FFT Monthly Summary: August 2023

RAVENSCROFT MEDICAL CENTRE Code: E83039



SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
81	9	2	2	3	0	0	0	0	97	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:	288						
Responses:	97						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	81	9	2	2	3	0	97
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	81	9	2	2	3	0	97
Total (%)	84 %	9 %	2%	2%	3%	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.

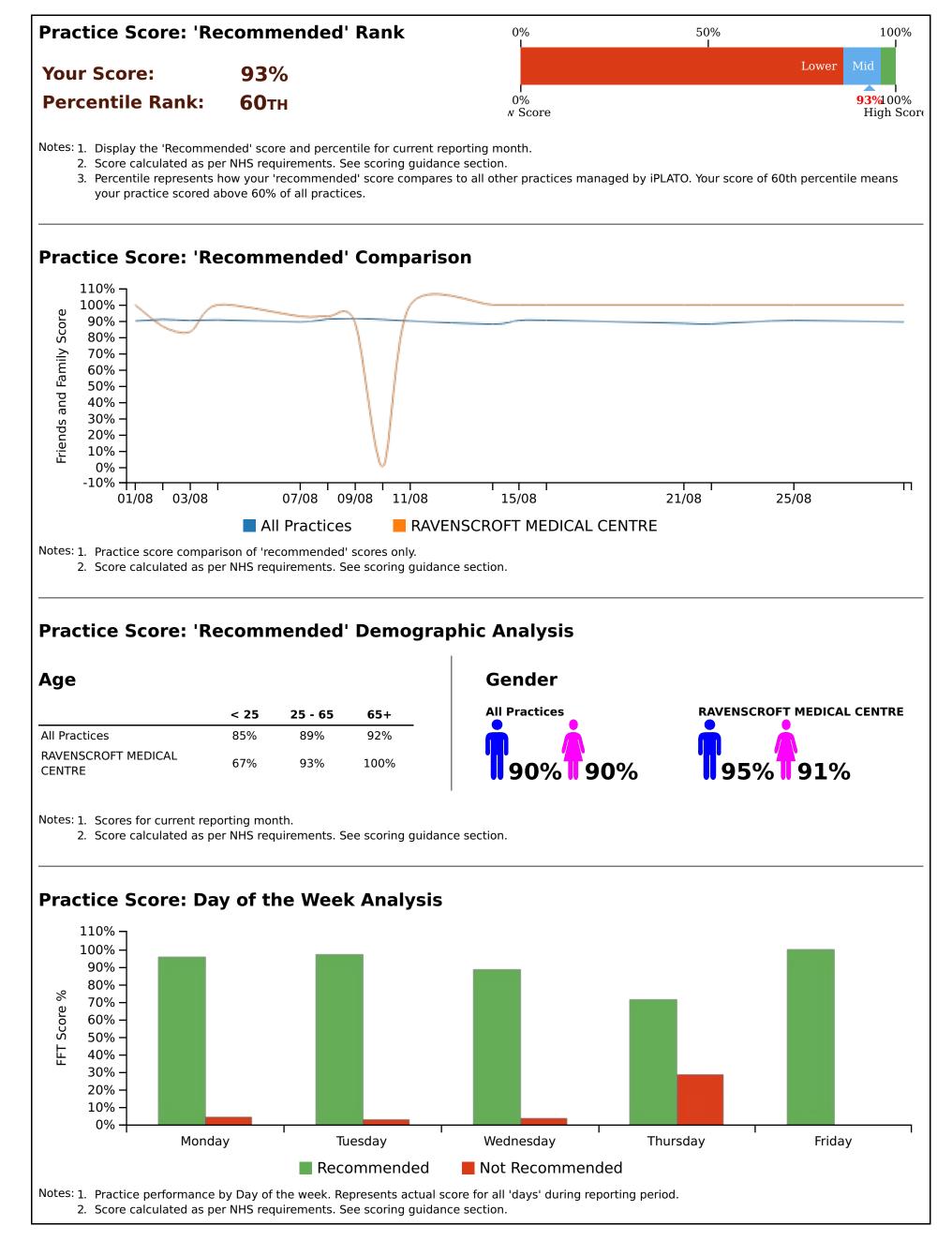
The percentage measures are calculated as follows:

Recommended (%) =	very good + good very good + good + neither + poor + very poor + don't know x 10				
Recommended (76) –					
Not Recommended (%) =	very poor + poor x 100				
Not Recommended (%) -	very good + good + neither + poor + very poor + don't know				

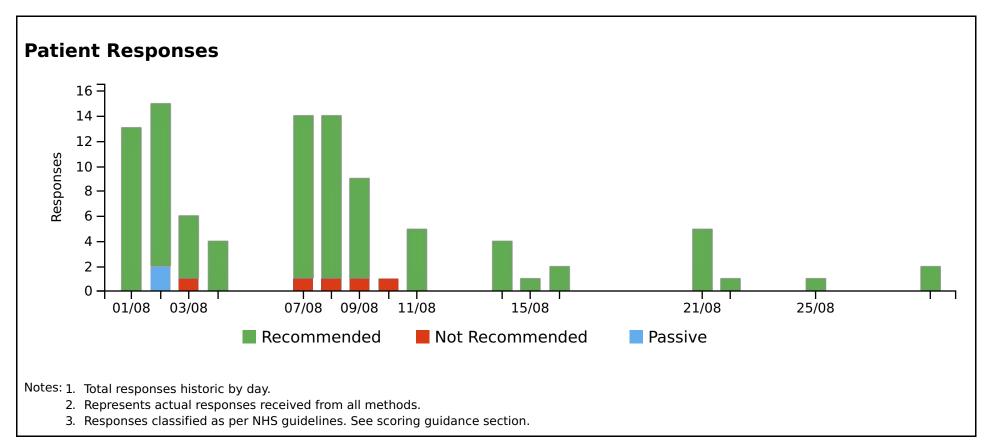
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring



SECTION 4 Patient Response Analysis



SECTION 5 Patient Free Text Comments: Summary

Thematic Tag Cloud knowledgeable **Reception Experience** 13 exceptionally compassionate Arrangement of Appointment 8 *Practically* Reference to Clinician 37 jumping Notes: 1. Thematic analysis for current reporting month. smooth 2. Thematic analysis covers the most crying discussed themes by analysing sentence fragements and is not an exhaustive analysis of all talking points. 3. Tag cloud is rendered using the normally most used present participle verbs, magnificer gerund verb, adverbs and fast adjectives where the word frequency is reflected in text size. pecially taking making reassuring responsive

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 / X No consent to publish comment

Recommended

✓ Prompt service.

✓ The surgery is run very well, is efficient and user friendly. The medical staff, doctors and nurses, are caring and knowledgeable.

- ✓ Good GP care and support. Generally professional and empathetic support from receptionists.
- ✓ Excellent Service.Personal advice very helpful. Not rushed in any way. All questions answered and all problems addressed with clarity and beneficial help -Dr Subel wasEXCELLENT
- In Subel called at a time I cd take the call because of work. He was kind, efficient and knowledgeable in all his answers and helped to resolve my issues. Perfect.
- ✓ Overall it was quick very helpful and professionally handled
- ✓I got excellent service that's why and I'm happy with the service too
- ✓ It was a good experience: the nurse was professional and friendly, and the receptionists were friendly and helpful.
- ✓ The receptionists are always so helpful and Doctor Subel is always so understanding, caring and patient with me.
- ✓ You ask I unswered.
- ✓ Good, professional, caring doctors
- The doctors are always so polite and always try their best to sort things out for me, i have alot of appointments both at the doctors and the hospital and my medical needs change alot and they always do their best to help me
- Service was quick and efficient and helpfulThankyou
- ✓ Timely friendly and professional
- ✓ Everyone I dealt with especially the doctor was very helpful and empathetic
- ✓ Speedy. Excellent discussion with doctor
- The staff that attend to me did very well.
- ✓ Excellent Dr Subel!
- ✓ They normally have appointments easily, kind and friendly Understanding
- ✓ Dr called right on time and listened to my concerns. Referral to hospital was completed in less than an hour later. Thank you all
- ✓I was accommodated this morning by a helpful member of staff and had a positive meeting with the doctor.
- ✓ The nurses were friendly and they made me feel comfortable
- Pontual, quiet environment, easy to check in, the nurse was very professional and explained everything very clearly.
- ✓ Because the service is good
- ✓The nurse was excellent
- Very speedy response to my call and be able to see a doctor
- \prime Ms Sonia Patel was very nice, friendly and professional Many th

✓ The dr was kind and helpful and so were the reception staff.

✓ Good reception and very fast.

✓ I got an appointment the same morning

✓I feel like the doctor really helped me out and she understood my problem

✓ Very friendly and informative

✓ The staff were perfect jumping all the time to help and care

✓ Dr. Abdu was absolutely fantastic, the best GP I've interacted with so far. And booking appointments has been easy and with good timelines ✓ Good

✓ Very good service, GP was fantastic

In Holz is an exceptional doctor. I have only ever had positive experiences when visiting the practice. The receptionists are very friendly and lovely.

✓ reception answer phone quick and gave me phone appointment for the same day

✓ A positive and rapid response to my medical problem.

✓ Test done really quick, very polite nurse who gave all the necessary informations

✓ Good attitude towards patients

✓ Good explanation and advice and very through

Everyone seems very helpful

✓ I don't visit frequently or make frequent requests. But when I do I have always been satisfied

They have professional service and supply

✓ Best doctors

✓I got a same day appointment, was called at the right time and given good advice.

- I was extremely impressed with how quickly the phone was answered. I was impressed with the reception staff f2f and Dr Frankl was so kind and took such care of my mother.
- Because everything went so smooth and on time
- ✓ Our GP Practice, Dr. Subel and all Doctors, Secretaries too, are always very helpful, knowledgeable, kind, taking good care of all patients.
- Receptionists not very understanding or compassionate, practically bullied me into accepting a telephone appointment when I was crying and beside myself and should really have spoken to the doctor face to face. However, the doctor, Dr Holz, was exceptionally kind and patient on the phone.
- I helpful, kindly and satisfy.
- ✓I felt that the doctor validated and listened to my concerns, gave clear advice and answered my questions
- ✓ Because I was happy with the Dr.
- Improve the matching of the day which is first class, Dr Leader was fantastic in understanding my issue and formulating a plan of action for recovery, Tess is magnificent- what more can I say x
- ✓ Good = 2
- ✓ Polite friendly with all problems sorted
- ✓ Doctor was very thorough and helpful.
- ✓ The Doctor was very thorough in his examination for my problems and eased any concerns I may have had.
- Sonia was really good at making me feel at ease and comfortable. She was friendly and reassuring and was incredibly responsive to my nerves during a pap smear. I sung her praises to my family. Thank you so much!
- \checkmark I was happy with the prompt service I received from my doctor
- ✓ Dr Holz was excellent very friendly and helpful, and explained everything.

Not Recommended

- Sorry for given wrong answer. My answer is 1
- ✓ Nurse was very friendly and helpful. Was seen on time

Passive

I revious GPs I spoke to at the surgery have not been willing to investigate further even tho my symptoms have continued past the blood test (that did not find anything)