# FFT Monthly Summary: May 2023

Dr Sivakumar and Dr Gude Code: P92020



## SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
40	12	0	1	1	0	0	0	0	49	5	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:	124						
Responses:	54						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	38	10	0	0	1	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail	2	2	0	1	0	0	5
Manual Upload							
Total	40	12	0	1	1	0	54
Total (%)	74%	22%	0%	2%	2%	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.

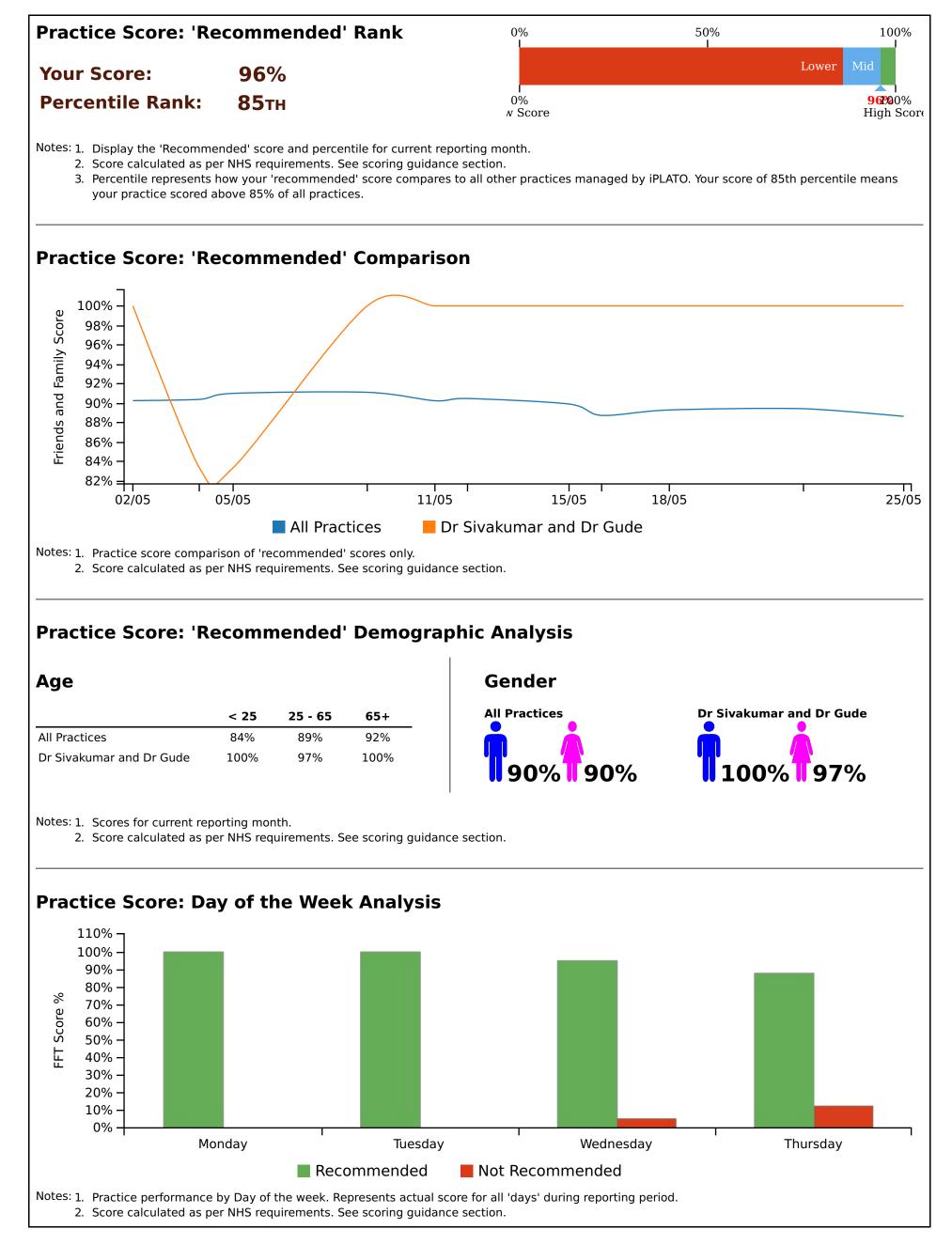
The percentage measures are calculated as follows:

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

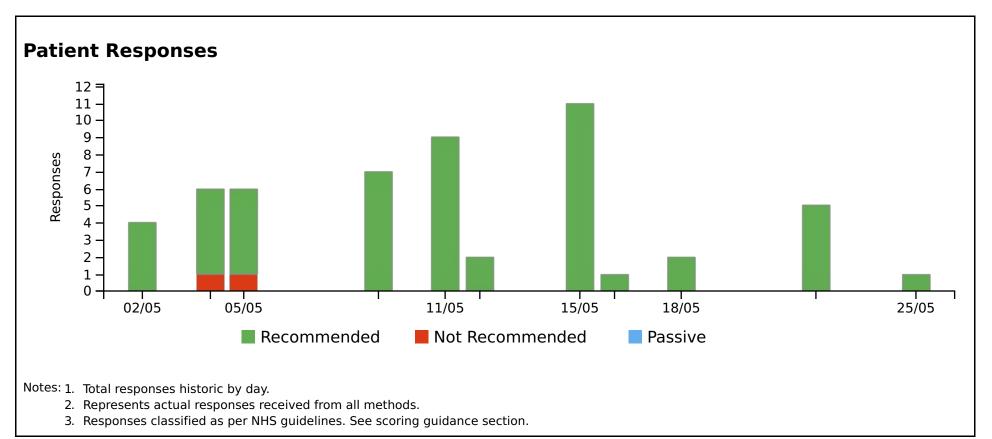
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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



### **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

✓ Very nice doctor and resolution to my problem

✓ Good. Doctor listened patiently. Discussed options. Provided a plan.

✓ GP was very understanding and considerate

- ✓ Doctor I seen today deserves a 1, he was very good, reassuring and knowledgable. The surgery as a whole I would give a 2.
- The GP I saw today and the one I have been dealing with are both very good, I have had conversations with other GP's that are not as helpful and did not give very accurate information. Hence why over I put good.
- ✓ The doctor was excellent, he explained the results he received from the hospital regarding my illness and the treatment recommended.
- The doctor has contacted and followed through each and every aspect of care with concern and due diligence and listened with understanding and gave patient advice and choice of options.
- ✓ I was seen by the nurse on the same day due to being worried about my health and she was very understanding and very thorough

✓ Great service twice this week for my daughter

- ✓ Our Gp practice is always pleasant and great service
- Contacted over my GP app told them my symptoms received a message back within 10 minutes doctor asked if it would be ok to ring me, replied yes received call within less than 10 minutes. After speaking with the doctor she asked if I could come to the surgery within the hour. Got to surgery was seen almost straight away. Good consultation and was sorted by the doctor who was very nice.
- ✓ Took the time to listen and evaluate and was very professional
- Yes. I rang the surgery around 8.30 and explained my problem. The information was passed to a dr and i was contacted by text to say i had a a face to face appt at 10.50am the same day. Absolutely wonderful care and consideration. Thank you.

✓ Efficient, caring and helpful service.

- ✓ Very helpful receptionist and quick appointment, the doctor listened and was helpful!
- ✓ Got a reply to that online GP ask GP thing on the same morning I'd sent the message.
- The surgery, always responds quickly, great reception staff & Dr Gude is a great doctor. They contact me for annual tests and use Ask my GP for prescription & phone Appointments. I could not rate this surgery highly enough
- The Doctor was thorough in her check, explicit as to what she thought was causing the problem, how to treat it and what to do if it didn't improve.

✓ Because dr tabini was very helpful

- ✓ Had bloods taken at time of appointment and well women check at
- $\checkmark$  Was able to see the doctor on the same day and the appointment was on time.
- ✓ Don't have to go to doctors often but you were all very good.

✓ Nurse a bit distant

✓ I found Dr Francis refreshingly friendly and approachable and gave reassuring advice

wonderful experience very attentive. Dr fully listen to the issues. I have with my eczema and advise me not only that he states he will communicate back to me in two weeks which I think is excellent service and I thank you very much. Warmest regards, Stephen

- In Francis took the time to listen to me, was reassuring and explained clearly what to expect. I didn't feel rushed and he gave me the time I needed to discuss my situation.
- ✓ Punctual. The Doctor was a good listener as well as explaining my issues.
- ✓ Very helpful.
- ✓ Appointment with Dr gude always very helpful and helping me with my illness.
- ✓ Wonderful surgery
- $\checkmark$  The doctor that I saw was very thorough and is sending me for blood tests.
- ✓ Receptionist are kind and helpful, nurses always a pleasure to see.
- $\checkmark$  I was pleased with the service i received.
- ✓ Doctor did everything she could to try and resolve the problem
- ✓I saw Dr Gude today, he diagnosed what was wrong and he explained the condition.A very good experience

#### Not Recommended

I attended for my appt two days ago, to be told i did not have an appt - yet it was booked on your app that has multiple bugs and glitches .todays appt was the replacement appt, the booking in screen is not responsive, so you still have to inform the receptionist you are there. The gp i saw, i could not understand half of what she said , even though i had to ask her to repeat everything. Speaks too fast and very quietly. Didnt really ask a probing subjective history, did not confirm or hypothesise a diagnosis. No chance to add any further information to fill in the gaps - being dismissed whilst facing a computer screen, without asking if there are any other concerns, is a tad rude. Not a very good example to show a medical student how to communicate effectively with your patients.

The reception staff were very helpful in trying sort out a replacement appt for the one that wasnt on the system.

I think your procedure for both diagnosing & medication UTIs is very lacking. If someone has 4/5 symptoms of a UTI there should be no delay for antibiotics. Each time I have given samples straight away & I have had to wait both 6days the first time & 3days this time. The paramedic i saw this afternoon was excellent & couldn't help enough to ensure I didn't have to go the whole Bank holiday weekend without treatment& all that entails. I think that the procedure needs looking into immediately

Passive