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

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/

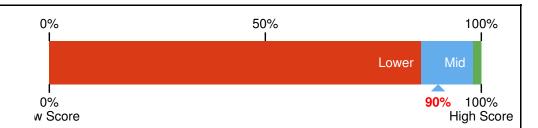
#### Section 3

#### **Practice Scoring**

**Practice Score: 'Recommended' Rank** 

Your Score: 90%

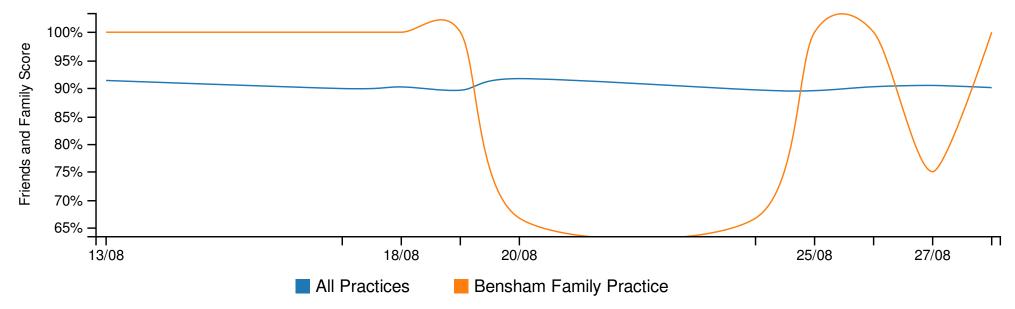
Percentile Rank: 40TH



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.

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

Gender



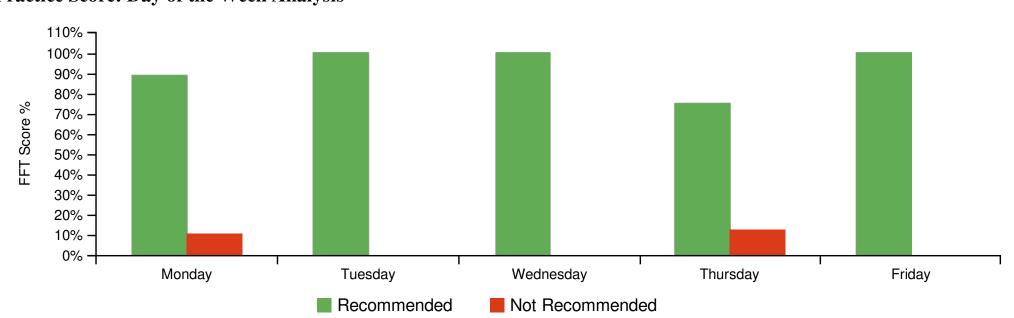
**Bensham Family Practice** 



Notes: 1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

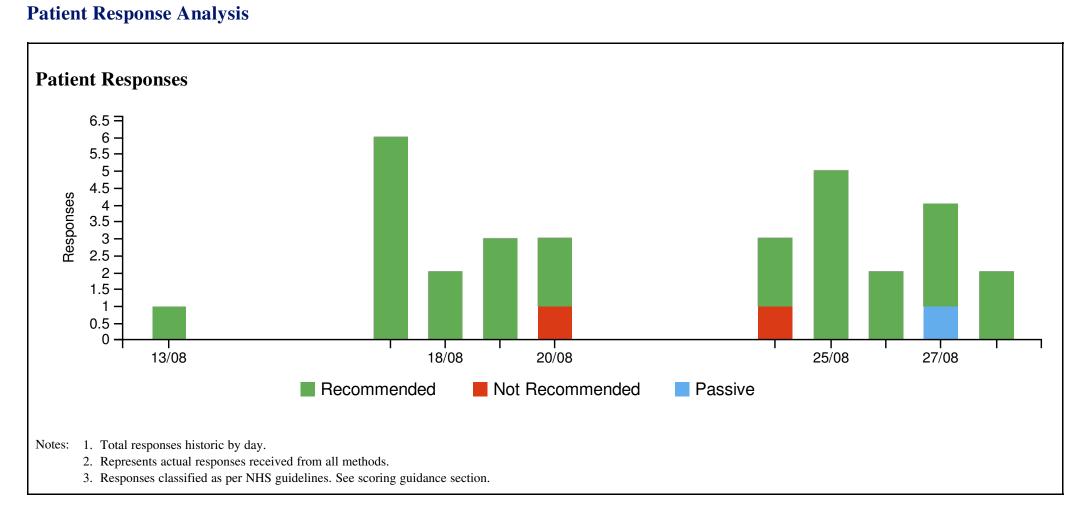
#### **Practice Score: Day of the Week Analysis**



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 Retient Response Analysis



#### **SECTION 5**

#### **Patient Free Text Comments: Summary**

Thematic	Tag Cloud			
Reception Experience 8				
Arrangement of Appointment 1				
Reference to Clinician 8		likely now	unhou seeing 9ett	ing
<ol> <li>Notes: 1. Thematic analysis for current reporting month.</li> <li>Thematic analysis covers the most discuss themes by analysing sentence fragements and is not an exhaustive analysis of all talking points.</li> <li>Tag cloud is rendered using the most use present participle verbs, gerund verb, adverbs and adjectives where the word frequency is reflected in text size.</li> </ol>		medical knowledgeable even promptly high wonderful certain	caring of Caring	

#### **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

- ✓ I feel very comfortable and at ease with all the staff at Bensham family practice.
- ✓ Ease of getting to see or speak to a doctor and the friendly caring treatment I receive.
- ✓ Staff always very helpful if I have a query
- ✓ I find the staff friendly and the doctors ver approachable
- ✓ It starts with the phone staff who answer the phones promptly, I have always receive a same day appointment, the Doctors are kind and listen to what you @ you are saying and never try to rush through your appointment. @ ment.
- ✓ Always get promt and professional service from all staff we as a family couldnt ask for anything better thank you bensham family practice
- ✓ Because there was no problem talking, then seeing a doctor especially now
- ✓ No problem getting help even during pandemic. All staff extremely helpful. Wonderful doctors, especially Dr Tut. Caroline and Gill great. Hope I haven@haven't missed anyone out. Best thing I did, to transfer to you. @ you.
- ✓ Friendly efficient staff. Knowledgeable medical staff
- ✓ Friendly and welcoming
- ✓ They are friendly
- $\checkmark$  Staff are always professional but most of all friendly
- ✓ Expert high quality of empathic care and support!
- X Because it's true

#### Not Recommended

- ✓ Find certain doctor unhelpful and will not lishen to reason.
- ✓ Sorry I misread the text, I would rate as 1. Extremely likely. Great experience fromBoth Yvonne and GP today

#### Passive