

FFT Monthly Summary: October 2020



Bensham Family Practice
Code: a85002

SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
39	9	0	0	1	0	0	0	0	49	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:	118						
Responses:	49						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	39	9	0	0	1	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	39	9	0	0	1	0	49
Total (%)	80%	18%	0%	0%	2%	0%	100%

Summary Scores

98%

2%

0%

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:

98%

Percentile Rank:

90TH

0%

50%

100%

0%w Score

Lower

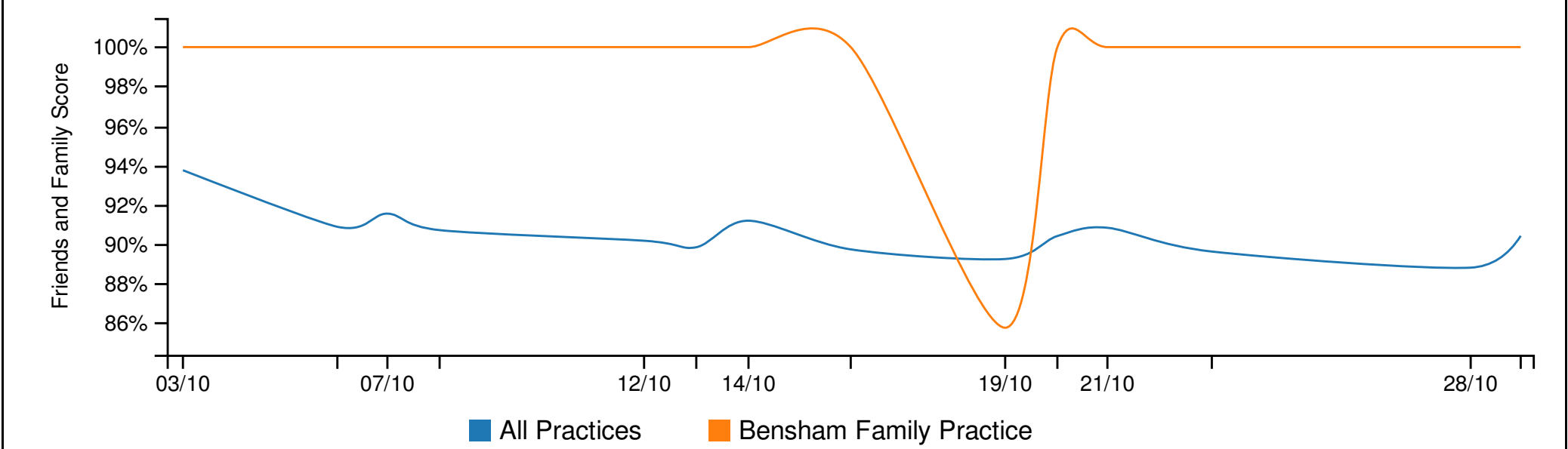
Mid

98%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 90th percentile means your practice scored above 90% 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	88%	90%	92%
Bensham Family Practice	100%	98%	100%

Gender

All Practices

90%

91%

Bensham Family Practice

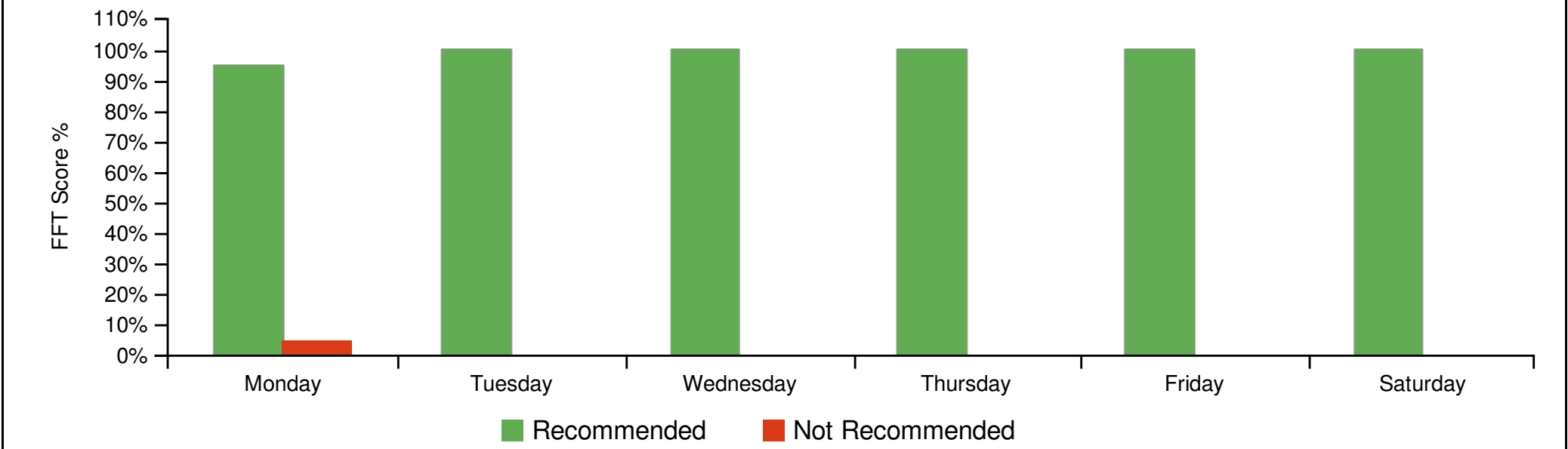
94%

100%

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

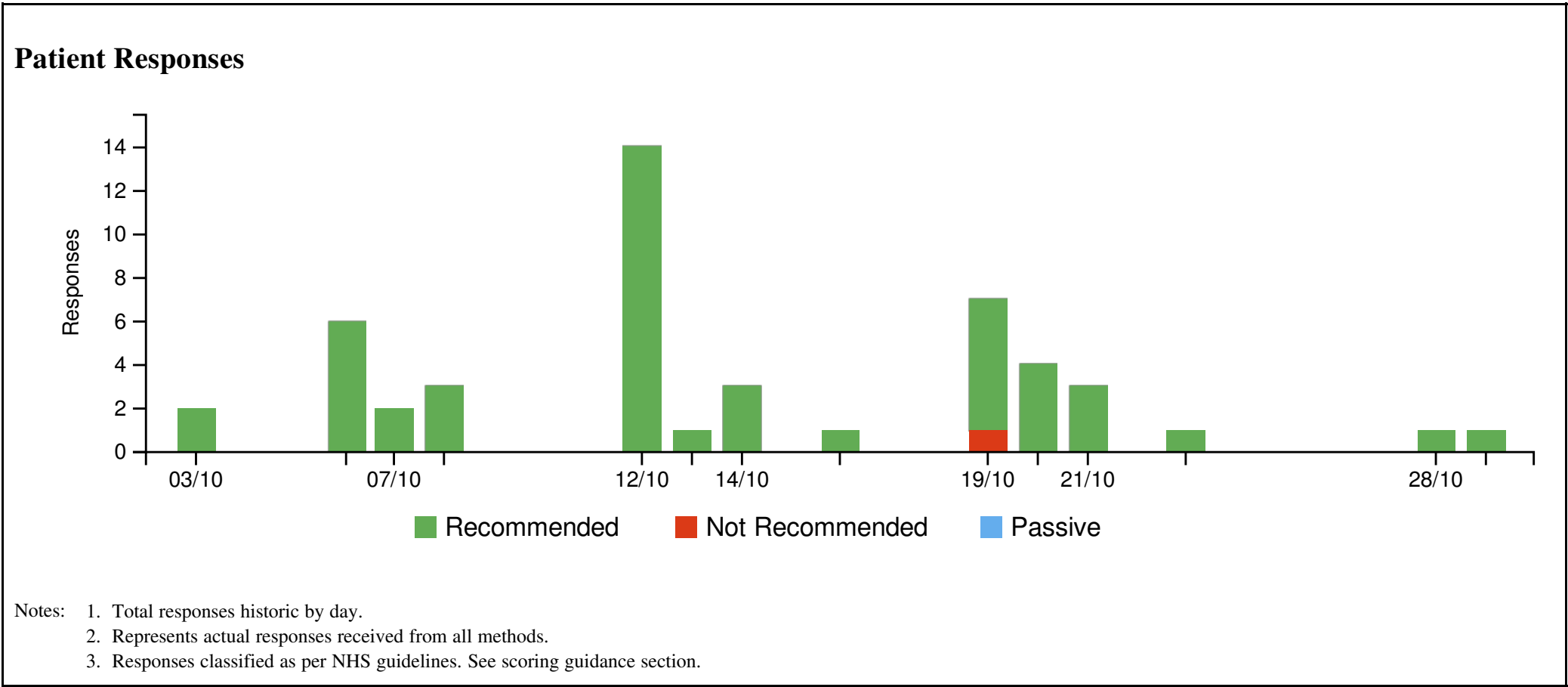


Notes:

- 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	10
Arrangement of Appointment	5
Reference to Clinician	9

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

- ✓ Very happy with telephone appointment and speedy flu clinic
- ✓ The Dr, who attended to me was very nice and professional.
- ✓ On my visit to day I found thereception staff very efficient and standard was good oncovid 19 arrangements.
- ✓ Everyone does their best to sort out any problems best they can. Also staff are very cheerful as well as helpful.
- ✓ Doctors and nurses are very good and always take my concerns and ailments seriously, offering advice and guidance and treatment if needed.
- ✓ On time and efficient
- ✓ Always make you feel at ease
- ✓ Easy to use and safe.
- ✓ The receptionists and doctors are always easy to talk to and you usually get what you need
- ✓ Lovely friendly staff and nurses, Doctors always listen and most important always put patients first been with this surgery and wouldn't go anywhere else.
- ✓ Friendly reception staff
- ✓ I find the way the surgery is operating during COVID has been brilliant. The addition of the initial telephone appointment before attending has certainly@ainly streamlined the whole process for me personally.@ally.
- ✓ I do not agree with having to wear a face mask.
- ✓ Telephone appointment was booked on day and thorough, and more convenient than having to go to surgery. X-ray arranged for following day
- ✓ GP was very efficient and understanding with respect to resources available
- ✓ Very pleasant conversation with Dr Roberts who put my mind at ease about my ailments and sorted me out with a prescription
- ✓ Really prompt , nurse great as was reception
- ✓ Reception staff are always friendly and very helpful. Dr calls are always thorough and helpful and as it's been for my young children it has usually inv@y involved a physical appointment. Physical appointments run on time and are professional and friendly@endly
- ✓ A very cordial and instructual conversation, very helpful advice
- ✓ Two appointments today, one via phone. Very prompt call, very helpful. Appointment with nurse very good. Very friendly. Only slight criticism, I wasn't @sn't acknowledged when I came in. Receptionist was on the phone and it was well over 5 minutes before I was able to check in. @ in.
- ✓ I think the staff at the surgery are all lovely a d nothing is a bother I have received excellent service cannot fault anything
- ✓ Friendly relaxed and helpful
- ✓ They are always very helpful and get you sorted out as soon as they can
- ✓ Always satisfied with service I get
- ✗ No idea!
- ✗ All the staff are very nice and helpful. And they take the time to listen to you.

Not Recommended

- ✓ Good , explanation of my results made me confident

Passive