

# FFT Monthly Summary: April 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	8	0	0	0	1	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

Surveyed Patients:		125						
Responses:		50						
		Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll		41	8	0	0	0	1	50
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
Total		41	8	0	0	0	1	50
Total (%)		82%	16%	0%	0%	0%	2%	100%

### Summary Scores

98% 0% 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:98%

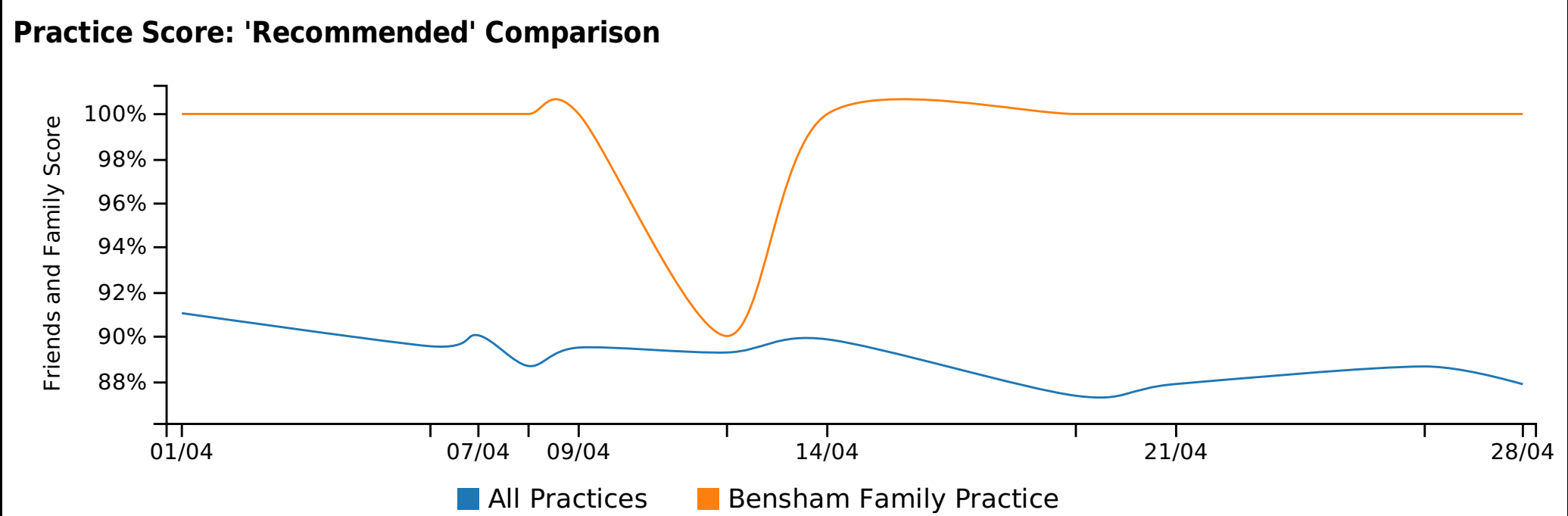
Percentile Rank:95TH

0%50%100%

0%100%

LowerMidHigh 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 95th percentile means your practice scored above 95% 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	86%	89%	92%
Bensham Family Practice	100%	97%	100%

Gender

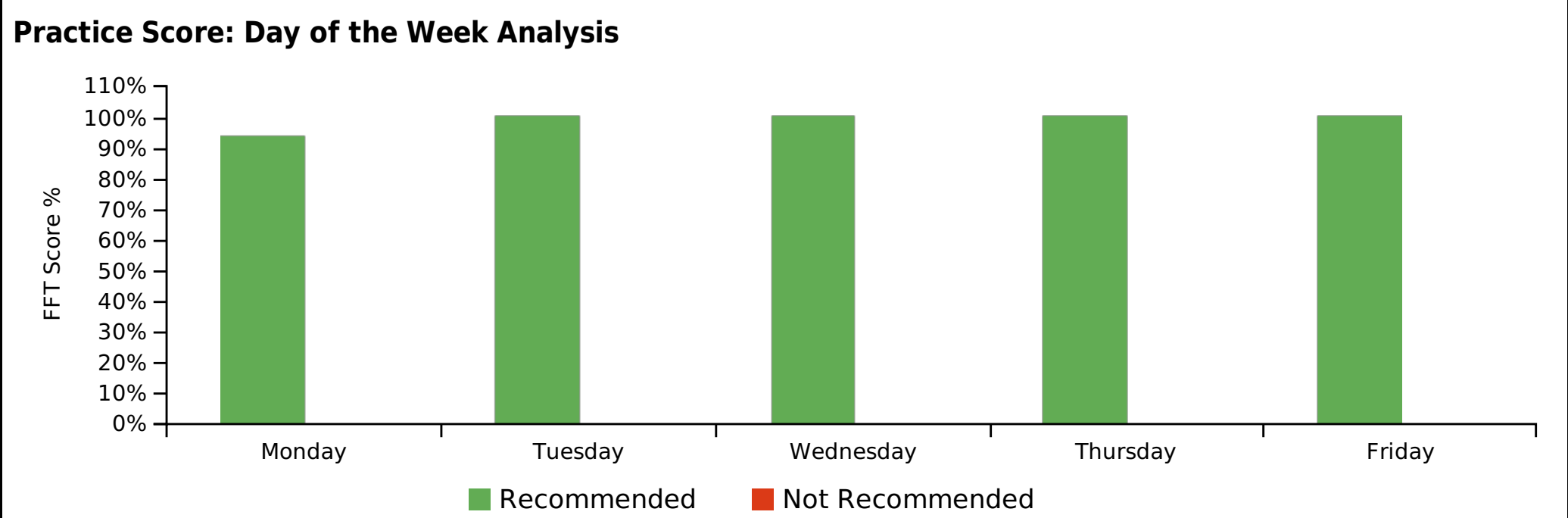
All Practices

90%89%

Bensham Family Practice

96%100%

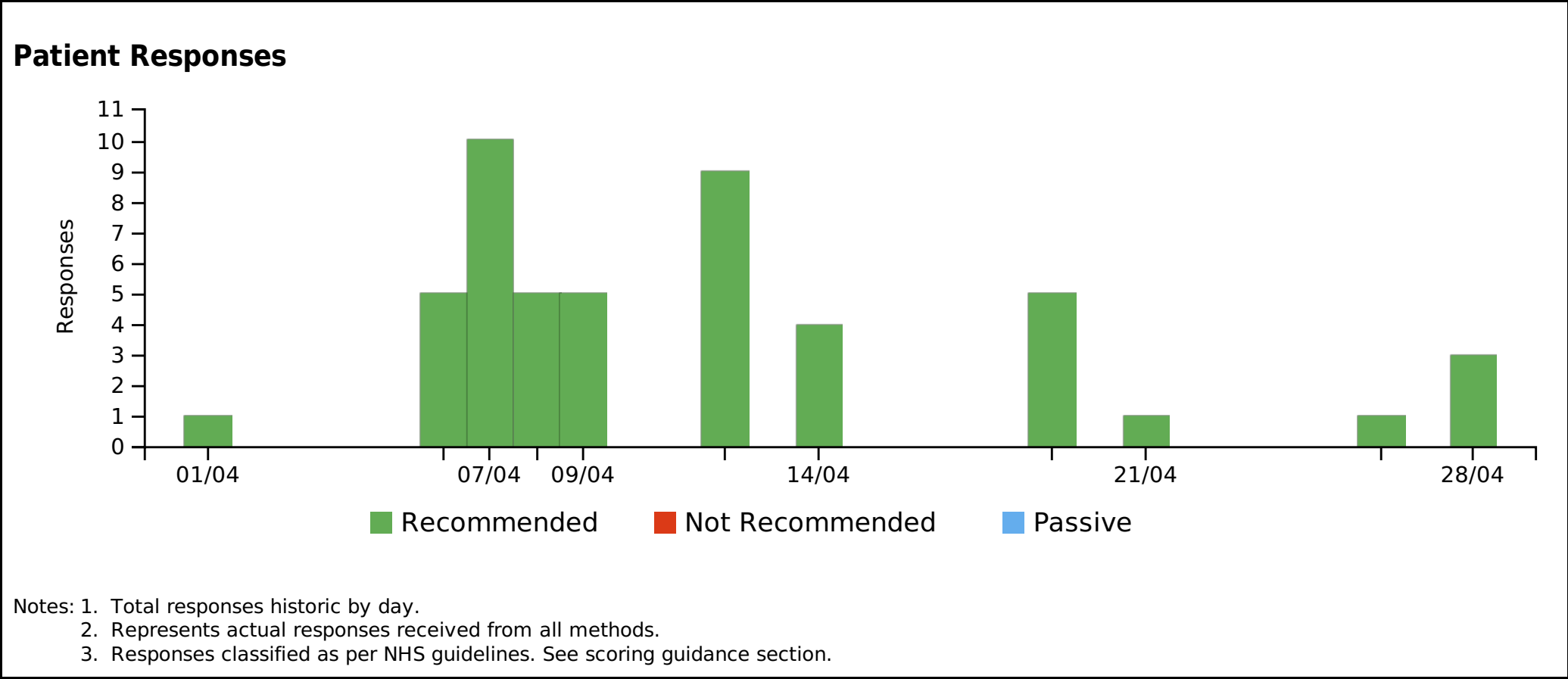
Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.



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

### Thematic

Reception Experience	12
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 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.

### 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

- ✓ I rang at 8am for a consultation with my Doctor i get a call back within about 30mins which was excellent
- ✓ My experience to Bensham Family Practice has been absolutely excellent, when i seek for help despite this pandemic, they do their best to help out so th@so that's why my answer was 'very good '@ood '
- ✓ All doctors and nurses I speak to are always polite and very helpful
- ✓ Friendly helpful staff, wait times weren't bad, felt listened to and acknowledged by Dr Tut. No complaints.
- ✓ Always a caring professional service
- ✓ Told me wat i was calling for
- ✓ Spoke to doctor who understood exactly what i needed and gave me the time to speak, listen and plan what was best for me going forward.
- ✓ Reception staff average, feel they rush you off the phone, don't properly listen to what you ask. Can never get an appointment, even though you call with@ within half hour of the practise opening. Insensitive, ask personal questions before properly reading notes in front of a waiting room of people. Dr Andrews @rews however, is excellent. Best doctor the practice has had in a very long time. @ime.
- ✓ I've been at the practice for a good few years I've never felt like I was just a number
- ✓ Well doc answered all my questions to my satisfaction
- ✓ Phone appointment booked with preferred gp
- ✓ Yes V good S
- ✓ I have no complaints about the service my family and i get. For example, people are friendly
- ✓ Dr was helpful
- ✓ The information was good
- ✓ Very helpful GP
- ✓ I only waited 15 mins and both reception and the practice nurse were very courteous.
- ✓ Surgery is clean staff friendly and helpful
- ✓ They listen,they care,and always do their best for your well-being
- ✓ Very polite staff and clean surroundings
- ✓ Quick and helpful, appointment reminders via txt
- ✓ I have always found the staff very helpful
- ✓ I spoke to Dr Robert's today and he was polite, kind and knowledgeable. He put my mind at ease.
- ✓ Overall experience over the last 3months of using the practice
- ✓ I never have any problems. Everyone is friendly and efficient. Best practice ever.
- ✓ All staff members helpful, can usually get to see or speak to someone on the day you ring.
- ✓ It's a very safe and clean practice. Appointments are very well kept.
- ✓ A well organized practice and pleasant staff.
- ✓ Good consultation with Doctor
- ✓ The experience
- ✓ Bensham Family Practice has been our family doctors for a number of years and we have found doctors , nurses and reception staff to be friendly and p@and professional on every visit. In this most difficult of years, the pressures on the practice team must have been enormous but the service provided has r@has remained at the usual high level. @vel.
- ✓ I got called back within a reasonable time, & the receptionist was very pleasant.
- ✓ Everything was on time, well organised and friendly staff.
- ✓ I was seen on time, Kirsty was very thorough. As usual I'm always happy with the visits to the practice.
- ✗ Because service was good but 5 minute wait as nobody on reception

## Not Recommended

## Passive