

# FFT Monthly Summary: March 2021



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	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

Surveyed Patients:		141						
Responses:		50						
		Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll		44	3	0	1	2	0	50
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
Total		44	3	0	1	2	0	50
Total (%)		88%	6%	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.

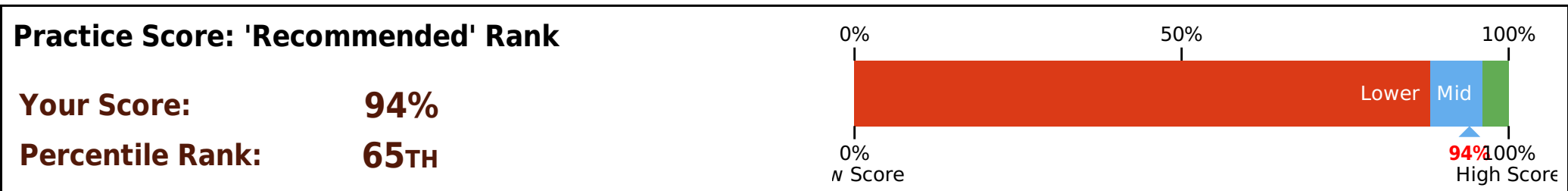
The percentage measures are calculated as follows:

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

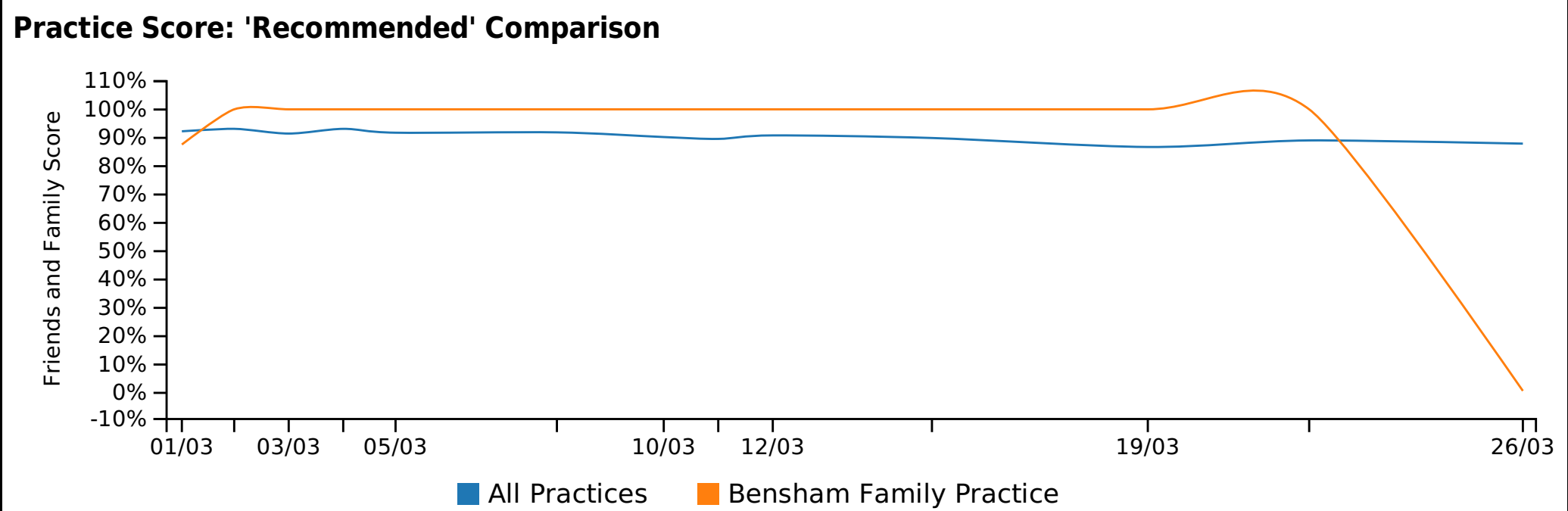
Not Recommended (%) =  $\frac{\text{very poor} + \text{poor}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$

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/>

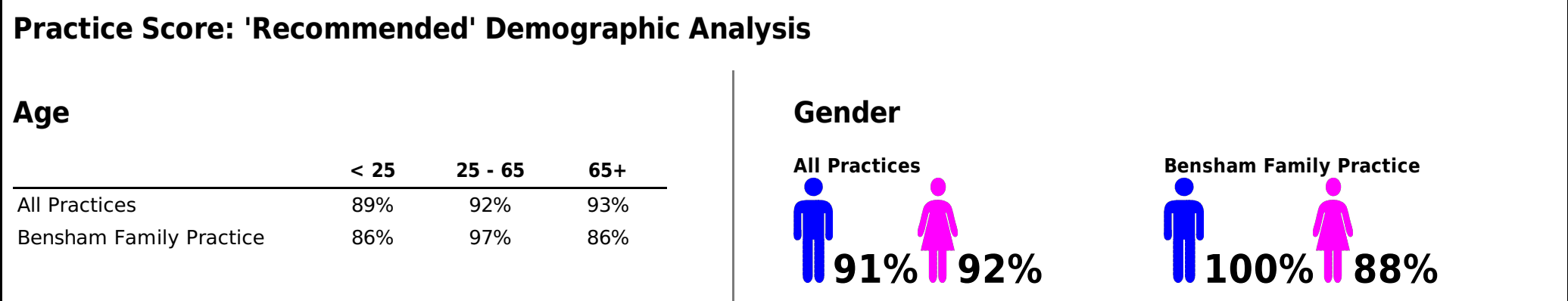
SECTION 3  
Practice Scoring



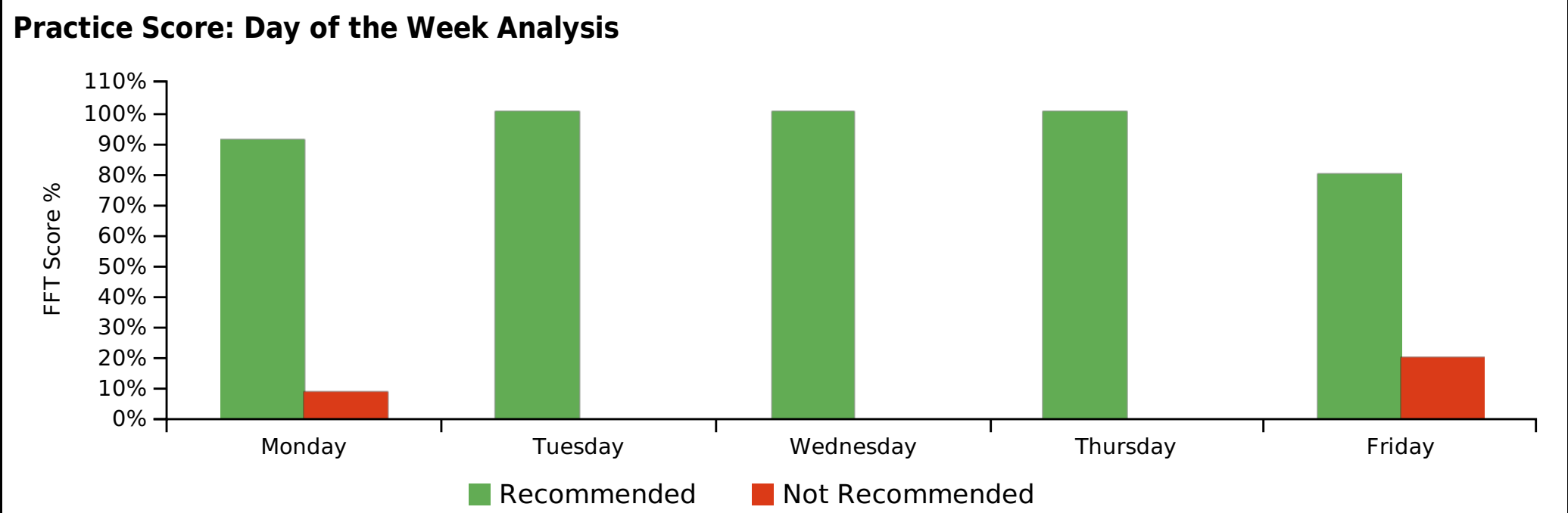
Notes: 1. Display the 'Recommended' score and percentile for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.  
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 65th percentile means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



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



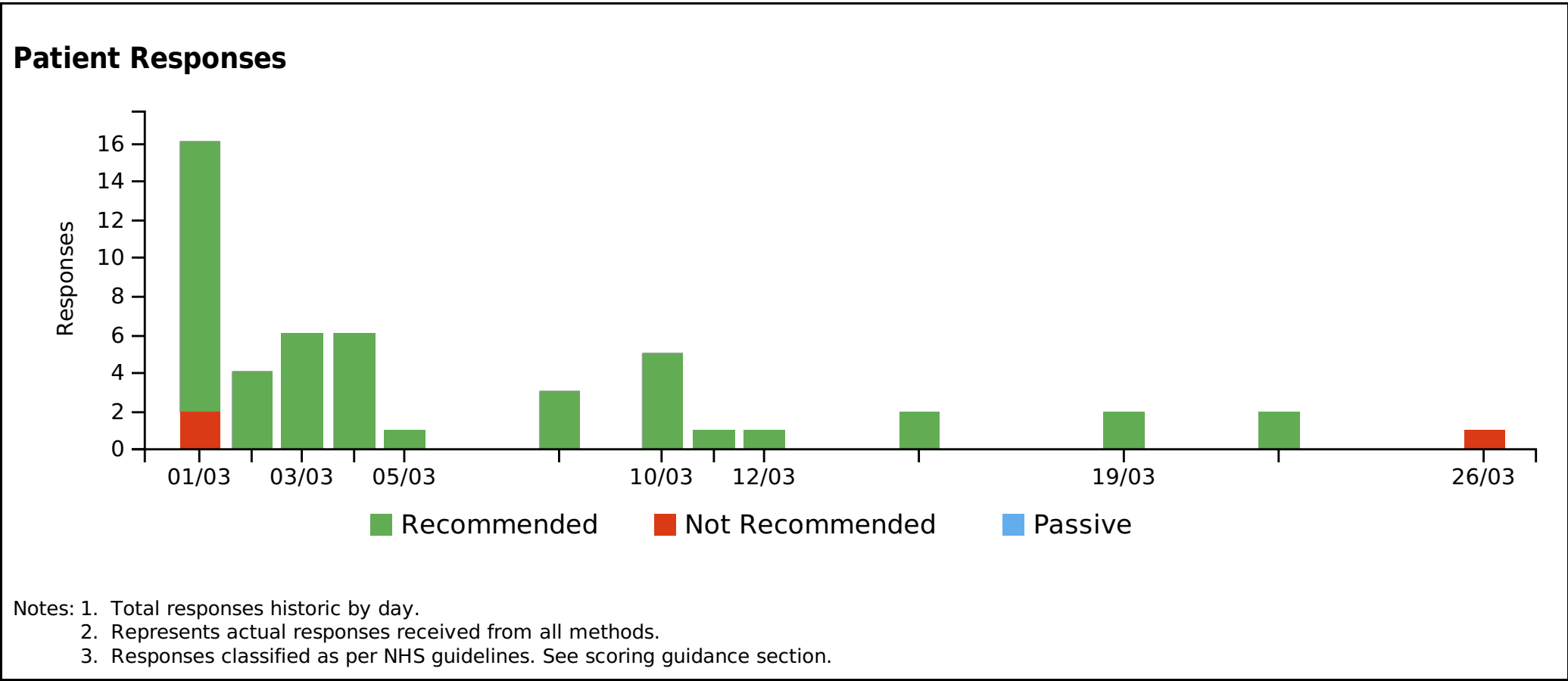
Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.



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 Experience14

Arrangement of Appointment8

Reference to Clinician12


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

- ✓ Always able to get a appointment when required. Very helpful and friendly staff.
- ✓ Because Dr Roberts is very helpful aswel as the rest ov the staff
- ✓ Dr Robert's rang me early no waiting around for phone call
- ✓ I felt really safe given the covid pandemic and my appointment was on time so didn't have to wait
- ✓ Very helpful staff
- ✓ Always very accommodating and appt normally very quick.All staff very helpful and friendly
- ✓ I haven't had a bad experience during my appointments. The nurse is approachable and a people's person.
- ✓ We have always been treated with care
- ✓ Because I got seen to very quickly and giving an injection immediately that has given me lot of pain lately and the doctor was extremely friendly and helpful
- ✓ Very good
- ✓ Efficient & friendly service.
- ✓ Fast efficient and very helpful
- ✓ Service from practice is wonderful. All staff and doctors very approachable, reception staff are the best I have ever dealt with. Thank you
- ✓ I can get an appointment when i need one and the Drs and staff are allways helpful in my needs
- ✓ Was no trouble reception easy and simple quick service.
- ✓ Great reception team who took details of my concern and arranged call back. Telephone consultation resulted in an arranged visit to surgery the next for@t for blood pressure and samples. Checking procedures perfect and felt extremely safe especially when given card to place on the seat for it to be cleaned wh@ed when I left. Thank you@k you
- ✓ No problems with anything.
- ✓ From the doctors, practicioners, nurses, secretary's, reception staff etc, are all pleasant, helpfull, and work together as a team. This puts me at ease @ease if i'm phoning, and less anxious when i go to practice@ctice
- ✓ All the staff very help full always will give you all help you need and always polite
- ✓ Quick efficient and safe
- ✓ Great service, always helpful and polite when I call and always call me on time. Very reliable and really nice staff and doctors
- ✓ Because as always I get the treatment I need.
- ✓ because the care that i recieve is very good indeed
- ✓ They give a good service
- ✓ because the doctor is always helpful and listens to your problem
- ✓ Very efficient and quick service
- ✓ Always happy with the service! Always get appointments and the help I need
- ✓ It is helpful to have early, pre-work appointments. Everything is orderly an feels safe
- ✓ Excellent service. Dr Andrews booked the appointment for me and was very helpful.
- ✓ Am really pleased with the service I have received and would recommend your practice
- ✓ Very helpful
- ✓ The reception have excellent communication skills and the Doctors hold a very professional practice and have always been there to help me. Great service @vice all round @ound
- ✓ I am always treated well by all .
- ✓ Was friendly and got straight to the point for the action needed towards my problem
- ✓ That was my opinion following appointment with clinician
- ✓ Polite quick helpful
- ✓ No wait time, surgery was clean, reception was kind and courteous
- ✓ Because the over the last few months I have had a number of ongoinging health problems and all the staff have been very helpful and profeofe

Not Recommended

- ✓ It has not a very good service
- ✗ really nice to talk to 1

