

FFT Monthly Summary: November 2020



Bensham Family Practice
Code: a85002

SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
44	3	1	1	1	0	0	0	0	50	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:		129						
Responses:		50						
		Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll		44	3	1	1	1	0	50
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
Total		44	3	1	1	1	0	50
Total (%)		88%	6%	2%	2%	2%	0%	100%

Summary Scores

94% 4% 2%

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:

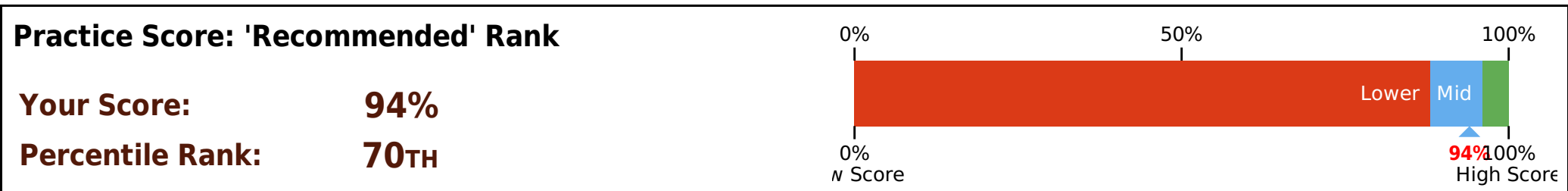
Recommended (%) = $\frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$

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:

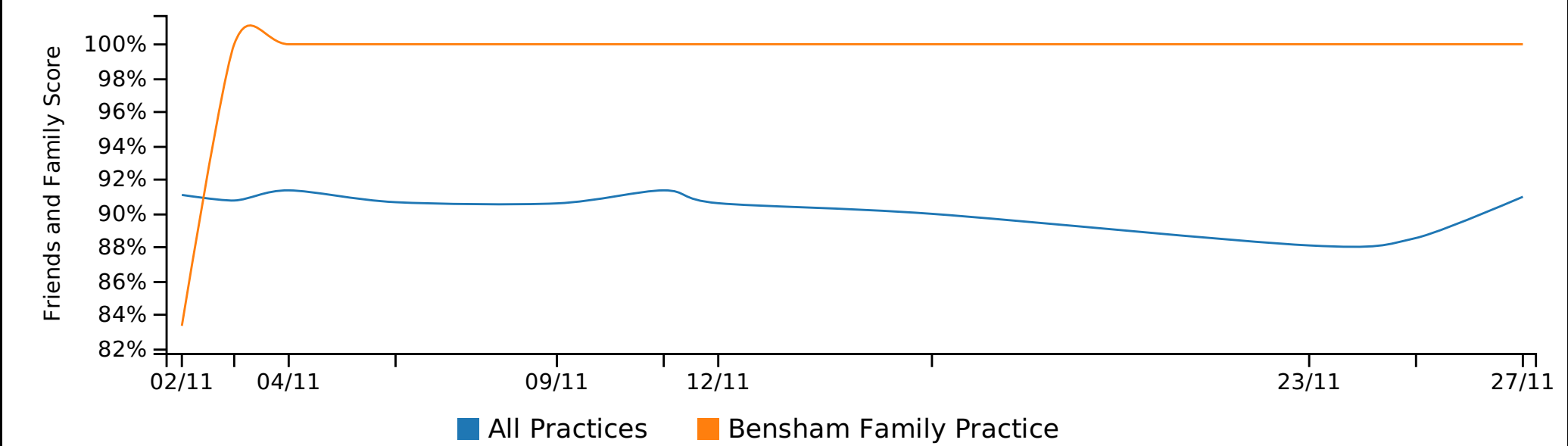
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3
Practice Scoring



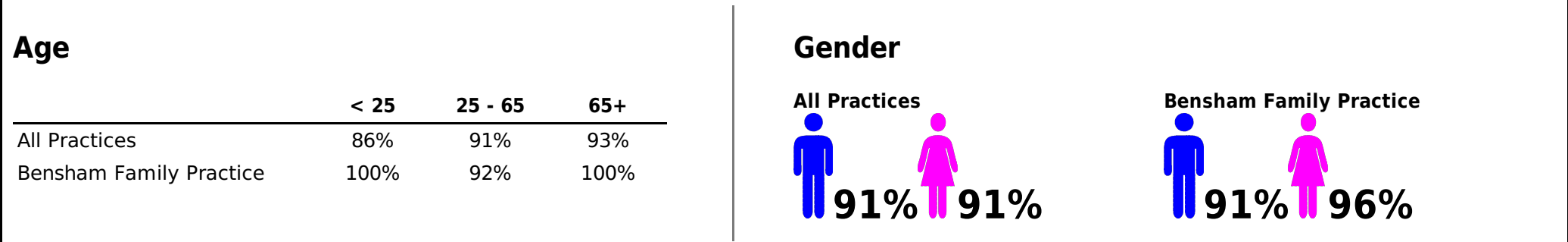
Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 70th percentile means your practice scored above 70% of all practices.

Practice Score: 'Recommended' Comparison



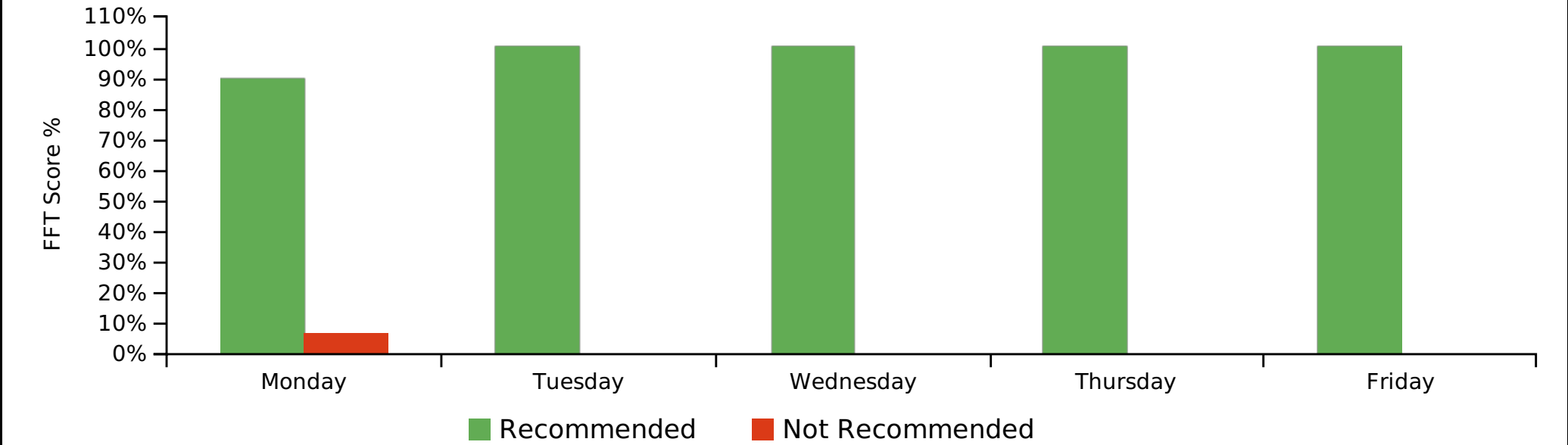
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

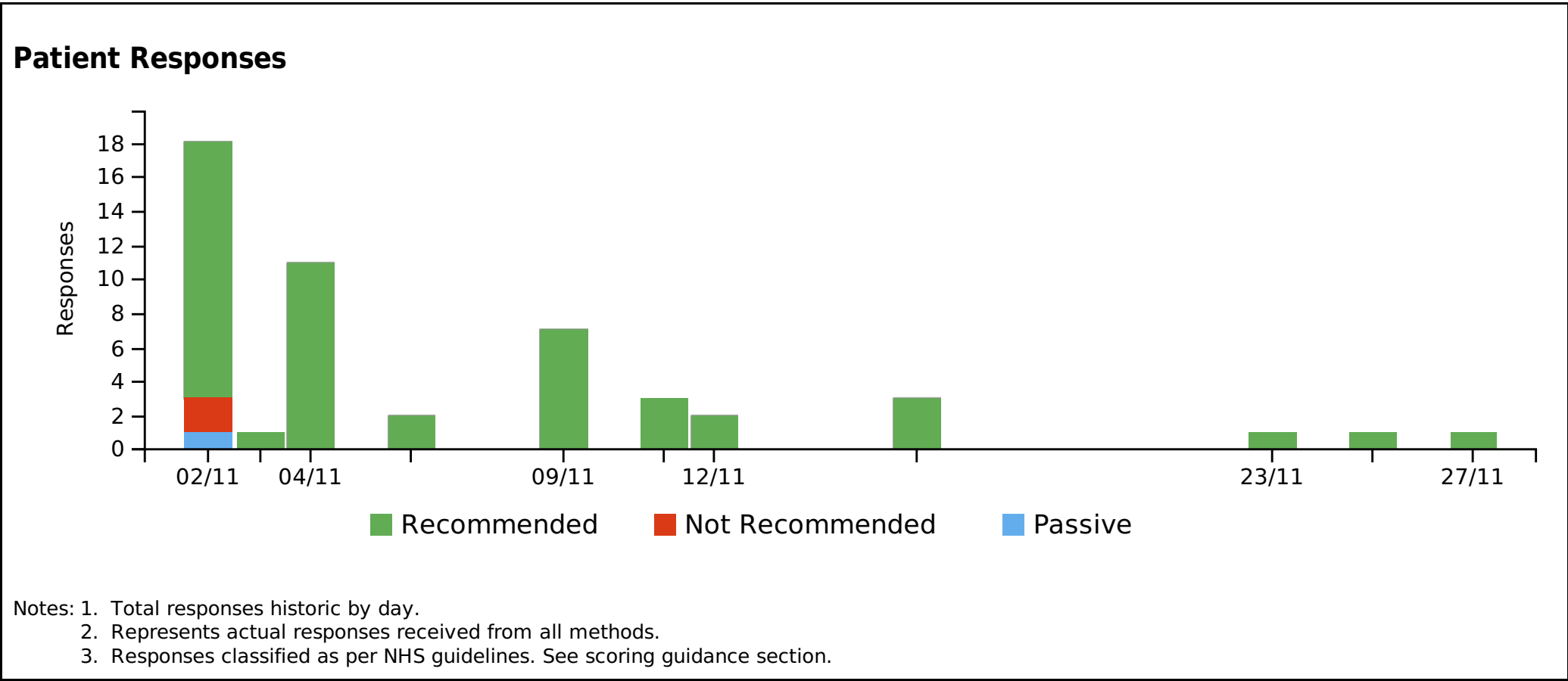
Practice Score: Day of the Week Analysis



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	9
Arrangement of Appointment	4
Reference to Clinician	13

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

- ✓Reception,very helpful and nice,fantastic doctor always explains everything to you.
- ✓Appts are often difficult to arrange but overall the service is good
- ✓Always prompt and efficient response when I need them.
- ✓I've recently had 2 conversations with different doctors and both were very understanding and gave good advice
- ✓Got a phone consultation with in couple hours of getting in touch with surgery, and appointment next day at surgery
- ✓Anonymous survey
- ✓Got through straight away when I rang. Receptionist was polite and friendly. I asked for a telephone appointment and got one within the hour.
- ✓Because I have been with practice most of my life always good when in or phone
- ✓Because I've never had cause to complain about the service
- ✓Because all I've ever had is a good service!! Well done!! Keep it up! And thank you x
- ✓Good explanation and plan from GP .. given time to discuss concerns
- ✓1 excellent call from DrTutt
- ✓Dr Roberts rang me as promised, and listened to my concerns.
- ✓Been with this practice many time before and like the nurses and Doctor's there as there are very friendly all the time I have been in so keep up the goo@e good work and there are good on the phone too@e too
- ✓Good practice, do everything you need to know... Happy
- ✓Receptionist very polite also dr Roberts
- ✓The dr explained everything to me she spoke through every step of what she was doing and kept checking to make sure I was alright. The practice as an ove@n overall just feels really safe as everyone is taking safety very well. @ell.
- ✓Was very happy with everything. My appointment was on time and the nurse was very good put me at ease and easy to talk too.
- ✓Quick, clean, efficient. Receptionist friendly. I felt safe.
- ✓Staff pleasant and no waiting
- ✓Have never had any problems with the practice that's why I have given it a 1.
- ✓Always very friendly and explains things you can understand
- ✓On time good service & a nice pleasant nurse
- ✓Yes good S
- ✓Very helpful,polite and good service
- ✓Friendly, professional and felt like I was listened to
- ✓The docs and nurses went above and beyond and tbh I thought the humour is great, I'm a hard person to impress but they made me chuckle for sure on my way out
- ✓Very efficient, no waiting, prompt,
- ✓Got call back as said would receptionists helpful and dr very helpful
- ✓Staff listened and auctioned appropriately
- ✓Phoned up today with a concern and I was in for an appointment within 2 hours. I have also recently undergone spinal surgery after 5 months of being in a@ in agony and all the staff have helped me through and always helped me with any concerns, or ordering of pain medication. From the GP's, to the nursing staff@staff and the admin team have all been brilliant and I can't thank them enough. @ugh.
- ✓good friendly manner and always listern.
- ✓Informative and friendly advice.
- ✓Always very friendly
- ✓Staff always helpful ... place spotless .. doctor amazing and efficient x

Not Recommended

Passive