

FFT Monthly Summary: December 2020



Bensham Family Practice
Code: a85002

SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
46	4	0	0	0	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:		104						
Responses:		50						
		Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll		46	4	0	0	0	0	50
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
Total		46	4	0	0	0	0	50
Total (%)		92%	8%	0%	0%	0%	0%	100%

Summary Scores

100% 0% 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 (%) = $\frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$

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

Practice Score: 'Recommended' Rank

Your Score:100%

Percentile Rank:100TH

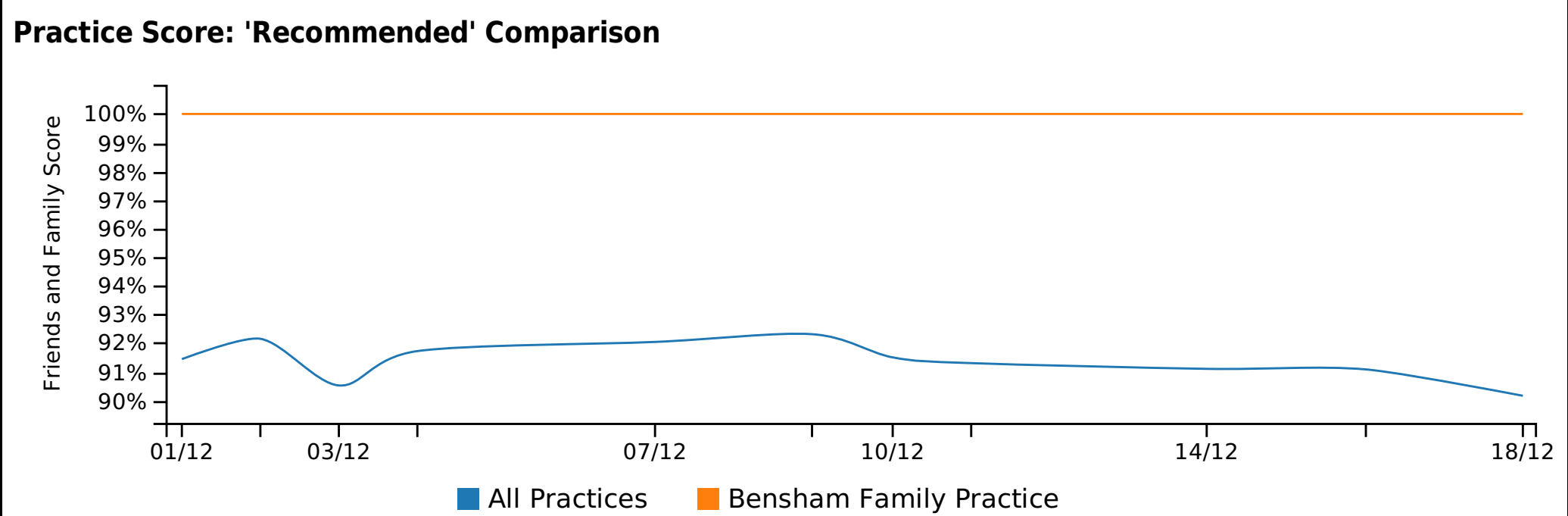
0%50%100%

0%100%

LowerMid

ScoreHigh 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 100th percentile means your practice scored above 100% 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	87%	92%	93%
Bensham Family Practice	100%	100%	100%

Gender

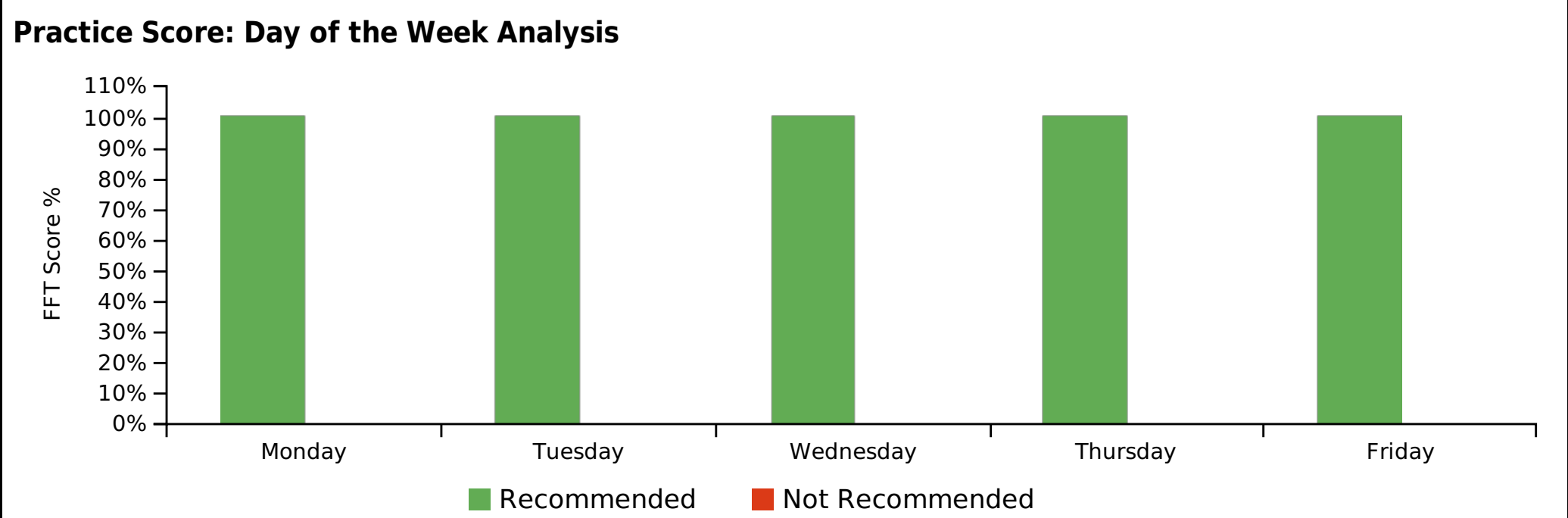
All Practices

92%91%

Bensham Family Practice

100%100%

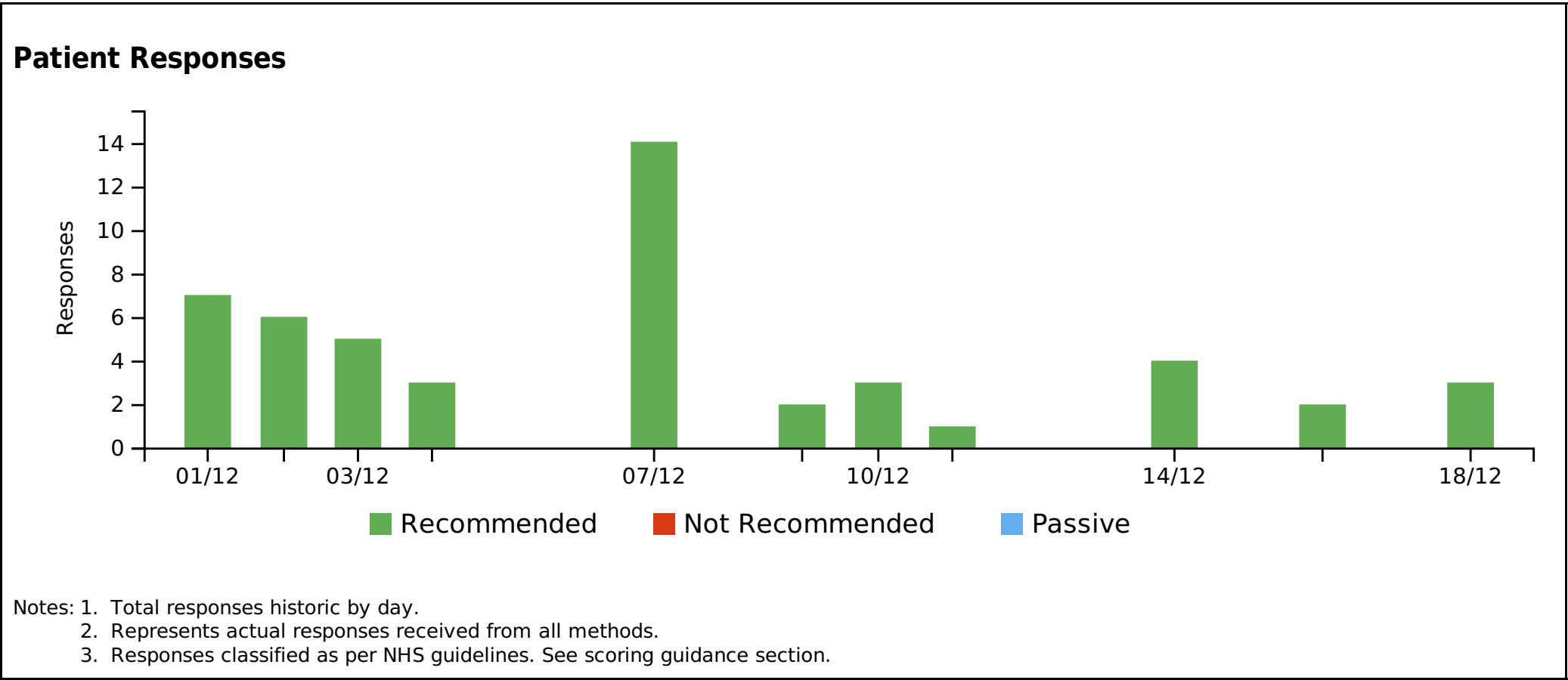
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.



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

[illegible]

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

- ✓ Always there when needed staff always good when requesting blood tests and repeat prescriptions nothing is ever a problem
- ✓ Dr rang at a time that I requested and able to see dr the following day for examination who was very thorough
- ✓ Staff always polite and the practice is very COVID secure
- ✓ Very friendly and helpful staff
- ✓ Dr Roberts was very understanding and professional and explained some important things to me. Very good service
- ✓ I never have a problem getting an appointment, the staff are all friendly and approachable.
- ✓ Quick and efficient. Thank you.
- ✓ Happy with front of house - adapt to all personality types especially mine. Doctors and nurses have been carefully chosen for their depth of knowledge and genuinely want to help you with whatever your ailment may be. @ be.
- ✓ Staff are lovely and very friendly always willing to help and everything runs as on time as can be seen with the surgery for yrs wouldn't go anywhere else
- ✓ Surgery clean and well organised and all staff are friendly and supportive
- ✓ Always been a good and great service well run and doctors second to none
- ✓ Receptionist was welcoming, and also quick to come out and thorough wiping down seats. Nurse was friendly, professional and considerate.
- ✓ I am with Bensham family practice for over 30 years.it's long time experience.thx
- ✓ .Very good service as usual
- ✓ Good service
- ✓ Everything was organised to be Covid safe. Appointment on time. Prompt efficient but friendly manner with nurse & reception staff. X
- ✓ About what?
- ✓ Good service
- ✓ Every thing organised,excellent service
- ✓ They are doing everything they can to keep us safe. Staff always friendly
- ✓ Very nice manner, and very helpful
- ✓ Friendly staff safe environment
- ✓ Reassured by gp exam and diagnosis
- ✓ Dr was excellent and helpful solved my problem x
- ✓ You did what was promised, returning call with all the info needed and reduced stress about my condition, amazing service especially with covid pressures.
- ✓ Always good friendly service, putting me a bit more at ease as I am terrified of any medical visits or even phone calls due to childhood experience
- ✓ Speaking to the Dr was very good made me feel reassured
- ✓ very fast and friendly staff, doctors and staff are very good
- ✓ Prompt reliable service
- ✓ Much needed appointment sorted ASAP dr Roberts very professional felt at ease reception staff are always welcoming and helpful
- ✓ I have never had a bad experience, while visiting the practice!
- ✓ Because I have been with this practice for a number of years and they've always been good to me
- ✓ Excellent staff
- ✓ Efficient and helpful
- ✓ ? Q&A to Survey, attended surgery today 1.30 for my bloods to be taken and it couldn't have went any better THANK YOU
- ✓ Every member of staff we encountered today were polite, efficient and knowledgeable.

Not Recommended

Passive