FFT Monthly Summary: September 2020

Bensham Family Practice
Code: a85002

iplato
connecting patients
transforming healthcare

SECTION 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
40	3	1	0	2	0	0	0	0	46	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: **126**

Responses: **46**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	40	3	1	0	2	0	**46**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**40**	**3**	**1**	**0**	**2**	**0**	**46**
Total (%)	*87%*	*7%*	*2%*	*0%*	*4%*	*0%*	*100%*

Summary Scores

👍 93%   👎 4%   🗨 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:

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

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

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/

Practice Score: 'Recommended' Rank

Your Score: **93%**

Percentile Rank: **60TH**

0%   50%   100%

Lower   Mid

0%   **93%** 100%

w Score   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 60th percentile means your practice scored above 60% 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%	89%	92%
Bensham Family Practice	100%	100%	84%

Gender

All Practices

90% 90%

Bensham Family Practice

90% 96%

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

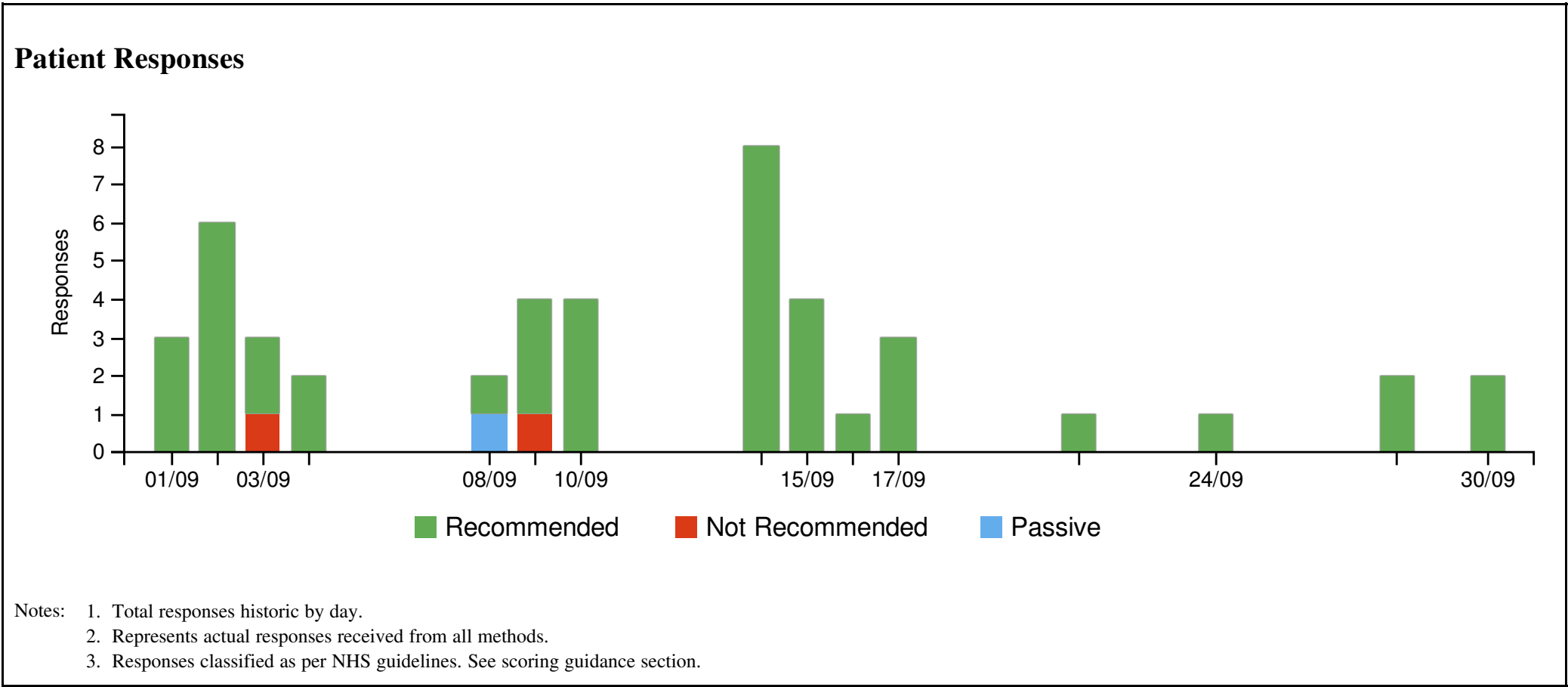## Practice Score: Day of the Week Analysis

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.

Patient Responses

Notes: 1. Total responses historic by day.
2. Represents actual responses received from all methods.
3. Responses classified as per NHS guidelines. See scoring guidance section.

Section 5
Patient Free Text Comments: Summary

Thematic	Tag Cloud

Thematic

Reception Experience	11
Arrangement of Appointment	0
Reference to Clinician	8

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.

Tag Cloud

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

✓Everyone is lovely, everyone is very helpful and patient, doctors, nurses and reception all included. They're great with adults and babies. And Always ve@ys very polite.@lite.

✓*Caring Doctors and friendly staff.*

✓Always helpfull

✓*A very well run practice with very helpful staff.*

✓Reception staff always helpful and pleasant, GPs are lovely too

✓*Friendly staff. Everything seems to run smoothly. Good doctor*

✓The doctors and nurses are wonderful. They always let me know when blood tests are due and cannot be more helpful.

✓*All the staff are excellent, always very helpful and friendly.*

✓Being listened to and having things explained so you can understand them

✓*Mainly i feel like people who work at bensham practice listen and because ov this nd the follow ups constantly. We get good treatment in general ..if u h@f u have a problem they try th best to help @help*

✓Very helpful, understanding and quick to get me what I needed

✓*Great service and lovely staff cheerful and very helpful*

✓Good service

✓*I believe in the service*

✓Good service.

✓*The service today was quick and very professional*

✓Friendly staff and easy accessibility to information

✓*its abcause the support that i have recieved has been exceptional*

✓Nice doctor's/nurses and receptionists

✓*Fast service and reliable*

✓We have always bee n happy with the courtesy and treatment t we have received from Dr Robets and his team.

✓*Staff always helpful and friendly when phoning. Been at this practice since I was born (66 years ago) and all doctors in that time have always taken the @ the time to talk and show care and interest in their patients @ents*

✓From the doctors, practicioners, nurses, secretary's, reception staff etc are all pleasant, and work together as a team. This puts me at ease if i'm phon@ phoning, and less anxious when going to practice@ctice

✓*Because I really do think yous are all very kind and caring people.*

Not Recommended

✓Oops misread ranking should have been 1

✓*Surgery is always helpful*

Passive