

FFT Monthly Summary: January 2021



Bensham Family Practice
Code: a85002

SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
41	6	0	1	2	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:		97						
Responses:		50						
		Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll		41	6	0	1	2	0	50
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
Total		41	6	0	1	2	0	50
Total (%)		82%	12%	0%	2%	4%	0%	100%

Summary Scores

94% 6% 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:

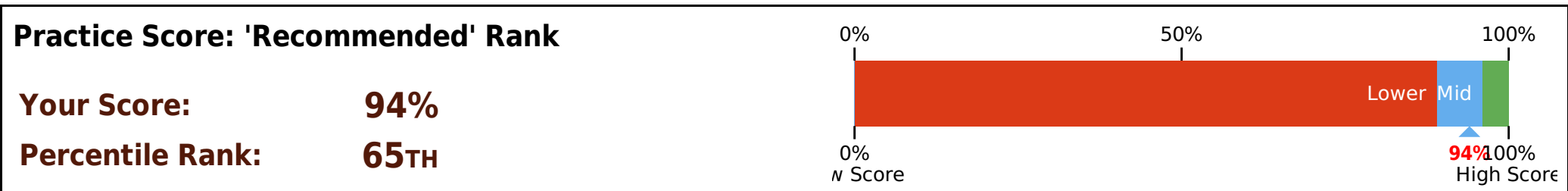
Recommended (%) = $\frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$

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

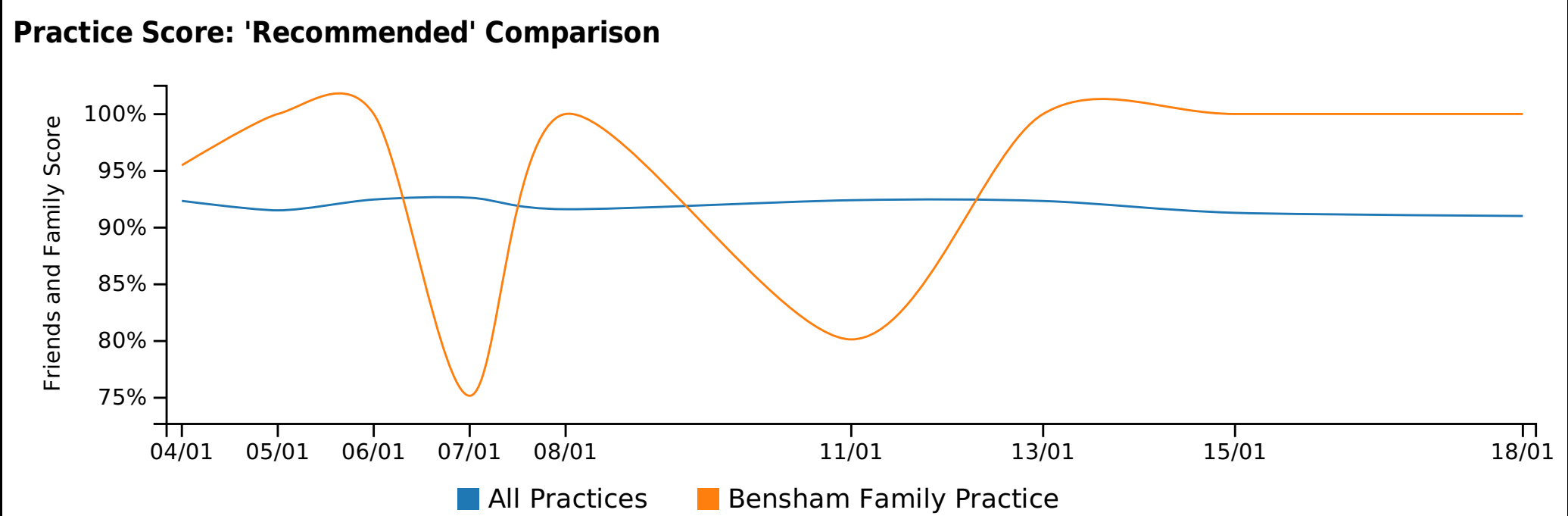
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3
Practice Scoring

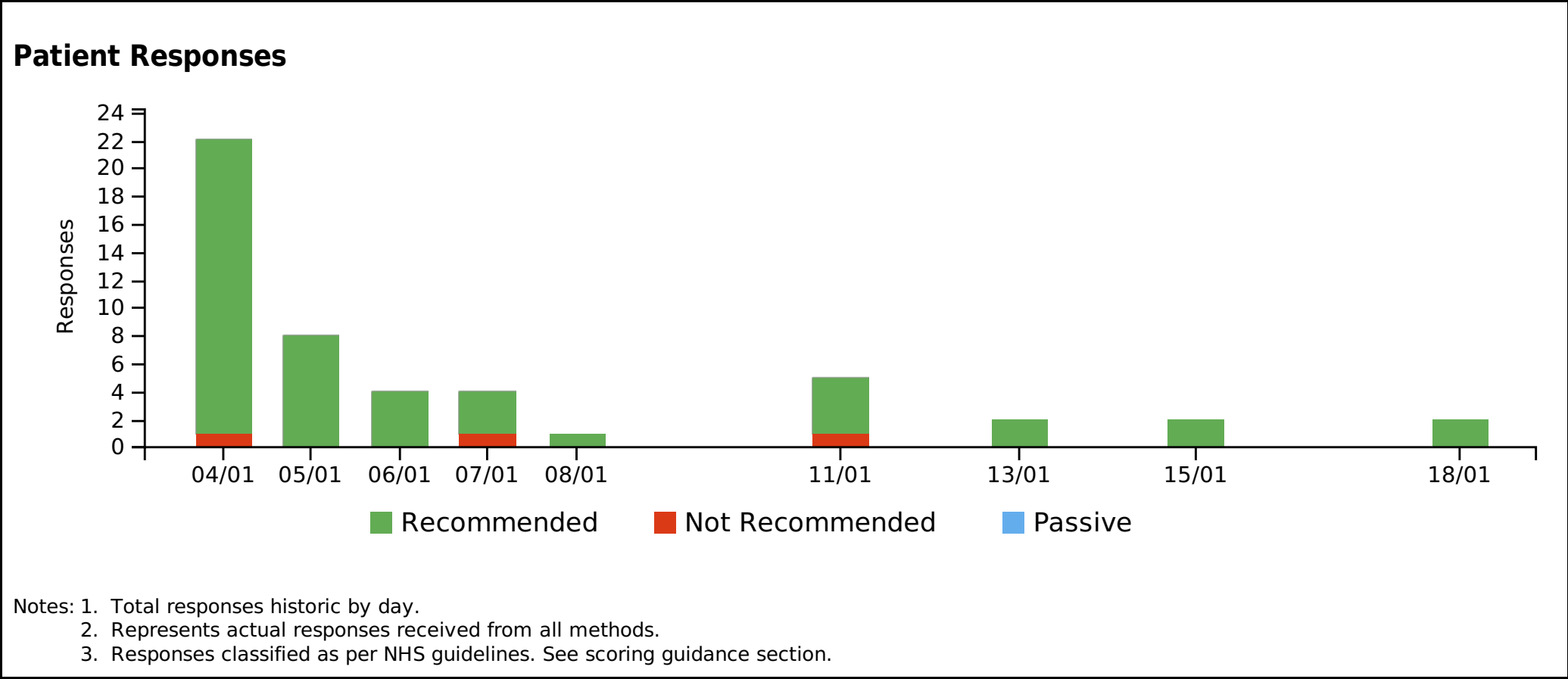


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 65th percentile means your practice scored above 65% of all practices.



SECTION 4

Patient Response Analysis



SECTION 5

Patient Free Text Comments: Summary

Thematic

Reception Experience	10
Arrangement of Appointment	3
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

- ✓ Dr Tut called was very professional ascertained all the correct info gave some advice and even took the time to wish us a happy new year
- ✓ I very happy with the service and treatment I have getting from the gp practice
- ✓ Friendly helpful staff on reception Nicky, Pauline, Nicole. Dr Tut, the Dr I prefer to see or speak with shows empathy, has understanding, listens and cares about you. @you.
- ✓ I can not fault it
- ✓ The doctor was back to me within a couple of hours very satisfactory
- ✓ During the Covid 19 emergenceny, when ever I have attended the prattice, I have fund all the staff helpfull and felt in a safe environment.
- ✓ Polite. Quick service good explanations good social distancing.
- ✓ I find the doctors and staff helpful and pleasant when I visit
- ✓ Today's visit was dealt with in a professional way by all staff
- ✓ Did not have to wait long . Seen quickly and safely
- ✓ Appointment time kept... covid safe in all areas...front staff friendly and polite..as was the nurse the way I was taken care off...I do not like doctors@ctors appointments but this was as good as it goes..well done to all concerned...stay safe...@fe...
- ✓ I was seen quickly, the nurse was lovely and reassuring. Great hygiene overall in the current circumstances
- ✓ Covid secure quick and professional service
- ✓ Very professional.
- ✓ They are the best at everything.
- ✓ Katrina Explained clearly on phone and fitted me in quick for staple removal after operation Kirsty was very friendly also at the appt
- ✓ Everything of concern was dealt with by Dr Tutt. No complaints or problems.
- ✓ Doctor was really helpful
- ✓ Appointment was made really quickly over the phone and Jill is always lovely to talk to
- ✓ Staff polite and helpful
- ✓ I have always found the practice to be very good
- ✓ Extremely helpful.
- ✓ Very helpful
- ✓ All of the doctors and nurse practitioner listen and don't judge
- ✓ Receptionist was polite and helpful, nurse saw me on time and answered all my questions. Asked if there was anything I wasnt sure of
- ✓ Never had a problem
- ✓ Fast, friendly and helpful efficient service.
- ✓ Issue was dealt with immediately and I was booked in for a blood test for the next day.
- ✓ Because we get brilliant service from the practice every time we need it
- ✓ It was quick and efficient and safe.
- ✓ I was given a prompt call back by Dr Andrews and was given an appointment, a very thorough examination and a plan of action. Friendly receptionist too.
- ✓ The staff are always helpful and pleasant
- ✓ Friendly staff, clean and COVID safe.
- ✓ Because I have had good service and help from Jill the nurse
- ✗ Might have some soup got some homemade soup in the freezer could ju ju

Not Recommended

Passive