

FFT Monthly Summary: August 2023

The White Cliffs Medical Centre
Code: G82729



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
81	8	4	2	6	0	0	0	0	100	1	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:	251						
Responses:	101						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	80	8	4	2	6	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail	1	0	0	0	0	0	1
Manual Upload							
Total	81	8	4	2	6	0	101
Total (%)	80%	8%	4%	2%	6%	0%	100%

Summary Scores

88% 8% 4%

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:

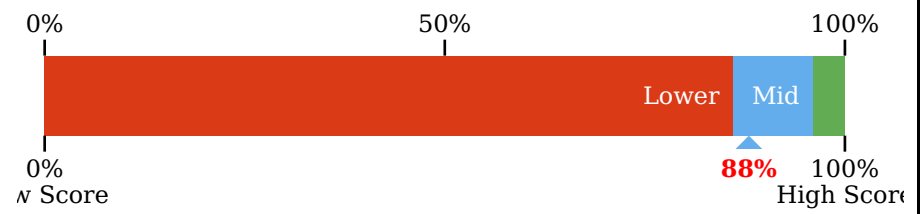
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

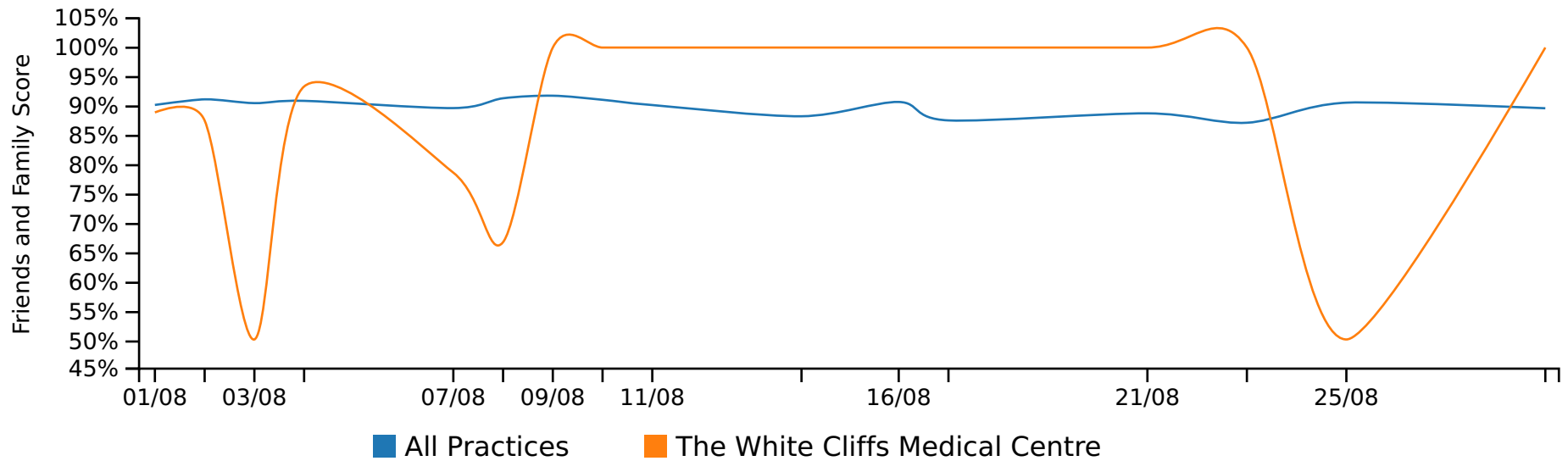
Your Score: 88%

Percentile Rank: 35TH



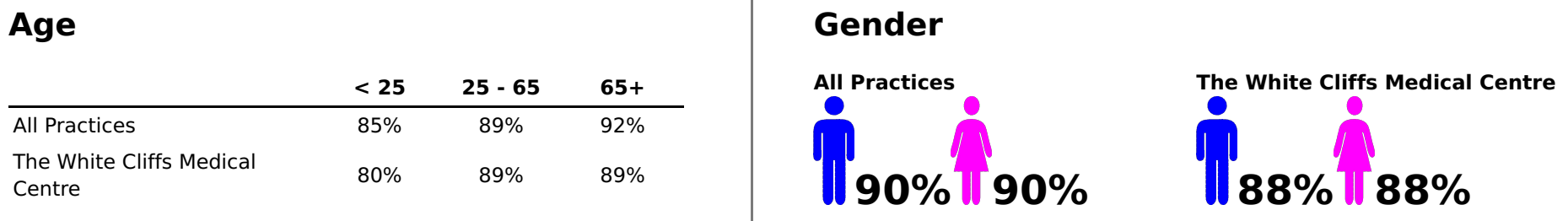
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 35th percentile means your practice scored above 35% of all practices.

Practice Score: 'Recommended' Comparison



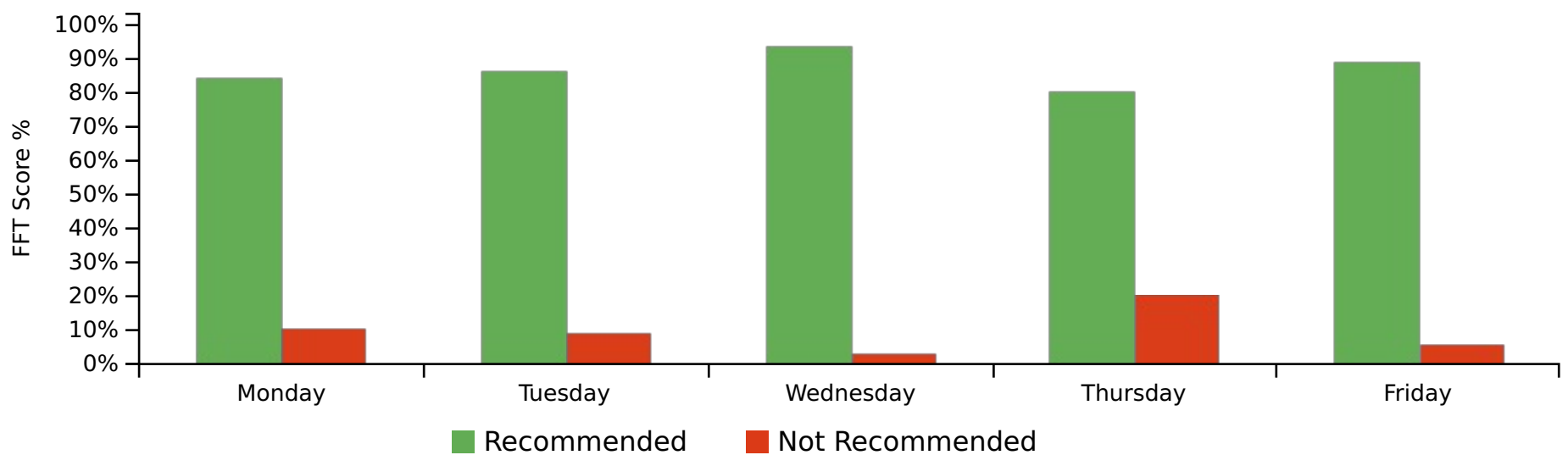
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

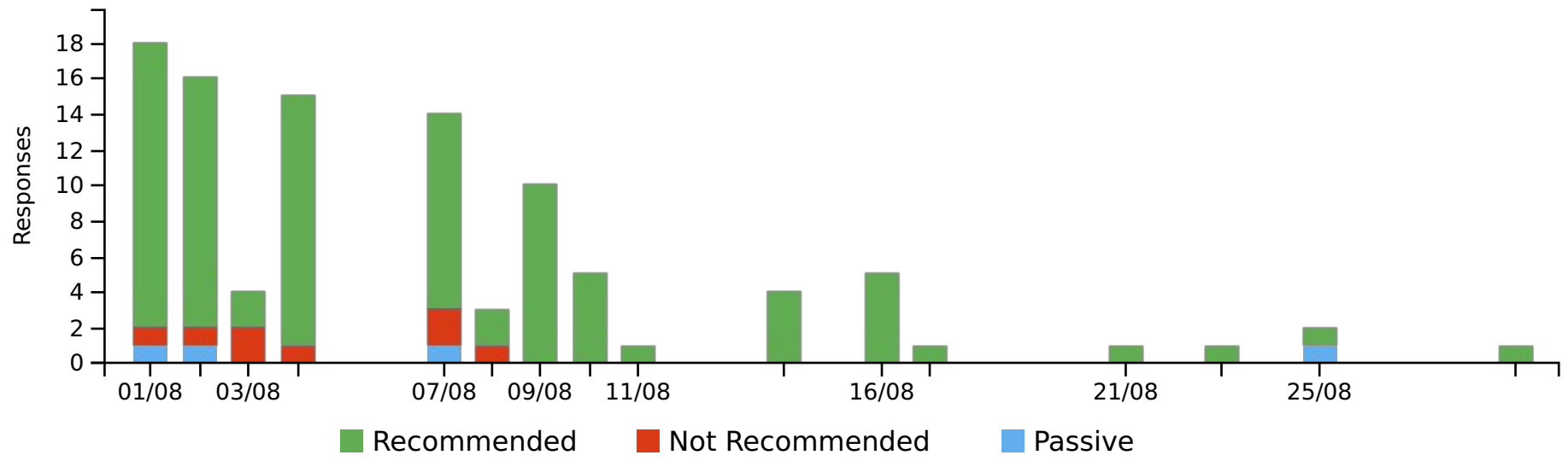
Practice Score: Day of the Week Analysis



- 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.

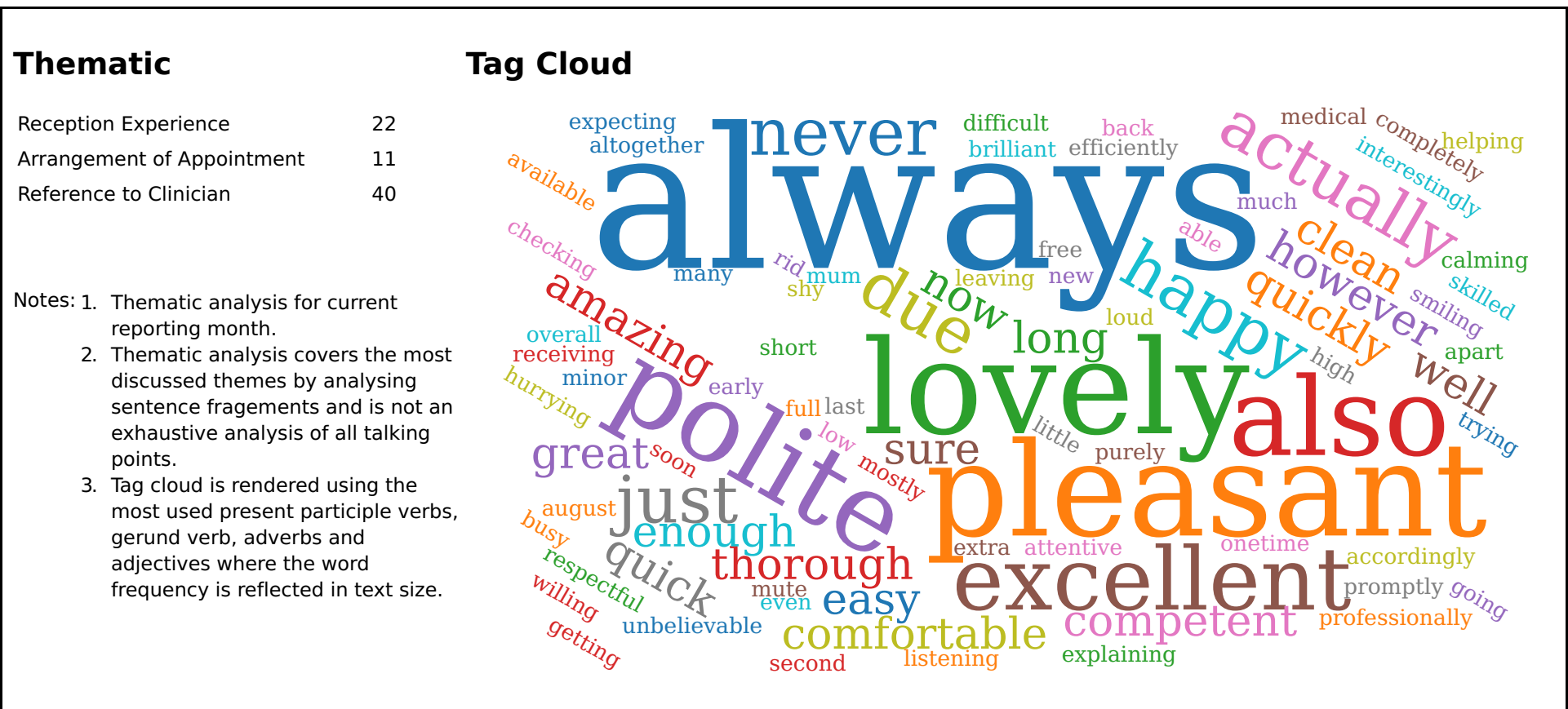
SECTION 4 Patient Response Analysis

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

- ✓ I always get an attentive response from all members of staff, I gave blood to be tested this morning at Shepherdswell and was in and out quickly and efficiently, what more could be asked for.
- ✓ I didn't wait long and was actually seen just before my appointment time. The nurse was very pleasant & professional: she listened to what I had to say and responded accordingly. The information & advice she provided was excellent both helpful & reassuring. Also, interestingly, it was the first time in many years I'd had blood taken without feeling the needle go in. All-in-all, an excellent consultation.
- ✓ Prompt blood test appointment made and carried out by Sue so professionally.
- ✓ Very helpful very pleasant
- ✓ Nice nurse. Thorough. On time
- ✓ Very short waiting time and the Nurse was efficient and answered my questions.
- ✓ Polite receptionist, was directed to where I was to be seen, had my blood taken by a nurse who also was very polite.
- ✓ I'm always seen when I need to be, thanks to your walk morning service, and I've always had the care I need. However I'm not sure you'd get the same response from my daughter, who has been let down. Mostly due to going mute in appointments and not being able tell the doctor what she needs to say.
- ✓ From the receptionist to the nurse I was made to feel at ease
- ✓ Prompt appointment time. Competent, efficient practitioner.
- ✓ Because Dr Idowu was very good .. but I did have to wait 40 minutes
- ✓ Because it was very good
- ✓ The nurse was very smiley and reassuring to my little boy. Also very quick to administer both injections.
- ✓ I was happy with my meeting with Michelle.
- ✓ Got an appointment on the day, all staff pleasant and doctor saw me understood issue and prescribed medication which I could pick up before leaving.
- ✓ Brilliant nurse friendly and made me feel comfortable
- ✓ Every one so helpful
- ✓ On time with appointments and Michelle very good competent and made John at ease
- ✓ Nice service
- ✓ Very good service, staff are friendly and helpful. Only downside is the process of trying to see a doctor as I work full time it's very difficult to attend the walk-in appointments
- ✓ Quickly seen too by friendly staff and reassurance provided.
- ✓ Nice friendly staff
- ✓ Easy friendly reception appointment on time lovely clean building.
- ✓ I had the best treatment from a lovely nurse, and in 4 weeks my leg is completely healed due to that excellent treatment.
- ✓ Because I am at very low level due to my health and other issues, but always feel improved by the kind manner in which the staff deal with me.
- ✓ Michelle, the nurse, made my visit very pleasant and helped me feel relaxed.
- ✓ On time pleasant staff pain free needle . All good
- ✓ Staff are like very polite and helpful,
- ✓ Very helpful just easy nice service
- ✓ The doctor listened, was not hurrying despite patients waiting, and he was lovely to Mum.
- ✓ They were very professional and friendly. There was also a car/motorbike accident at the time I was there and the doctors, nurses and receptionists response time was amazing!
- ✓ Because the Doctor actually listens to what I have to say and he never fails to sort my problems out. The girls on reception and pharmacy are pleasant, polite, respectful, willing to help and always smiling.
- ✓ Because it was very good.
- ✓ Appointments ran on time and very friendly approachable staff
- ✓ Nice lady very good service
- ✓ Nice friendly helpful staff, nice approachable doctor too
- ✓ Lovely nurse always good when I come to practice for nurse or doctor
- ✓ I was happy with the nurse ,I found her helpful and gave me the time needed
- ✓ Polite friendly staff felt at ease
- ✓ Because of the very high 1st class service and care I get.(sent with Loud Effect)
- ✓ I was pleased with the overall service.
- ✓ Lovely staff
- ✓ Nurse very nice and perfectional, very nice experience altogether.

- ✓ *All good*
- ✓ *The nurse was very efficient, appropriately friendly and the surgery was clean*
- ✓ *For a very busy surgery that always make sure your seen*
- ✓ *The nurse I saw was very calming and helpful and I felt very comfortable*
- ✓ *getting rid of ear wax is of great importance to those with hearing problems. My wait was about 2 weeks which is very good . Job done well with care.*
- ✓ *Nurse very kind and answered extra questions.*
- ✓ *Promptly seen, kind understanding nurse. I had bloods taken and am needle shy. She looked after me before, during and after the procedure.*
- ✓ *Good service, prompt responses and follow on services*
- ✓ *Emma is a great nurse. She is friendly and cares. The service received from reception was first class as well.*
- ✓ *Skilled, efficient, professional, minor operation.*
- ✓ *Yes the nurse was very good and was happy to explain things to me if I had any questions.*
- ✓ *Quick and friendly*
- ✓ *It is a nice centre but the wait to see a gp is always so long, I waited two hours from 7.30am. Never option to book an appointment available. Good apart from that*
- ✓ *All everyone was very professional.*
- ✓ *Went to have dressing changed with nurse, she was very good and soon got my new dressing done.*
- ✓ *Everyone at whitecliff medical centre are always so friendly.*
- ✓ *It was onetime it was exalent. Service*
- ✓ *They have been amazing over the last few months with helping to get my blood pressure correct and nothing has been an problem to them even had 2 phone calls from the surgery I wasn't expecting*
- ✓ *Lois was very friendly, professional and reassuring for my son during his preschool boosters*
- ✓ *Nice staff, thorough doctor*
- ✓ *Because I was seen on time and the Nurse was excellent in listening to me and explaining and answering my concerns. She was also very professional in carrying out the ECG and Blood Pressure testing.*
- ✓ *Dr Jay was professional throughout. He took the time to listen to my problem and arranged appropriate treatment*
- ✓ *Staff very helpful, all the pressures in the surgery were met with helpful professional gp's , nurses and staff.*
- ✓ *Nothing is too much trouble from all departments - reception , nurses, pharmacy. Very friendly and reassuring*

Not Recommended

- ✓ *Lack of help from the ambulance service,When I was beaten up& had a mini-Seizure afterwards*
- ✓ *I had to get 2 buses to get to the surgery @ was told all systems were down*
- ✓ *Not receiving notifications early enough when appointments cancelled*
- ✓ *I feel the service has gone down hill for some time now*
- ✓ *I find it unbelievable nobody at the surgery seems to know anything me despite having phoned and text me tuesday 1st of august plus having seen both hayley on the 10th july and sue on the . 1st aug 1 was offered an app with dr jain for yesterday which i had to rearrange for today at 12.10 its now been cnx but i have just recieved a phone call from dr jain and i have reassured him i do exist*
- ✓ *because i was told i would get a call back first thing this morning and i did not get a call*
- ✓ *The Nurse failed to take bloods for the second week in a row. As patient, I have never experienced any issues with taking bloods before..*

Passive

- ✓ *Waiting time to see the doctor*
- ✓ *Purely the waiting time of 2.5 hours after checking in at reception to then actually see a doctor, that's not good enough!*
- ✓ *Problem not solved, nurse lovely however*