

# FFT Monthly Summary: March 2021

The Brimington Surgery  
Code: C81058

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
40	9	1	0	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>	<b>90</b>							
<b>Responses:</b>	<b>50</b>							
		<b>Very good</b>	<b>Good</b>	<b>Neither good nor poor</b>	<b>Poor</b>	<b>Very poor</b>	<b>Don't know</b>	<b>Total</b>
SMS - Autopoll		40	9	1	0	0	0	<b>50</b>
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
<b>Total</b>		<b>40</b>	<b>9</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>50</b>
<b>Total (%)</b>		<b>80%</b>	<b>18%</b>	<b>2%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

 **98%**  **0%**  **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:

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

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

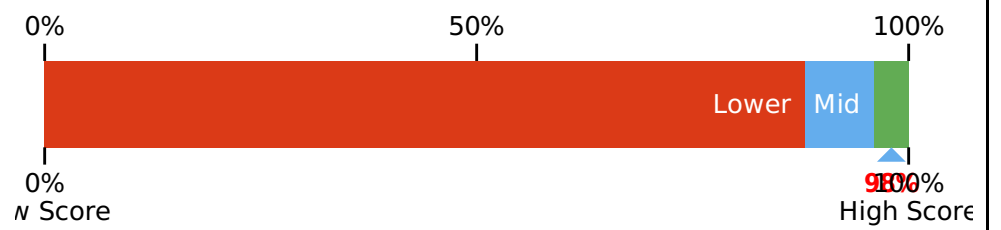
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

**Your Score:** **98%**  
**Percentile Rank:** **90<sup>TH</sup>**

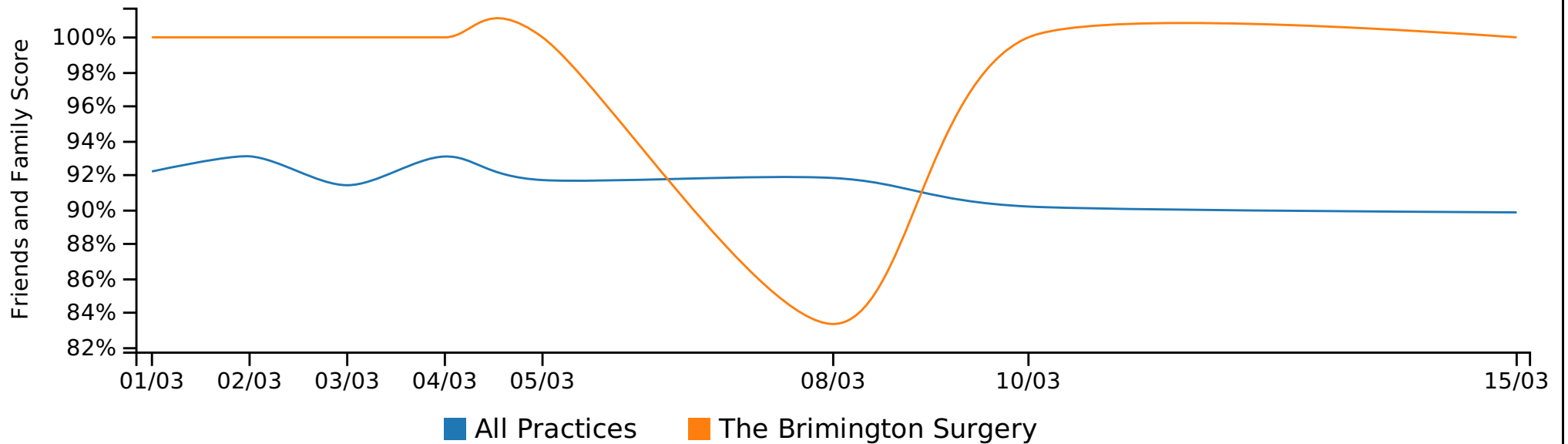


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

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 90th percentile means your practice scored above 90% of all practices.

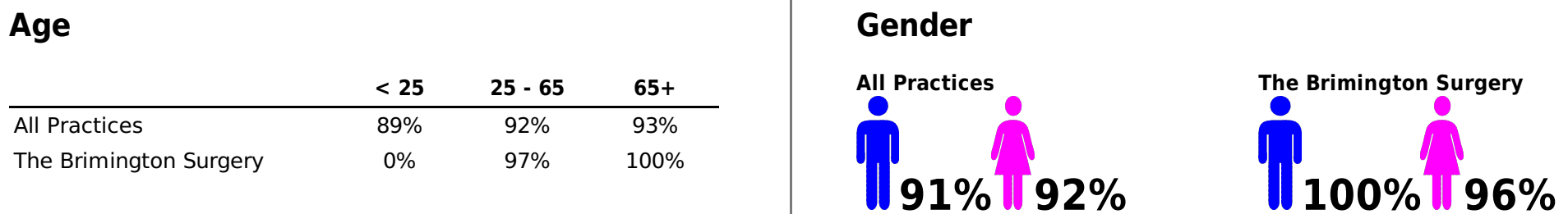
### Practice Score: 'Recommended' Comparison



Notes: 1. Practice score comparison of 'recommended' scores only.

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

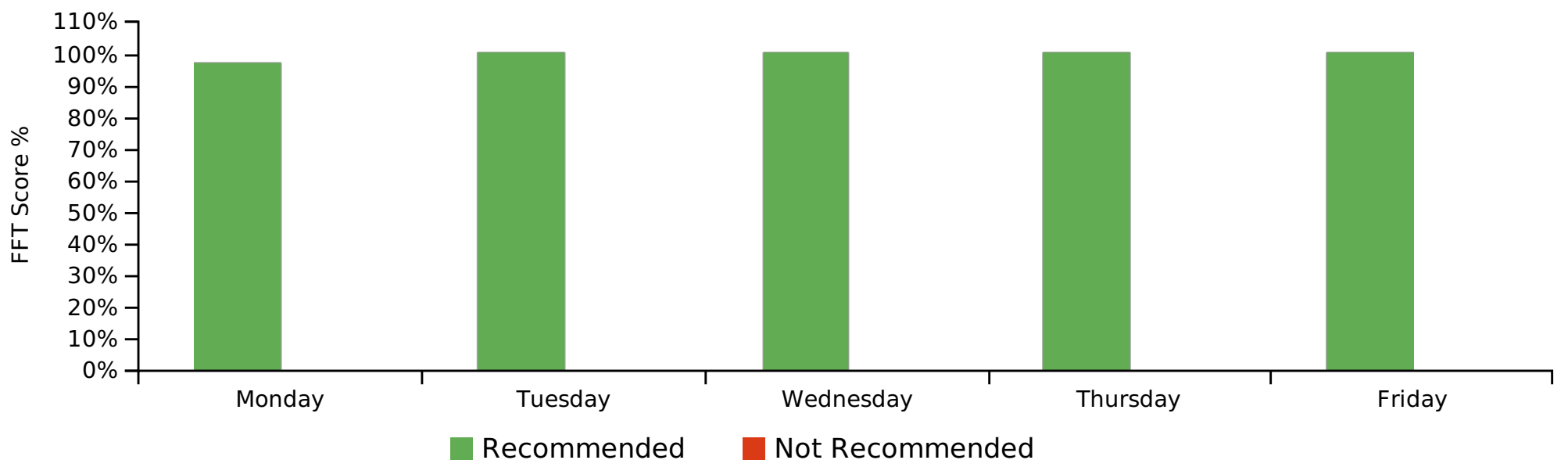
### Practice Score: 'Recommended' Demographic Analysis



Notes: 1. Scores for current reporting month.

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

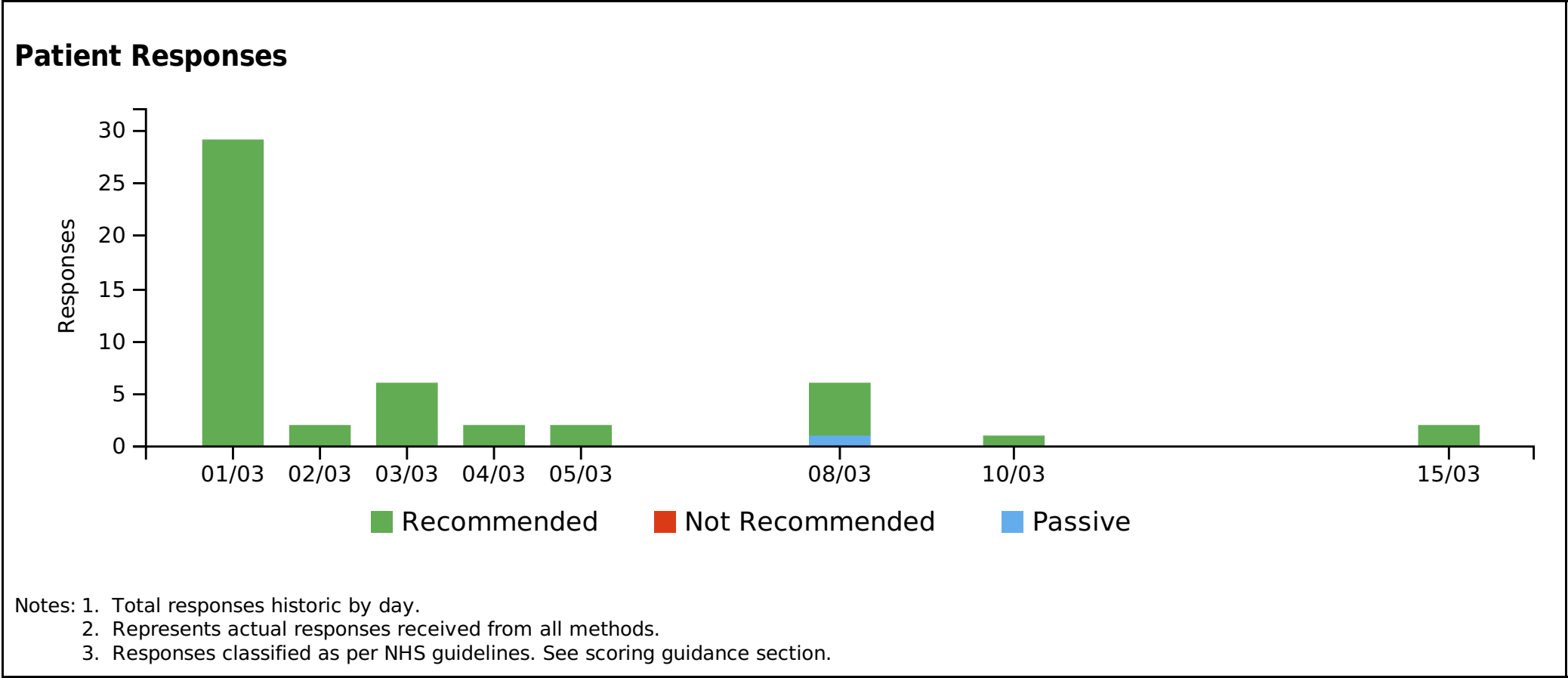
### Practice Score: Day of the Week Analysis



Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

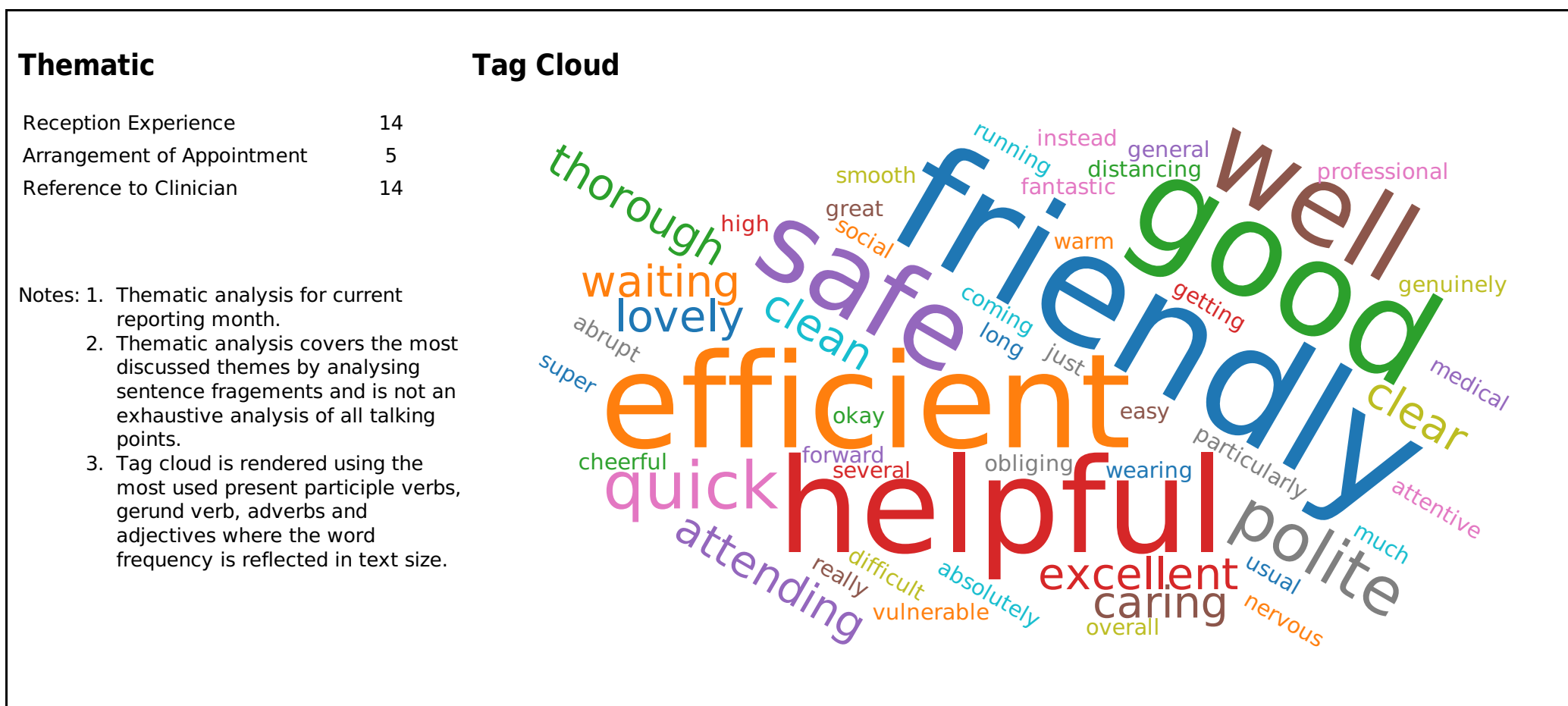
2. Score calculated as per NHS requirements. See scoring guidance section.

**SECTION 4**  
**Patient Response Analysis**



## 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

- ✓ Efficient clear no fuss
- ✓ Attentive staff, not abrupt. Genuinely want to help the patient
- ✓ Nurse very efficient & pleasant
- ✓ A few days before coming I got reminders about the procedure. On arrival I was given clear instructions where to go. I didn't wait long and the nurse was@e was friendly and efficient. No worries for me about social distancing. @ing.
- ✓ Once in the surgery the treatment is good. Getting to see a GP needs you to be near deaths door, internet forms and telephone triage is not a step forward
- ✓ Because i was safe and everything was clean efficient thankyou
- ✓ Because you keep people up to date with information
- ✓ Staff and clinicians always very friendly. The service is quick and easy
- ✓ The staff and the nurse at were very kind and helpful.
- ✓ prompt callback and prompt appointment
- ✓ The GP Practice at Brimington looks after it's patients very well, appointments on time, staff very polite and professional, enquiries by phone dealt wit@t with well, repeat medications and investigations done in time, particularly in these difficult times-Well Done.@Done.
- ✓ The lady was absolutely lovely
- ✓ I felt safe as there was only me waiting , everyone was wearing PPE and it was clean.
- ✓ Quick and efficient visit , COVID safe and staff friendly
- ✓ Well organised
- ✓ Everybody is always helpful and friendly xx
- ✓ I was greeted by a pleasant member of staff on the counter who asked me to take my temp and sanitise in a friendly manner. The nurse was warm and asked@asked if it was okay for her colleague to inject me, I agreed. I felt at ease around all the members of staff I spoke to during my time at the practice today.@oday. Thank you for all you do! @ do!
- ✓ Yes It is a good practice with both the Dr's and staff .
- ✓ The nurse was very helpful and thorough with examination process
- ✓ Always good
- ✓ Quick referral. Didn't put very good as we didn't discuss the treatment of the other fingers with chilblains
- ✓ Always a pleasant experience. No complaints at all. GP's, nurses and other staff always pleasant and willing to listen.....everything explained well etc.
- ✓ Because you asked for it
- ✓ Great COVID measures and friendly team
- ✓ Because our was Very Good.
- ✓ Excellent service, very friendly and efficient staff, I Feel safe when attending an appointment
- ✓ Staff very pleasant and helpful with my question about e ear wax
- ✓ Everyone is fantastic and caring.
- ✓ All the staff are very obliging i find them helpful and show they care.
- ✓ Receptionist was very polite when I walked in and the doctor was very understanding about my issues
- ✓ The nurse was helpful & polite
- ✓ Smooth running of appt system
- ✓ Seen on time and felt safe. Pleasant and cheerful staff
- ✓ Saw nurse who took my blood pressure which was high, sat and talked to me about my health in general for a while to try it again, felt like she really ha@ly had time for me and my concerns instead of being rushed in and out. @out.
- ✓ I just think you are a good practice I have got no problem with the practices overall thanks you very much
- ✓ All the staff are super lovely and caring. I am very nervous when attending appointments but am always put at ease from the moment you walk through the d@the door. Thank you @ you
- ✗ The doctor did several medical checks and was very thorough
- ✗ Because I was waiting over 15minits after my appointment time

#### Not Recommended

## Passive

- ✓ Had blood test. Gemma excellent as usual but not very impressed that my daughter has not been recognised as vulnerable despite being on immunosuppressants and no recognition that I am her carer despite it