

# FFT Monthly Summary: February 2025



Summerhill Surgery  
Code: G82046

## SECTION 1 CQRS Reporting

**CQRS Reporting**

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
75	15	5	0	1	0	0	0	0	96	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

**Surveyed Patients:**  
**Responses:**

**283**  
**96**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	75	15	5	0	1	0	<b>96</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>75</b>	<b>15</b>	<b>5</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>96</b>
<b>Total (%)</b>	<b>78%</b>	<b>16%</b>	<b>5%</b>	<b>0%</b>	<b>1%</b>	<b>0%</b>	<b>100%</b>

**Summary Scores**  

94% 1% 5%

## 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:94%

Percentile Rank:70TH

0%50%100%

0% Score

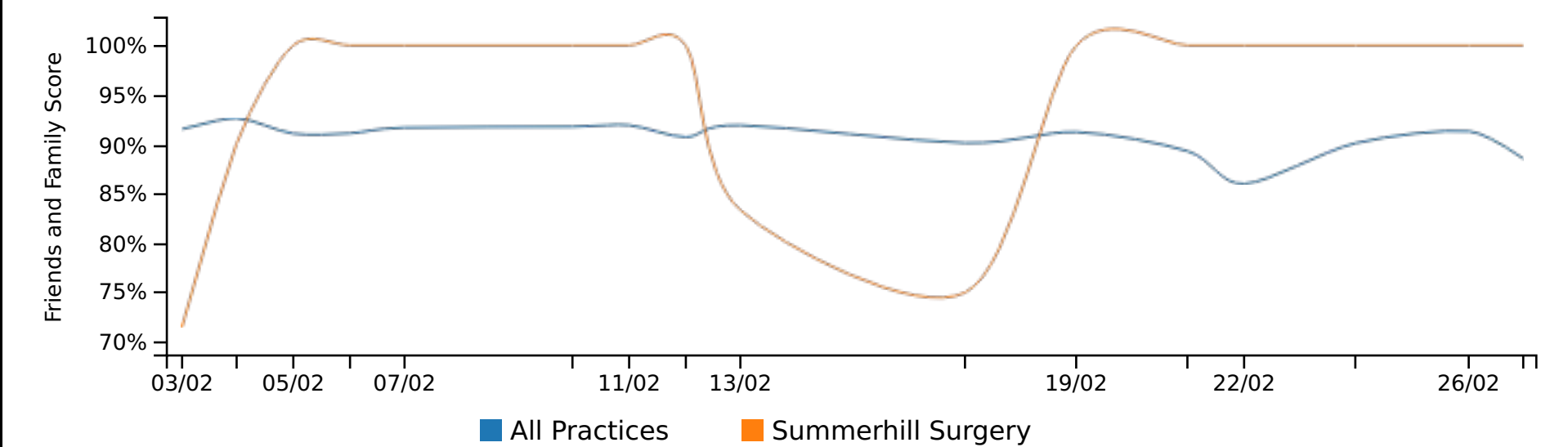
LowerMidHigh Score

94%

100%

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 70th percentile means your practice scored above 70% 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	85%	91%	93%
Summerhill Surgery	75%	95%	94%

Gender

All Practices

91%

91%

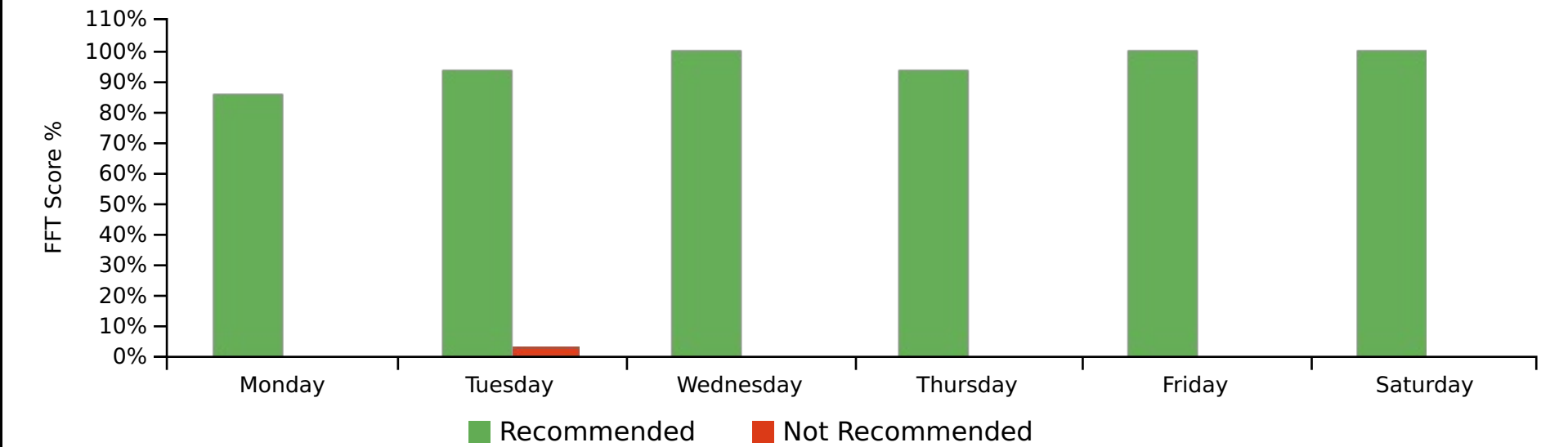
Summerhill Surgery

94%

94%

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

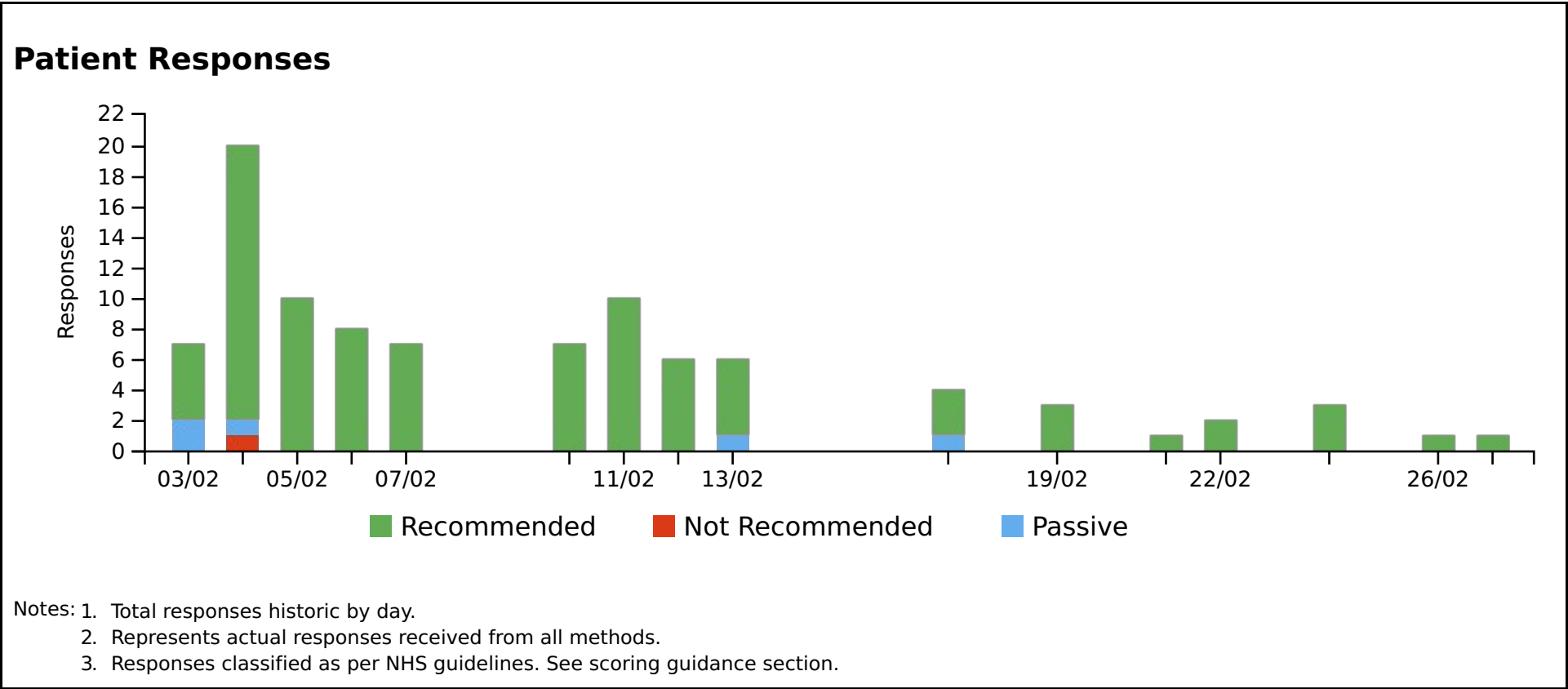
Practice Score: Day of the Week Analysis



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**

Reception Experience	21
Arrangement of Appointment	17
Reference to Clinician	32

**Tag Cloud**

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

- ✓ Good service today
- ✓ *Easy to book in on the computer on the wall plus the staff are very friendly and helpful*
- ✓ 1 for very good?
- ✓ *There r a very good GP practice*
- ✓ Because i didnt have to wait for long and the staff were very helpful and pleasant
- ✓ *My son is disabled has been after a dreadful accident in France where my daughter & I flew out to the hospital he was taken to in a critical position. Brain damaged & bones etc broken all down his left side now mostly metal. Tony didn't know us & it's taken many years to teach how to live. He lives alone now & is independant but he couldn't come to your surgery without me or my daughter he doesn't keep the info given to him in his head. Lynsie he listened to what she was saying & she explained things to him that he could understand like you would a child - he is 60. He felt comfortable talking to her & although she normally works on a Wednesday Tony asked if he could see her on a monday & she has given us February 24th at 3pm. She could have said no but she has put my son first which is so very kind of her & Tony is happy to see her again.*
- ✓ I saw the nurse today. She was kind, helpful and caring in the service she gave me.
- ✓ *Checked in using self checkin. Appointment was in time. Reception staff and nurse who took my bloods were all very nice and helpful. Overall a very efficient experience.*
- ✓ I was seen on time and it was a quick appointment, very friendly
- ✓ *Doctor was very polite and helpful*
- ✓ Friendly and understanding
- ✓ *Last week saw Doctor Grover absolutely first class he sorted everything for me , and have seen the nurse twice , again fantastic treatment , cannot fault this practice or the very helpful receptionists , thank you*
- ✓ Quick response to my econsult, same day face to face appointment with gp
- ✓ *My physio was excellent*
- ✓ Oops sorry
- ✓ *The staff are always friendly & helpful, and will always explain things when asked*
- ✓ Nurse was on time and very attentive
- ✓ *The Doctor, was kind, caring and patient. And thorough*
- ✓ Communication between admin staff and clinical staff could be better
- ✓ *Seen on time, consultation was friendly and efficient.*
- ✓ No
- ✓ *Excellent service no waiting lovely lady explained everything very happy.*
- ✓ The actual appointment was very good but I had to wait after the time of my appointment even though it was an early appointment
- ✓ *I did E consult at 7.40 this morning..had phone call from surgery at 8.55 and appt for 9.45. Saw a very nice doctor and got anti biotics. Excellent service*
- ✓ On this occasion only. Prompt appointment and pleasant front desk staff.
- ✓ *Easy to register at entrance. Nurse Shelley was very knowledgable and professional. I had a thorough examination and explanation*
- ✓ Most of the 99.9% of the time they are helpful pleasant and (happy) even when stressed out . anonamos nah dont think so anyway im happy for them to know who sent this
- ✓ *seen on time useful consultation*
- ✓ Nice people
- ✓ *Very prompt*
- ✓ Listened well and advised.
- ✓ *Very care'in nurse made me feel at ease*
- ✓ My appointment was on time and the procedure was carried out efficiently and kindly.
- ✓ *I was helped to complete a consult over the phone by an extremely pleasant and helpful receptionist. I then had a face to face the next day.*
- ✓ Very helpful staff & doctor plus got an appointment when needed
- ✓ *I completed an consulting. Had an appointment with the doctor. I was seen on time and he explained the tests and why he required them.*
- ✓ I completed an econsult and sent it. Within the hour I had a phone call to say there was a cancellation and would I like to have an appointment at 4.00pm. I was so pleased with this
- ✓ *Nurses are great*
- ✓ Very friendly staff, nurses always say hello even if your not seeing them. Dr explained everything perfectly & answered all my questions.
- ✓ *Staff are always helpful and polite*
- ✓ It was a good service

- ✓ *Because you gave me a good service*
- ✓ Shelly friendly & helpfull
- ✓ *It was a follow up appointment to see if I was OK with the treatment I received earlier.*
- ✓ All of the staff, reception, nurses and Doctors are superb. Summerhill is the best practice I have ever belonged to.
- ✓ *(RE:)The appointment was timely and the nurse was polite and efficient. Thanks.*
- ✓ Great service kind staff and fab reception team. Overall amazing service thank you so much
- ✓ *Would have been a 5 but went in 15 late*
- ✓ The Whole experience from the reception to the nurse taking my bloods was very smooth and painless.. not to mention how quick it was
- ✓ *Because it was quick and efficient.*
- ✓ Very polite helpful and very courteous
- ✓ *The person I saw was very friendly and made u feel comfortable and could talk to.*
- ✓ Always great helpful staff at summerhill. They can never do nought to help me.
- ✓ *Professional appointment and manner. Asked for an expeditious appointment and the nurse adhered to my wishes.*
- ✓ Digital booking service was that responsive that I could not respond quick enough myself. Was seen promptly by very pleasant GP.. Reception was short staffed, but were jovial and polite!
- ✓ *The appointment was on time and the nurse very friendly and patient with my elderly mother.*
- ✓ Friendly helpful staff.
- ✓ *It was deserved*
- ✓ Fantastic nurse and receptionist
- ✓ *The man on the phone was very helpful and polite. And dr was also very good with my son*
- ✓ Help full and patient very good at explaining what to do
- ✓ *Was treated by Adele for Asmha but I showed her a injury on my leg for advise . She rushed off got another nurse was prescribed antibiotics and got it dressed plus a appointment for next week to treat the leg. Very caring people. I'm very grateful.*
- ✓ Quick service, check in through tablet was easy, nice service from staff.
- ✓ *Good service and polite*
- ✓ On time, polite friendly Dr hopefully sorted me out
- ✓ *Nurse was fantastic with my daughter, very informative about things she needed to know. Thanks Shelly*
- ✓ No problems straightforward and who will be in contact
- ✓ *Yes . I found the receptionist (Clare ) very helpful in getting an e consult both booked and blood pressure checked . From this contact I was phoned by a helpful doctor who was able to prescribe medication quickly. I would of liked an actual face to face consultation , however the e-consultation was effective in them at I got the medication that I needed for the blood pressure and high ish cholesterol*
- ✓ I saw the practice nurse, to give a blood sample for my venesection treatment. She was very pleasant and very efficient, as usual.
- ✓ *Would off been a 1 if I was seen on time. I was seen 15/20 minutes late*
- ✓ Clinical staff are excellent,the receptionist today was very good,abet still being inducted in to her role but polite,warm,positive lady.to ensure that the practice works well please consider giving reception and clerical staff job supervision.
- ✓ *Because the nurse was kind of and gentle*
- ✓ Nurse was lovely and was on time
- ✓ *Done e consult at 8 am got a response by 9 got an appointment with a doctor at 5 who then consulted me to see a ear, nose and throat specialist at A&E*

## Not Recommended

- ✓ **Never answer the phone. Very difficult to get an appointment.**

## Passive

- ✓ waited 20 mins on phone only to be told they can't take anymore e consults today and to ring bk at 8 in the morning
- ✓ *Shelly is a very efficient makes me very much at ease and I discuss any issues I may have*
- ✓ It was a blood pressure reading.
- ✓ *Nurse was very good.But too get an appointment is hard*