

# FFT Monthly Summary: February 2021



Bensham Family Practice  
Code: a85002

## SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
39	8	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>		<b>99</b>						
<b>Responses:</b>		<b>50</b>						
		Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll		39	8	1	1	1	0	50
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
<b>Total</b>		<b>39</b>	<b>8</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>50</b>
<b>Total (%)</b>		<b>78%</b>	<b>16%</b>	<b>2%</b>	<b>2%</b>	<b>2%</b>	<b>0%</b>	<b>100%</b>

### 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

Practice Score: 'Recommended' Rank

Your Score:94%

Percentile Rank:60TH

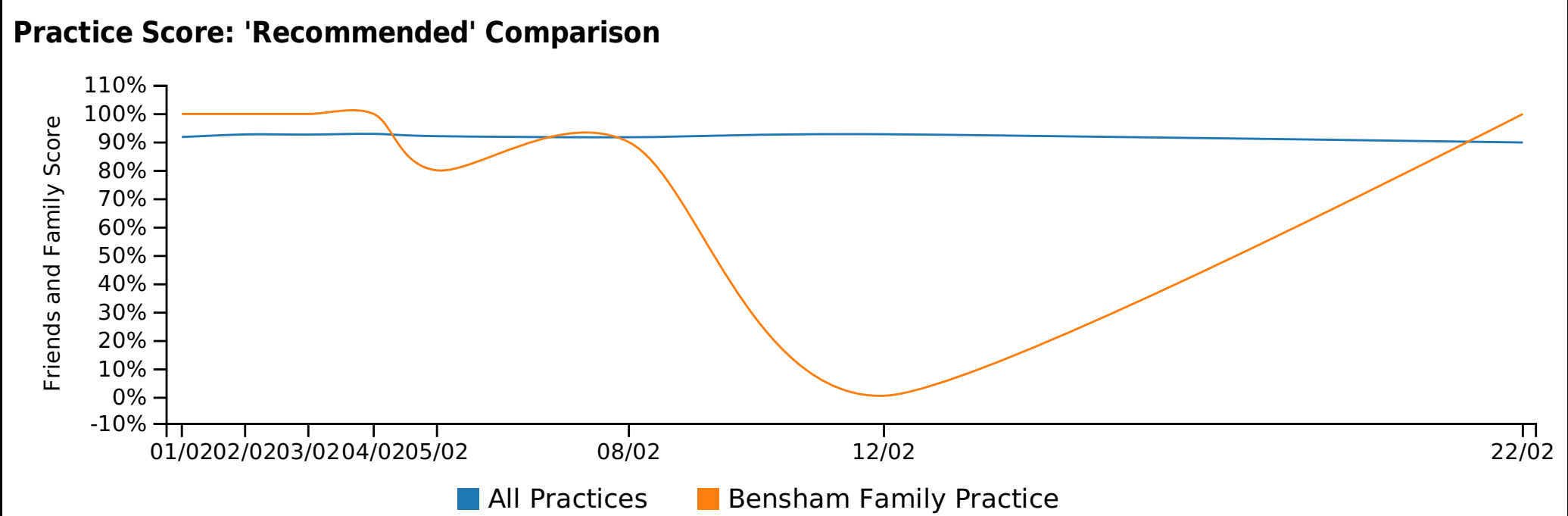
0%50%100%

0%100%

LowerMidHigh Score

94%

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.



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%	92%	94%
Bensham Family Practice	100%	91%	96%

Gender

All Practices

92%

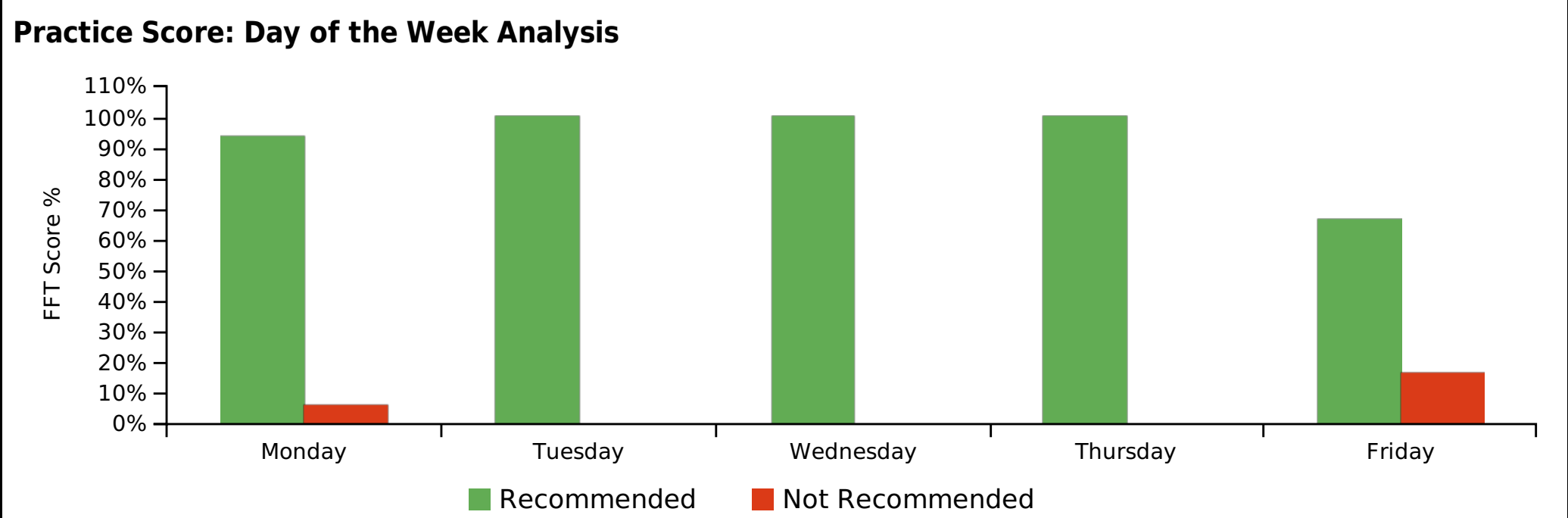
92%

Bensham Family Practice

94%

94%

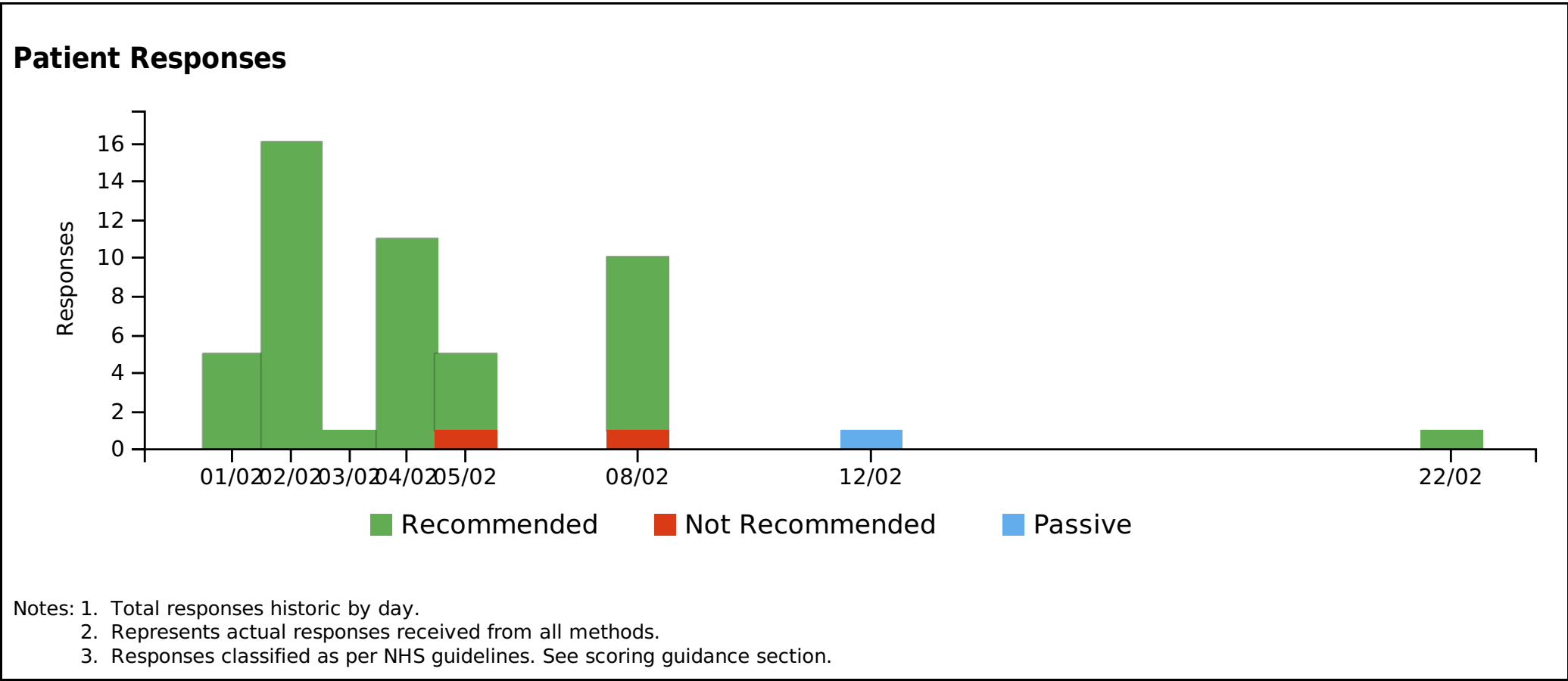
Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.



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

Thematic

Reception Experience10

Arrangement of Appointment6

Reference to Clinician11

Tag Cloud



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.

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

- ✓I've been treated with nothing but compassion and care from Bensham Family Practice.

✓Staff friendly and professional. Doctors always patient and listen. Appointments relatively easy to get.

✓Saw a lovely nurse called Carolyn excellent at her job with a fantastic personality really puts you at ease..

✓Seen to on time for2 appointment in out 45 mins doctor Roberts spot on

✓Promised phone call was received and prescription ready at chemists

✓Very helpful and friendly staff

✓BEEN A PATIENT OF THIS PRACTICE FOR YEARS, AS HAS MY IMMEDIATE FAMILY. I APPRECIATE THE DUTY OF CARE I RECIEVE FROM THE PRACTICE STAFF, IN PARTICULAR, DR@R, DR TUT, NURSE PETTY AND JILL. I FEEL I AM TREAT LIKE A PERSON ,AS WELL AS A PATIENT. @ENT.

✓I was givev advance notice of call and kind considerate advice. Perfect service.

✓It was very friendly and very easy to use so overall it was very good

✓I rang surgery had chat with lovely receptionist re results. Then spoke to Jill today who could not have been more patient and understanding. Also explai@xplained about medication.@tion.

✓It has always been good practice, had no problems with the staff or doctors

✓I found they were very efficient and helpful

✓Dahlia was absolutely lovely, very kind and sympathetic, and tried to find me the earliest appointment she could.

✓Appointment on time. Giving information on previous blood tests which I appreciated. Pleasant conversation about information on the state of my health wi@th with thenurse who was very professionaln the way she went about her job.@ job.

✓Because when I get in touch with the practice I always find you all are very helpful

✓Jill as always was very professional and assuring

✓Staff very pleasent and very efficient

✓Mrs Dalia Henderson was the person I saw and she was so nice and nd cheerful , she gave a listen ear to my confusing questions and the he answers that was helpful, I'm giving benshame family practice 5 stasta

✓The nurse was very nice and very caring and explained everything

✓I was very happy with the service I received at my appointment

✓I find reception staff very polite and helpful, the medical staff also. Have never had a problem getting an appointment in normal circumstances and toda@ today got a telephone appt with no problem.@blem.

✓Because I find the service excellent. The staff are always helpful and courteous and the doctors and nurses are always very professional and have time fo@me for you even under these extremely testing times @imes

✓I had a problem today and it was sorted.

✓Yes as doctor roberts has time to listen to what I had to say and reassure me I find all staff very helpful go that extra mile

✓Very safe, very short wait and lovely staff as always.

✓Early morning start but still Efficient positive and friendly.

✓Because u ask me

✓Service was very good

✓Because it is the best doctors gateshead

✓Pleasant and very obliging

✓Got seen quick and the doctor put my mind at rest

✗Helpful

✗Because it's true

Not Recommended

Passive

- ✓Can't fault anything I came in got my injections and left, although the surgery has lost my MATb1 form my midwife left as she confirmed she dropped it of@it off in an envelope.@lope.