

FFT Monthly Summary: January 2025



Summerhill Surgery
Code: G82046

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
88	9	3	0	0	0	0	0	0	100	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:

247

Responses:

100

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	88	9	3	0	0	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	88	9	3	0	0	0	100
Total (%)	88%	9%	3%	0%	0%	0%	100%

Summary Scores

97%

0%

3%

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

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: 97%

Percentile Rank: 80TH

0%50%100%

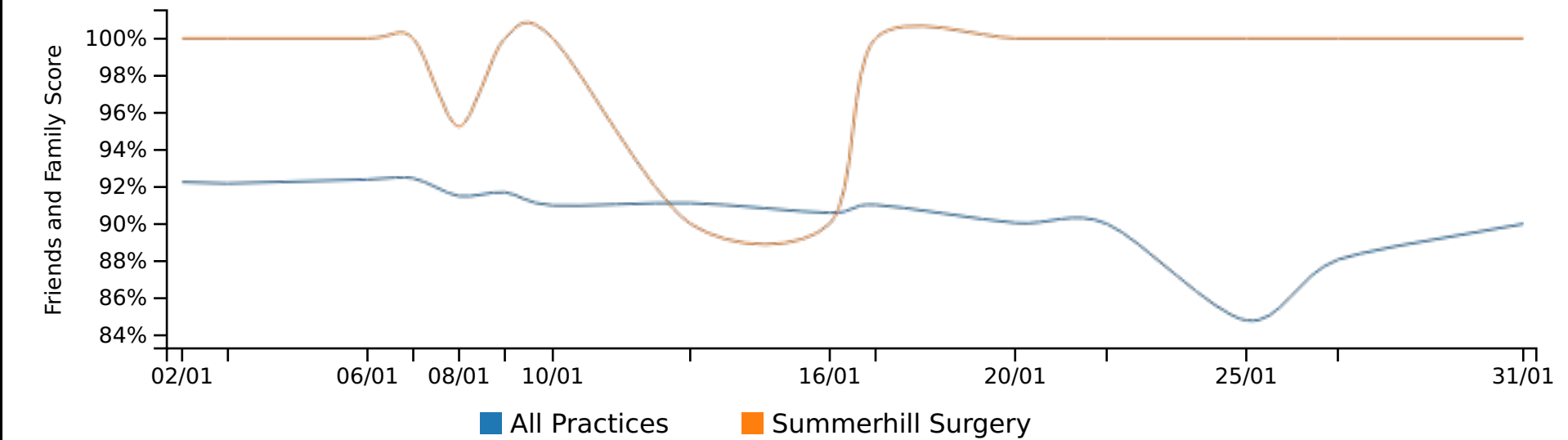
0% Score

LowerMidHigh Score

97%

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 80th percentile means your practice scored above 80% 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	86%	91%	94%
Summerhill Surgery	100%	96%	97%

Gender

All Practices

92%

91%

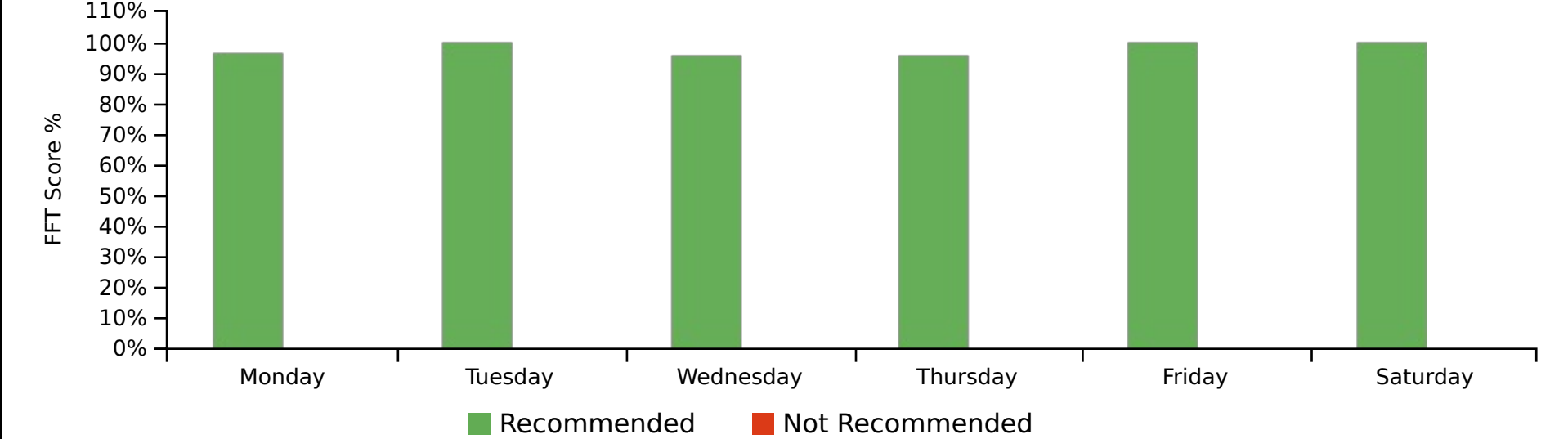
Summerhill Surgery

98%

97%

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

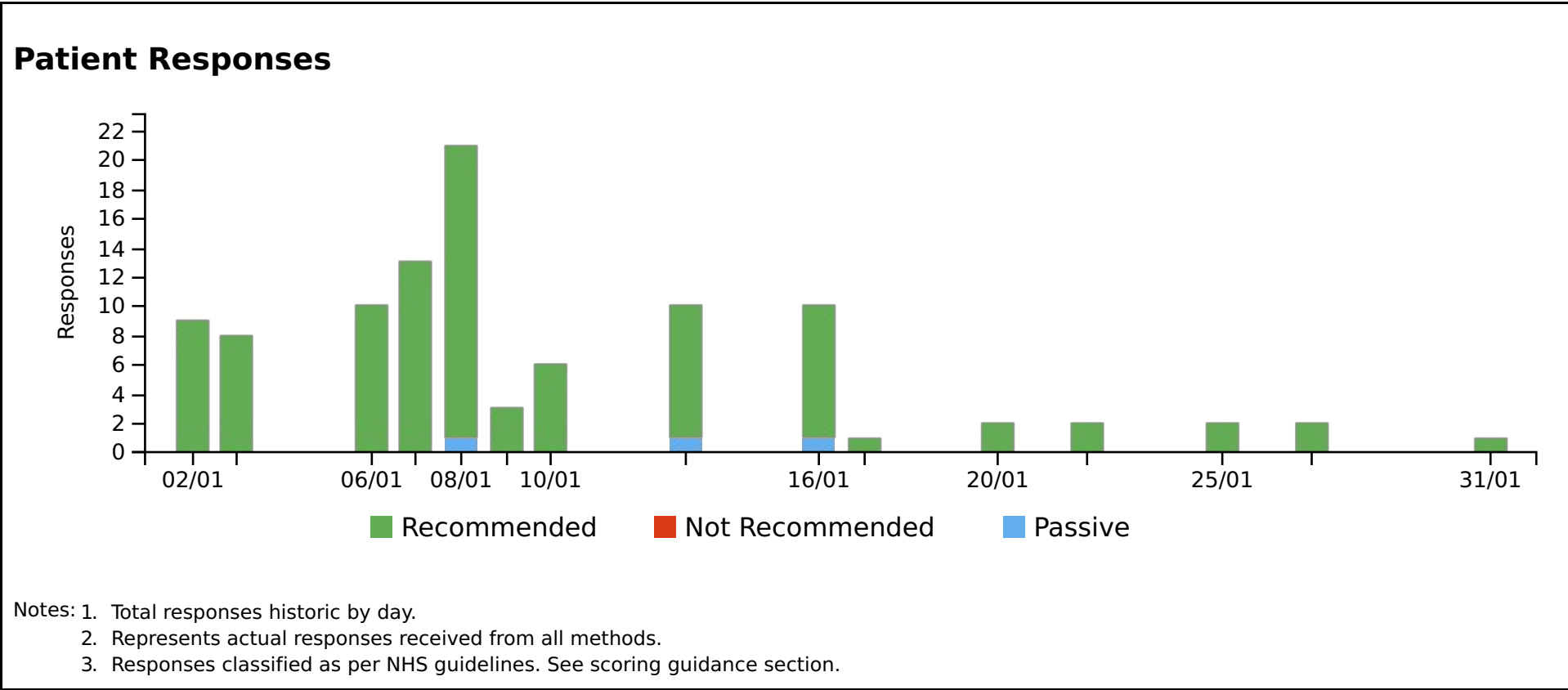
Practice Score: Day of the Week Analysis



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 21
Arrangement of Appointment 17
Reference to Clinician 30

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

professional, always, nice, excellent, quick, thorough, reassuring, well, great, efficient, quickly, confident, waiting, calm, informative, possible, aware, straight, saying, previously, standard, totally, sincere, general, comprehensive, knowledgeable, different, greatly, last, overall, ever, sick, talking, fast, bad, sweet, going, back, using, young, caring, absolutely, severe, generally, confident, waiting, calm, informative, possible, aware, straight, saying, previously, standard, totally, sincere, general, comprehensive, knowledgeable, different, greatly, last, overall, ever, sick, talking, fast, bad, sweet, going, back, using, young, caring, absolutely, severe, generally

Patient Free Text Comments: Detail

- Free Text Comment received for current reporting month.
- Classification based on initial response to Q1 rather than content of message.
- Legend: ✓ Consent to publish comment / ✗ No consent to publish comment

Recommended

- ✓Seen near to my appointment time...very nice ,helpful professional.
- ✓lovely
- ✓Pleased with reception and nurses
- ✓Service is always very good
- ✓The surgery was very quick and helpful to get me to see the doctor and was very sincere and helpful to me.
- ✓Well organised very helpful receptionists who helped with my repeat scripts. Doctor good too
- ✓I'm very happy with the service I receive
- ✓Because i feel the Doctor listened what i had to say.. Very professional.. And didn't wait too long to be seen.
- ✓Yes on time very professional had blood tests very quick in and out
- ✓Sent e consultant Friday lunch time got a phone call that afternoon. Appointment booked for Wednesday to see nurse.While at the surgery booked appointments fot 2 vaccinations and a blood test for the next day.
- ✓Happy with service
- ✓Found the doctor very nice could understand what he was saying and he listened to me
- ✓Staff were friendly and professional
- ✓The receptionists are aware of information when asked about it, the doctor was very kind and sweet during my telephone consultation last week. Then the nurse at the appointment today was knowledgeable and thorough.
- ✓The was polite
- ✓Seen always on time, the nurse Deborah Nash is so good in her role
- ✓See Nicola nurse excellent
- ✓Today was a good day, chatting to Claire at reception then called straight in for my procedure. Great service.
- ✓The physio that I saw totally understood what I was talking about and definitely knew her stuff
- ✓I'm looked after
- ✓Had a very good spirometer test which outlined possible causes /remedies to my condition
- ✓Always get me a appointment. Great staff friendly
- ✓Receptionist very helpful and so was the dr very thorough got seen at the time of my appointment
- ✓I am very happy with how the GP respects and encourages patients to not feel scared. everyone is so friendly and welcoming the whole family are so pleased to have moved to summer hill. Thank you for eveything you do..
- ✓The nurse was lovely and patient with the kids
- ✓Kind and helpful staff, on time
- ✓Super service appointment at 9 seen at 8.58 flu jab done and oute building by 9.01Didn't feel the injection 10/10Can't ask for
- ✓Did e consult at 7am call back at 8 with appointment for that day. Brilliant
- ✓Liked 1
- ✓Because I was on time and nurse was lovely
- ✓From start to finish very efficient and kind
- ✓I felt looked after, and my care was beyond a standard I had previously experienced elsewhere. I didn't feel rushed at all, and the nurse was incredibly patient with my questions. She also pre-booked my follow up appointment, which I haven't experienced before but has taken the stress out of it and allowed me the ability to pre-arrange my time off work, which I greatly appreciate.
- ✓had an appointment at 10.10 for a important injection but the nu had phoned in sick but they got me in at 1.30 same day I was ve
- ✓I think it is a good Dr's practice overall
- ✓I was very happy I managed to get an appointment for my son on the same day using the online form, the doctor he see was very friendly
- ✓Because I was seen on time by the nurse and she was very nice and good at her job
- ✓Is was no trouble, no complaints about?
- ✓Seen nearly on time. Not rushed in appointment.
- ✓courteous, professional staff, excellent and thorough treatment
- ✓As you have friendly staff doctors and nurses willing to give advice
- ✓Everything was spot on, no other answer!
- ✓The young lad at reception was very helpful
- ✓Always polite and comprehensive service. Lovely staff and not hurried.
- ✓Because the nurse was very nice to me and made me feel valued
- I saw nurse Shelley and she was very nice understanding and reassuring

- ✓
- ✓ *Had 2 appointments today and both Friendly and Kind*
- ✓ Was seen on time, and staff helped me book a doctors appointment
- ✓ *Service was very good in all respects*
- ✓ Excellent people and service
- ✓ *The practice was quiet, calm and reassuring. Staff were pleasant and helpful . I was seen quickly and on time . The locum gp was kind , listened to me and patient*
- ✓ In and out in 15 minutes
- ✓ *Deborah was very friendly*
- ✓ Receptionist was very happy and helpful, appointment was on time
- ✓ *Every one was very friendly and the whole experience was good*
- ✓ Lovely Receptionist, no waiting to speak of. Blood taken all in 10 minutes from entering the car park
- ✓ *Because I was happy with the treatment I received.*
- ✓ Good staff
- ✓ *Because the nurse treated me with dignity and respect*
- ✓ Very polite helpful and
- ✓ *There always Polite and so helpful*
- ✓ Polite staff and I didn't have to wait very long
- ✓ *My appointment was very informative and helpful*
- ✓ I phoned the doctors at 8am and got an appointment at 11am. I was seen very quickly and I knew I had an infection but the doctor confirmed it.
- ✓ *Quick and fast and very nice*
- ✓ The nurse that I see what absolutely lovely. She is caring, and makes you feel so confident especially when I was having a smear test and felt awkward in general about having it done. She makes you feel like she listens and actually cares about your wellbeing. Best nurse I've ever had!!
- ✓ *Staff are always helpful n very friendly*
- ✓ The staff were very polite and friendly
- ✓ *It. Was a good. Service*
- ✓ Although face to face with therapist only discussed treatment in future months.
- ✓ *I am well satisfied with the efficient care I received*
- ✓ The nurse was very nice and friendly
- ✓ *Very good surgery best in the area if you have a problem staff always try to help if you need to see a DC they are very good and do there best to sort your medical problems out*
- ✓ Check in was very easy and the doctor was very good and friendly.
- ✓ *The nurses at summerhill are professional generally care about their patience's*

Not Recommended

Passive

- ✓ Because i want to know whats going on..why was i sent the letter in the first place.
- ✓ *I had an appointment and was seen. It is exactly what is expected. If I was offered a cuppa and a foot massage I would have scored higher, if I was treated bad or ignored, I would have scored lower. I had an an appointment and was seen as expected from a visit to a Dr surgery.*
- ✓ 6 and a half weeks wait for physio while in severe pain and today I was told that I could have been referred to a different clinic much sooner . The pain has gone after over 2 months so they couldn't do anything for me. I should have been seen much sooner.