

FFT Monthly Summary: August 2020



Bensham Family Practice
Code: a85002

SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
26	2	1	0	2	0	4	0	0	27	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:	75						
Responses:	31						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	22	2	1	0	2	0	27
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	4	0	0	0	0	0	4
Total	26	2	1	0	2	0	31
Total (%)	84%	6%	3%	0%	6%	0%	100%

Summary Scores

90%

6%

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:

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

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:

90%

Percentile Rank:

40TH

0%

50%

100%

0%w Score

Lower

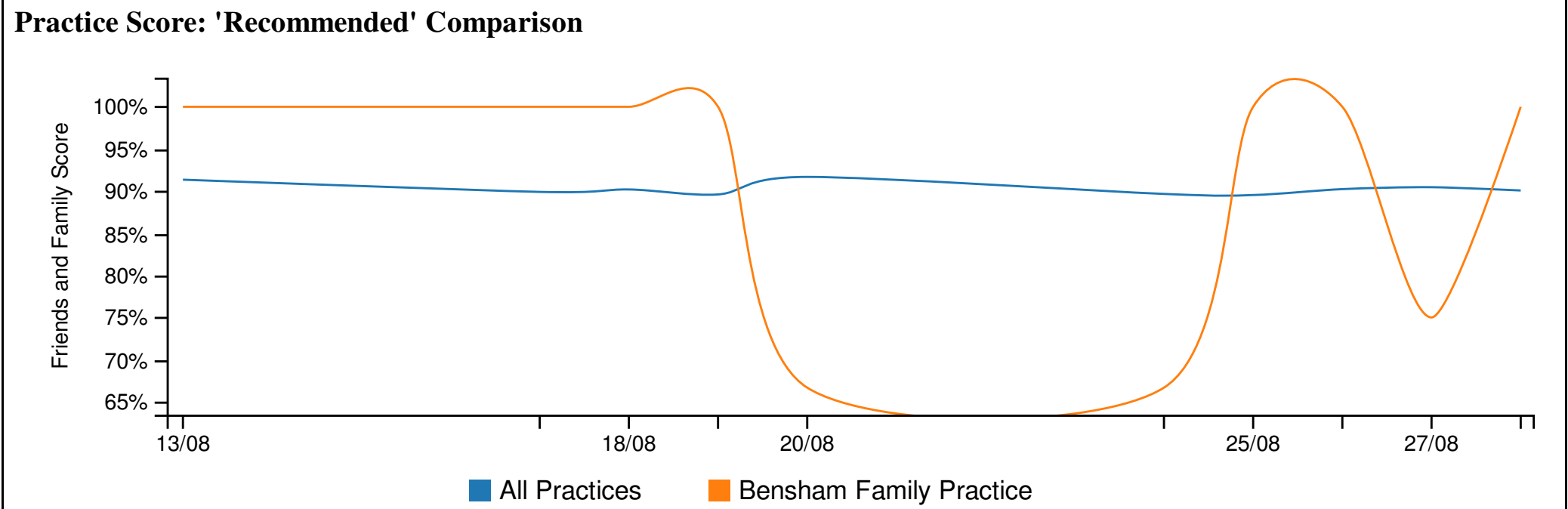
Mid

90%

100%High Score

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 40th percentile means your practice scored above 40% of all practices.



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%	93%
Bensham Family Practice	0%	90%	91%

Gender

All Practices

91%

91%

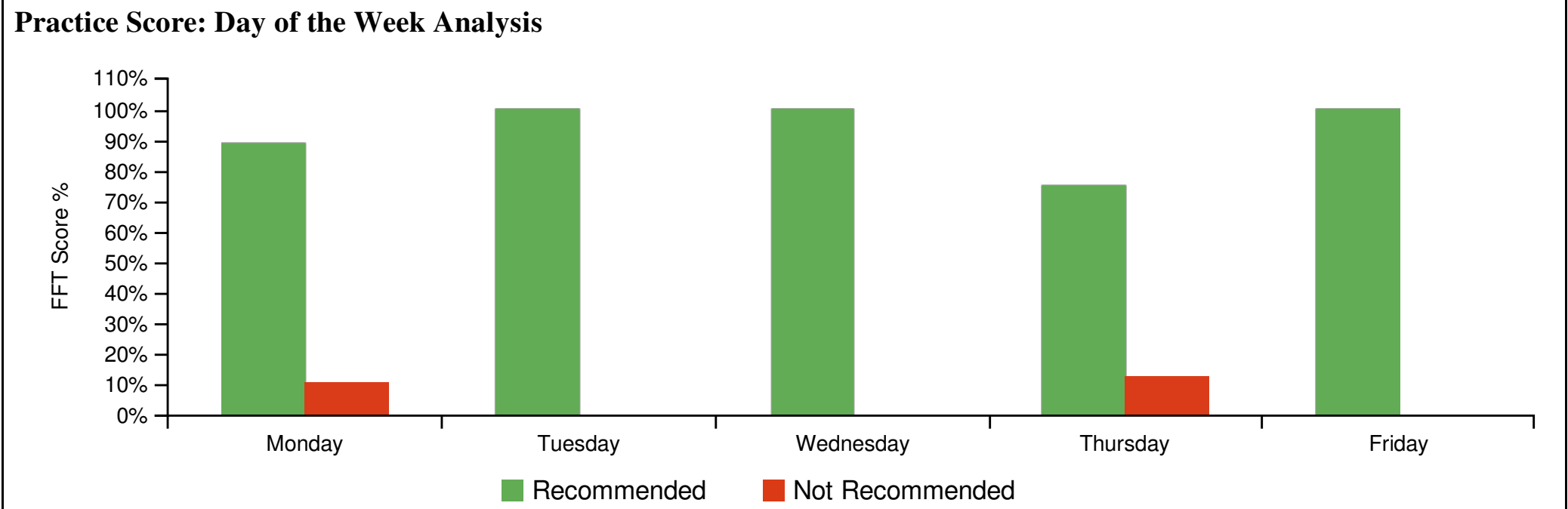
Bensham Family Practice

78%

95%

Notes:

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

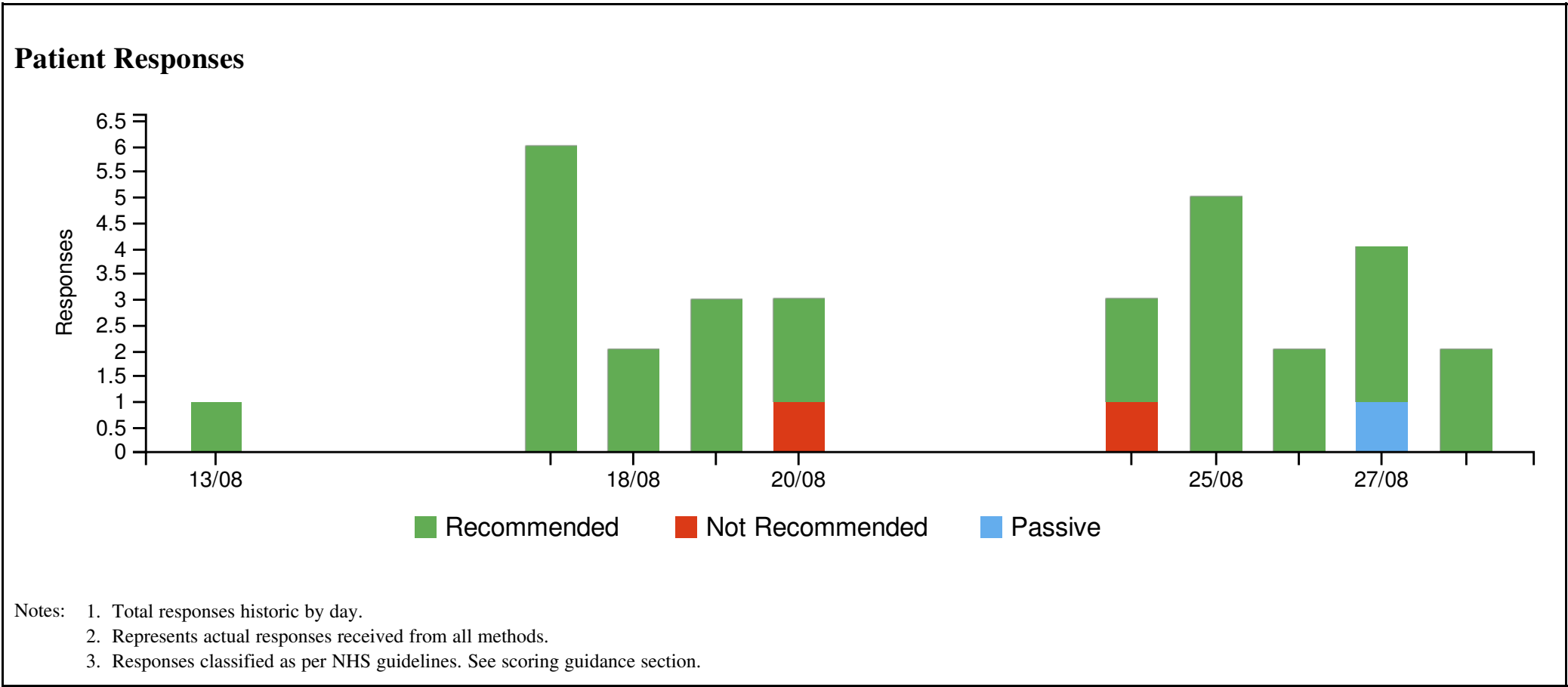


Notes:

- 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

