

FFT Monthly Summary: February 2025

Grassendale Medical Practice
Code: N82009



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
43	6	0	1	0	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: **105**

Responses: **50**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	43	6	0	1	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	43	6	0	1	0	0	50
Total (%)	86%	12%	0%	2%	0%	0%	100%

Summary Scores

👍 98% 🗑️ 2% ➡️ 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:

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

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

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: 98%

Percentile Rank: 95TH

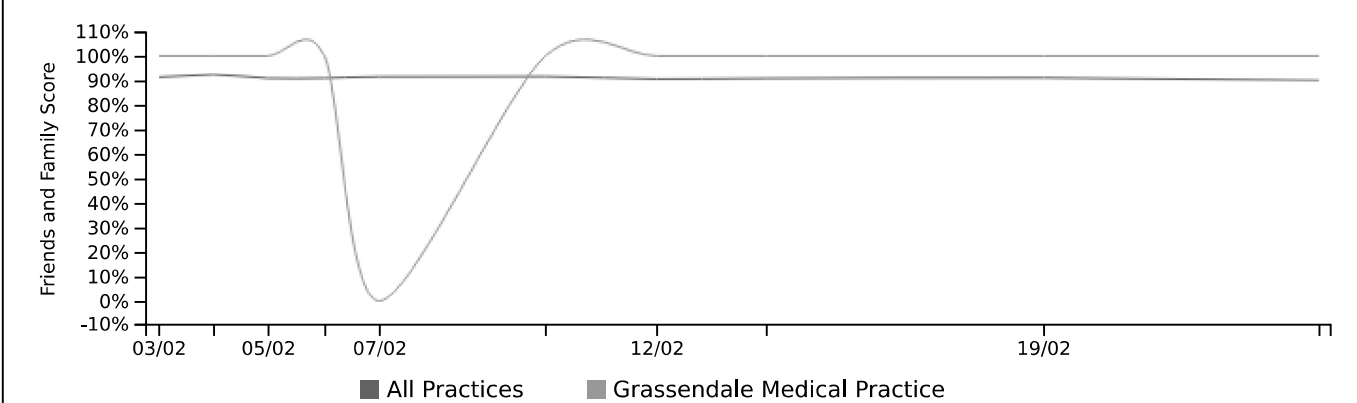
0%50%100%

0%100%

LowerMidHigh Score

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 95th percentile means your practice scored above 95% 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%	91%	93%
Grassendale Medical Practice	100%	96%	100%

Gender

All Practices

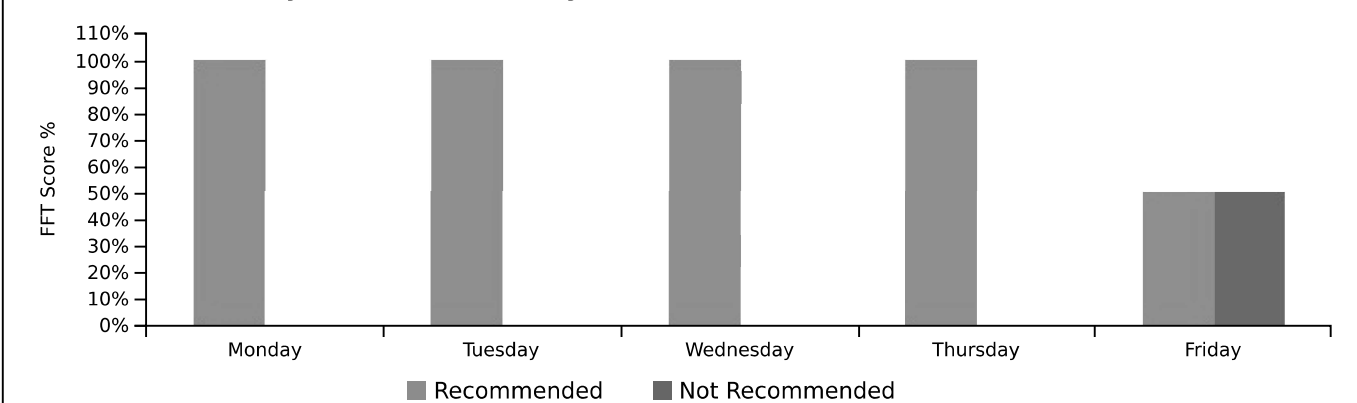
91%91%

Grassendale Medical Practice

100%96%

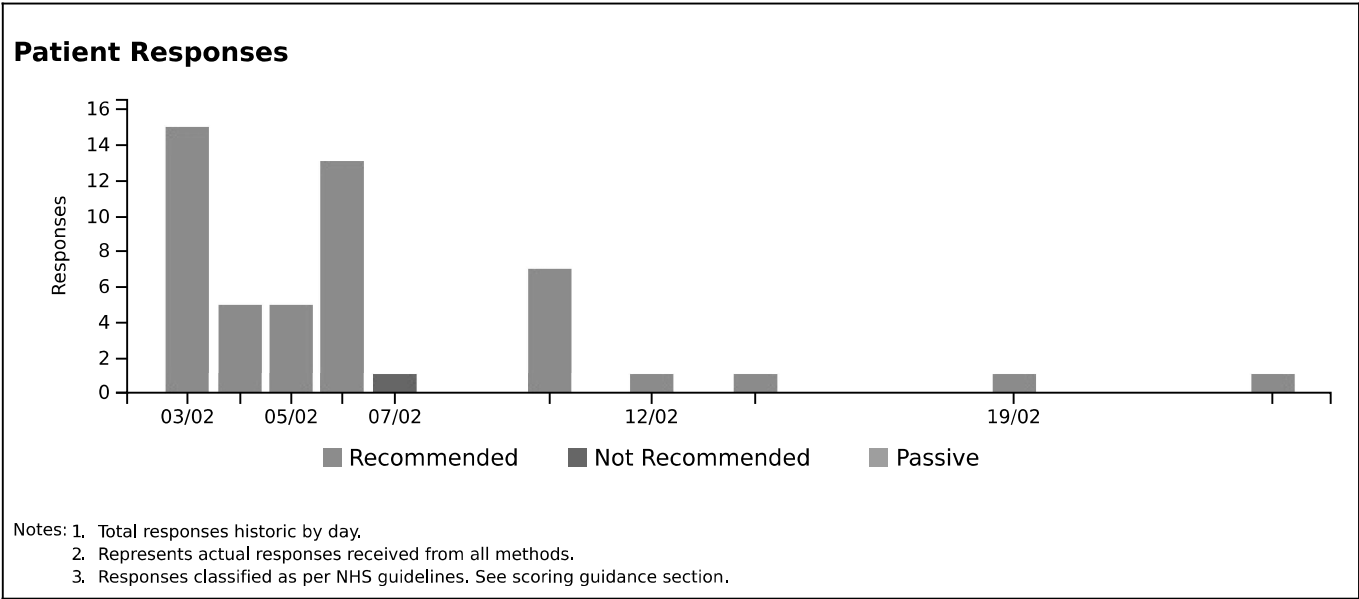
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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

Tag Cloud

Reception Experience 3
Arrangement of Appointment 5
Reference to Clinician 13

Notes: 1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence frgements 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.

Word cloud containing terms like: good, thorough, professional, helpful, knowledgeable, lovely, efficient, explaining, medical, friendly, excellent, clearly, new, etc.

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

- ✓ Really good communication
- ✓ Spot on time.helpfull revue
- ✓ Kept well I formed about my medical conditions. Efficient and polite reception staff.Friendly and understanding doctors and nursing staff.Top marks.
- ✓ Much better dealing with from my last doctor.
- ✓ Efficient service, useful feedback, pleasant and knowledgeable nurse.
- ✓ Yes
- ✓ Very satisfied with the treatment from Val
- ✓ Took the time to listen to me to go into detail about my problems to talk about my problems and make me feel satisfied
- ✓ Very knowledgeable medical staff, and can usually get an appt same day
- ✓ Val is an exceptional Sister. Her calm, yet professional manner puts you at ease. I have confidence in her ability to do a thorough job.
- ✓ Timely appointment reminder. Called in exactly on time on the day. Nurse clearly explained every step of the procedure.
- ✓ Excellent service , from the physio.
- ✓ The nurse was very helpful
- ✓ The Doctor i spoke to answered my questions in a thorough professional manner and left me in no doubt as to the practises of the the professional ability of the surgery
- ✓ Was a good open honest chat with good time amount given to me
- ✓ My medical condition and treatment was explained very clearly in a very prompt time since my blood test.
- ✓ The service was quick and the new nurse was lovely.
- ✓ I would have liked to have seen the doctor of my choice
- ✓ Very helpful and efficient
- ✓ I gave the answer because time was taken listening and explaining the results and concerns I had without feeling rushed
- ✓ I like the new booking system where they put me on a queue so I know how long to wait. I almost always get an appointment on the day either via phone or face to face. The female doctors are very good and caring (I prefer seeing a female gp) Receptionists are courteous. The reminders to my phone is a good feature as sometimes I do forget.
- ✓ The lady we saw was very kind and gentle with my little girl and was very thorough with her explanation of the treatment needed.
- ✓ Very satisfied with phone call ftom DR. only negative had to wait 2/3 weeks for it.
- ✓ Was given the advice needed
- ✓ Very attentive , took time explaining things and felt listened to
- ✓ Very helpful
- ✓ I had no trouble getting an appointment, and Nurse Hawkins explained everything to me really clearly during my appointment
- ✓ Valerie was great - she made it much easier
- ✓ Dr was diligent and made me feel at easy. Prior to this Health Navigator was also excellent.
- ✓ Ease of booking appointment with Physio. Very thorough assessment by lovely Physio. Who explained all of her findings during the examination.
- ✓ Lovely doctor so good you can always get an appointment
- ✓ Had very friendly service
- ✓ Informative ,professional
- ✓ Seen promptly good explanation given

Not Recommended

- ✓ No help

Passive