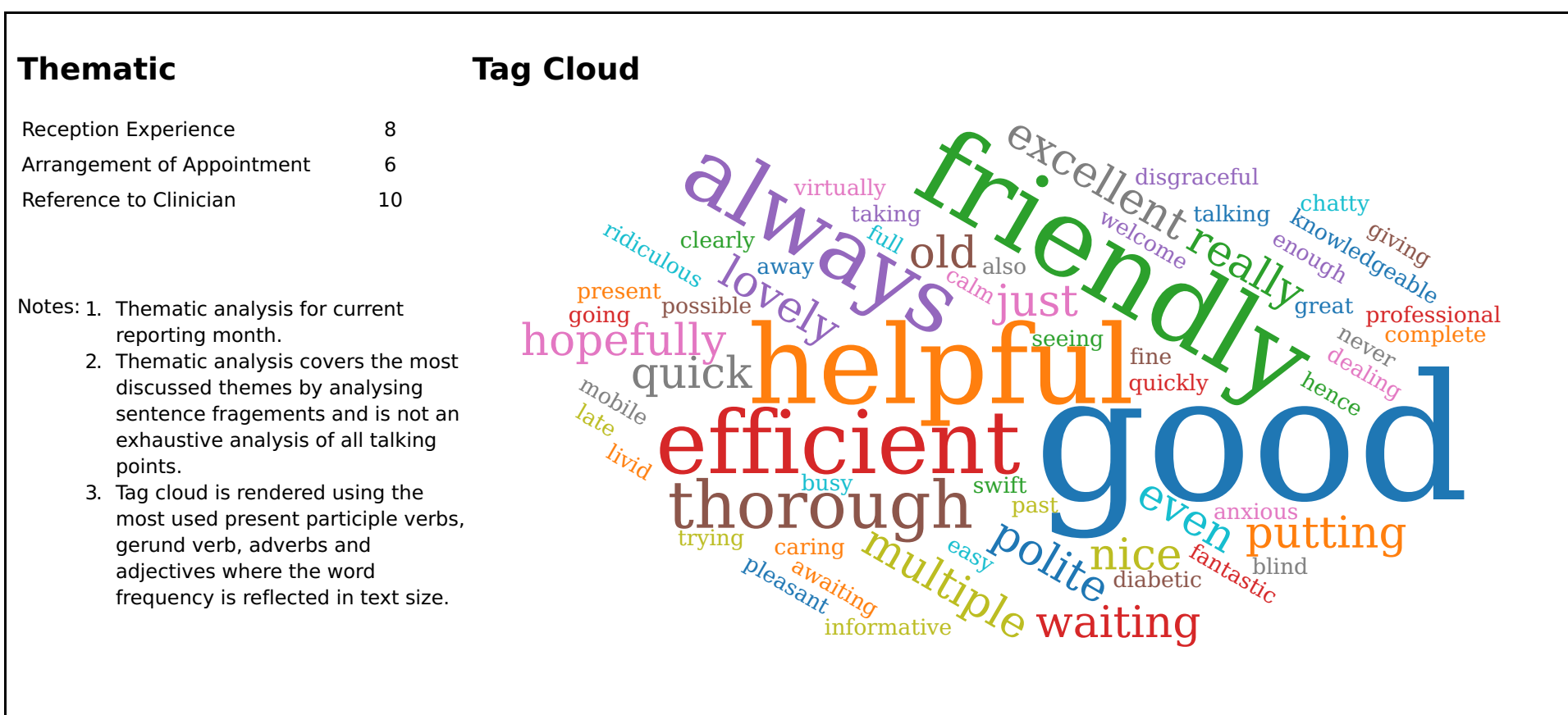
Patient Responses



- 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

- ✓the staff was too busy talking to each other then the patient. having a conversation about nothing to do with work but where the person livid and name. you asked a question don't rely
- ✓Nurse was very helpful seeing if I needed some medication
- ✓Got an appointment quickly for a change
- ✓They were all very kind and friendly made you welcome
- ✓Very efficient as always
- ✓The nurse was very polite+thorough +made me feel at ease.
- ✓Because Louise was very helpful and gave me some good advice and also she was very thorough
- ✓Clinician I saw very helpful and good at putting me at ease while we discussed my issue
- ✓Because I think my doctors are really very good
- ✓Past the appointment time
- ✓Great experience with the nurse, friendly, caring, and knowledge. Very personable.
- ✓been this morning saw Louise and the man with her they were both very good hence the 10 out of 10 they had time for me exerlent
- ✓Very patinet and understanding
- ✓Louise Thacker is always fantastic at putting me at ease when taking blood. She's the only person who can manage to fine a vein. She always remains calm and never makes it seem rushed even when my veins are trying to hide. Thank you
- ✓Very good service polite staff
- ✓Nursing staff help with full attention.
- ✓Because i,m pleased with away they look it afeter me!
- ✓It was a good service and on time
- ✓All was good, awaiting results
- ✓Swift appointment
- ✓Very thorough and professional. Service.
- ✓Very Friendly Staff Can't Help You Enough Its A Lovely Practice.
- ✓my nurse and reception staff were very lovely and kind
- ✓Excellent serviceVery efficient Easy to talk too Knowledgeable and friendly
- ✓Excellent friendly efficient service.
- ✓Always efficient and helpful
- ✓Nurse was really helpful and receptionist was nice
- ✓Very informative chatty and pleasant , hopefully follow up will occur as informed to complete the experience .
- ✓Quick turnaround good BP results nice staff

Not Recommended

- ✓I had an appointment and I had to wait 35 minutes before I will scene, the doctors don't listen to I just want you get you out quick as possible no follow-up appointments I have multiple issues with my body and the doctor's not even dealing with it
- ✓The lack of nurses clinics/ appointment waiting time for a nurses appointment is over 3 weeks which is ridiculous
- ✓Because the Diabetic nurse didn't ring my 85 year old, very anxious Mother, Jean Burns at all yesterday when she was meant to and my Mother was sat by the phone, waiting. She rang me at teatime on my mobile but I asked her to ring my Mum's landline, a day late - hopefully she did.
- ✓My 18 year old son came in for an appointment and the Dr wasn't present. My son has multiple disabilities, clearly not read up on. And we were not told bloods would be required, he wasn't prepped for this and your staff were just going to grab him and jab him...treated as less than how god dam disgraceful, giving instructions to a virtually blind person....

Passive