

# FFT Monthly Summary: January 2020

The Dekeyser Group Practice  
Code: B86067

## SECTION 1 CQRS Reporting

### CQRS Reporting

| FFT001 | FFT002 | FFT003 | FFT004 | FFT005 | FFT006 | FFT007 | FFT008 | FFT009 | FFT010 | FFT011 | FFT012 |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 23     | 10     | 4      | 5      | 7      | 0      | 0      | 0      | 0      | 49     | 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>171</b>       |            |                             |            |                    |            |             |  |
|---------------------------|------------------|------------|-----------------------------|------------|--------------------|------------|-------------|--|
| <b>Responses:</b>         | <b>49</b>        |            |                             |            |                    |            |             |  |
|                           | Extremely Likely | Likely     | Neither Likely nor Unlikely | Unlikely   | Extremely Unlikely | Don't Know | Total       |  |
| SMS - Autopoll            | 23               | 10         | 4                           | 5          | 7                  | 0          | <b>49</b>   |  |
| SMS - User Initiated      |                  |            |                             |            |                    |            |             |  |
| Tablet/App                |                  |            |                             |            |                    |            |             |  |
| Web/E-mail                |                  |            |                             |            |                    |            |             |  |
| Manual Upload             |                  |            |                             |            |                    |            |             |  |
| <b>Total</b>              | <b>23</b>        | <b>10</b>  | <b>4</b>                    | <b>5</b>   | <b>7</b>           | <b>0</b>   | <b>49</b>   |  |
| <b>Total (%)</b>          | <b>47%</b>       | <b>20%</b> | <b>8%</b>                   | <b>10%</b> | <b>14%</b>         | <b>0%</b>  | <b>100%</b> |  |

### Summary Scores

 67%
  24%
  9%

## 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:

$$\text{Recommended (\%)} = \frac{\text{extremely likely} + \text{likely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

$$\text{Not Recommended (\%)} = \frac{\text{extremely unlikely} + \text{unlikely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

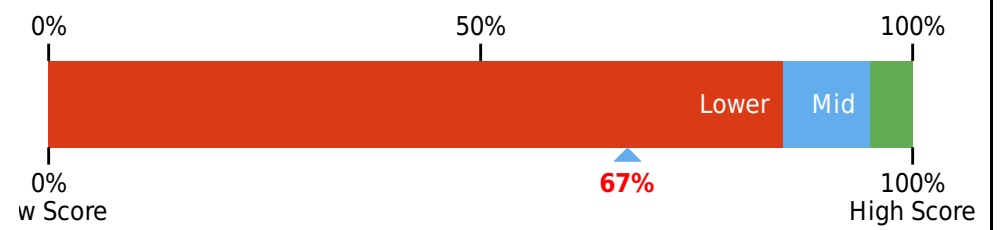
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

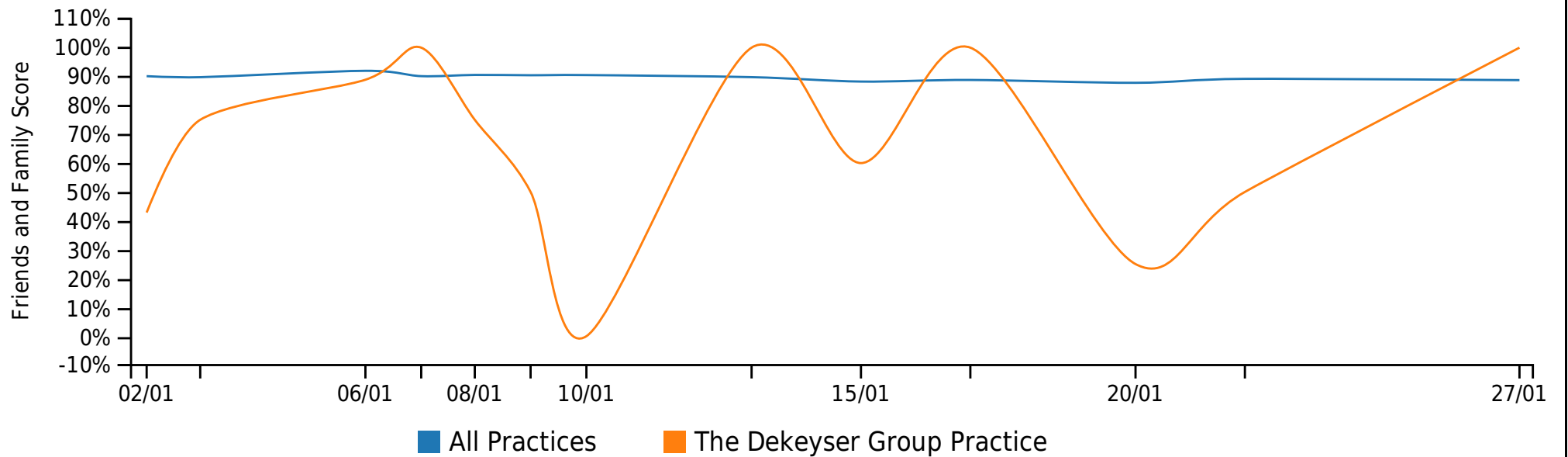
### Practice Score: 'Recommended' Rank

**Your Score:** **67%**  
**Percentile Rank:** **5TH**



- 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 5th percentile means your practice scored above 5% of all practices.

### Practice Score: 'Recommended' Comparison



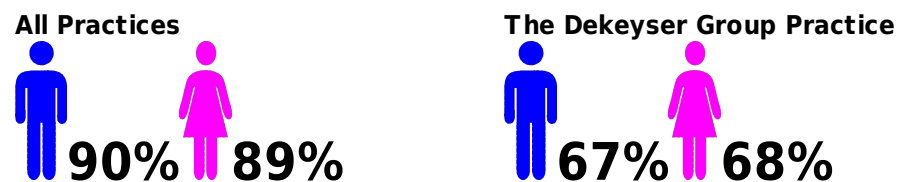
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

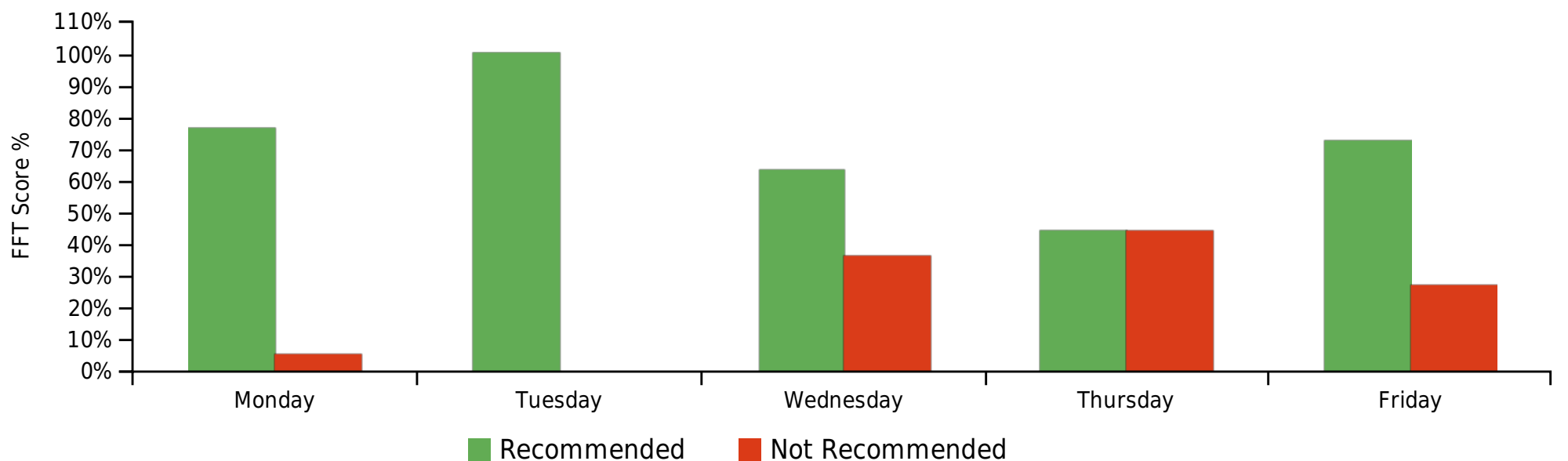
|                             | < 25 | 25 - 65 | 65+ |
|-----------------------------|------|---------|-----|
| All Practices               | 83%  | 89%     | 93% |
| The Dekeyser Group Practice | 100% | 67%     | 67% |

#### Gender



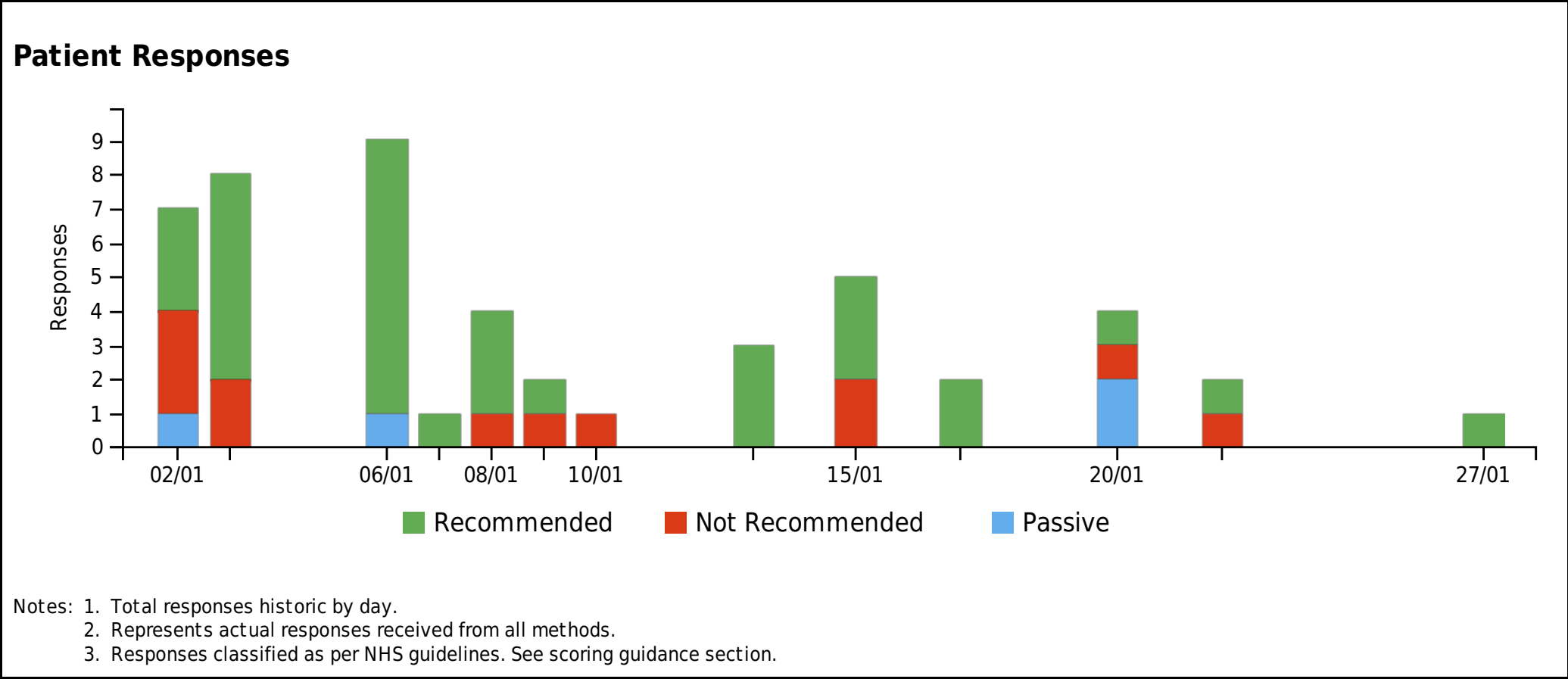
- Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### 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 13       |           |
| Arrangement of Appointment 16 |           |
| Reference to Clinician 15     |           |

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

### 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

- ✓ Drs have been good to me
- ✓ I didn't have to wait for an appointment..and I was well treated.
- ✓ Because they are excellent go practice
- ✓ The service is always great
- ✓ Takes too long to get through on the phone 20mins on hold at least - the practice is too busy for one or two receptionists
- ✓ Got an appointment and was seen on time
- ✓ Pleasant staff @ efficient service, especially in Lloyds Pharmacy.
- ✓ Christine Townsend was exceptional for my son's blood test this morning.
- ✓ Easy to book and excellent on time service
- ✓ Once I eventually got an appointment, a referral was able to be made. Staff are always polite and professional
- ✓ Not enough time to discuss items of concern.
- ✓ Good doctor. Appt 15mins late.
- ✓ Difficulty in getting appointments
- ✓ Even though I had a long and wanted a sick note for work due to the death of my mum I was dealt with so much care and understanding which was greatly appreciated
- ✓ Receptionists and the nurse we're very friendly and accommodating.
- ✓ Friendly staff excellent professional treatment .
- ✓ Everything good except for the difficulty in getting an appointment
- ✓ The only problem is getting an appointment when needed
- ✓ Very efficient in getting a morning appointment on the day of phoning.
- ✓ Caring and friendly nurse
- ✓ Confidence in the skills and professionalism of the office and practitioner staff
- ✓ I am really pleased with the service provided by Dr Mike.
- ✗ Because ive always been happy you only have to look how long ive been with you Very satisfied thankyou

#### Not Recommended

- ✓ Been given conflicting information from 2 different doctors.
- ✓ Appalling Service, long wait to see a doctor, randomly stop repeat medication without explanation then wait a long time to sort out. Miserable staff who appear to be trained in fobbing people off.
- ✓ Trying to book an appointment is horrendous, every time I call I am on hold for at least ten minutes, when the phone is answered the reception staff are @ are rude and most of the time aren't helpful. I have needed an appointment to check the fitting of the coil for myself for approx three month and either don't have the time to sit and wait for the phone to be answered or I get told there is no available appointments and to try next month or ring at seven ever@ every morning till I successful. The best experience I have had was with midwife jo Morley, I cannot fault jo in any way. @way.
- ✓ Hi i do not have any problems with the doctors or nurses at the practice they are all brilliant the problem is the appointment system and specially the r@the receptionist booking system for appointments they think they are more important than the doctors thanks Mr ward @ward
- ✓ Because I went to the doctors 2 times with my symptoms and the sent me away saying it was a virus they didn't listen to me in the end I have ended up rin@p ringing 111 and hot the answer I wanted x I had bronchitis x if they had given me antibiotics early I wondent be as bad as I am know x @ow x
- ✓ Reception - no option to book advance appointment over telephone. Not everyone wants to book online!
- ✓ Cannot get through on the phones. Have to physically go to reception as soon as it opens ie 7am to be guaranteed an appointment. This is victimizat@mization for people who cannot do this . Also online bookings are taking priority . Again victimization. Everyone should have a fair and equal opportunity@unity. @.
- ✓ Whilst the nurse who held my appointment was brilliant, and made me feel very safe and looked after its almost impossible to ring up and get a same or ne@or next day appt. Online account is a good idea but you don't always know the best person to make an appointment with. I was also summoned for a smear test so@st so I made an appointment (2 week wait) and then turned out I couldn't even have it as was not 12 weeks post natal yet but no one told me that. @hat.
- ✓ Rushed appointment and rude reception staff
- ✓ Seen within 5 mins of my appointment time. Doctor very pleasant and knowledgable sorry should have typed 1 not 5
- ✓ Ring early morning but takes 20/30 min to answer phone then tell you no appointment left
- ✗ Could not get a doctor's appt for a week. Ringing no answer or all appts gone even at Windsor house. Online system was not working properly either! My co@My condition was

*high blood pressure and other symptoms and the stress made me worse ! Thanks @anks*

### **Passive**

- ✓ I couldn't see a doctor and saw a nurse practitioner who sent me to the hospital and I think the doctor would have known what was wrong it cost me 20 in @20 in taxis and we waited 3 hours to see the doctor there and it was for conjunctivitis that I told her. @her.
- ✓ The reason that made me put 3 is that it is twice now there has been a mix up with my appointment. Nothing seems to be straight forward anymore. It seem@ seems to be getting much worse to book an appointment to see a particular doctor even if you are registered on line. Reception tell you to ring up at 7am@t 7am you get through sometimes after 5mins to be told they have all gone. When you go in to tell them they say you can come and queue before 7am till they@ they open. For someone really elderly this makes it very difficult for them. @em.
- ✓ Disappointed as didn't really get any answers considering I've had x rays seen a nurse now a doctor all in 4wks , wher I am totaly fed up an depressed wi@ed with it all , ie the pain@ pain
- ✓ Level of service in administration