

FFT Monthly Summary: May 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	1	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:		109						
Responses:		50						
		Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll		41	8	0	1	0	0	50
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
Total		41	8	0	1	0	0	50
Total (%)		82%	16%	0%	2%	0%	0%	100%

Summary Scores

98% 2% 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:98%

Percentile Rank:95TH

0%50%100%

0%100%

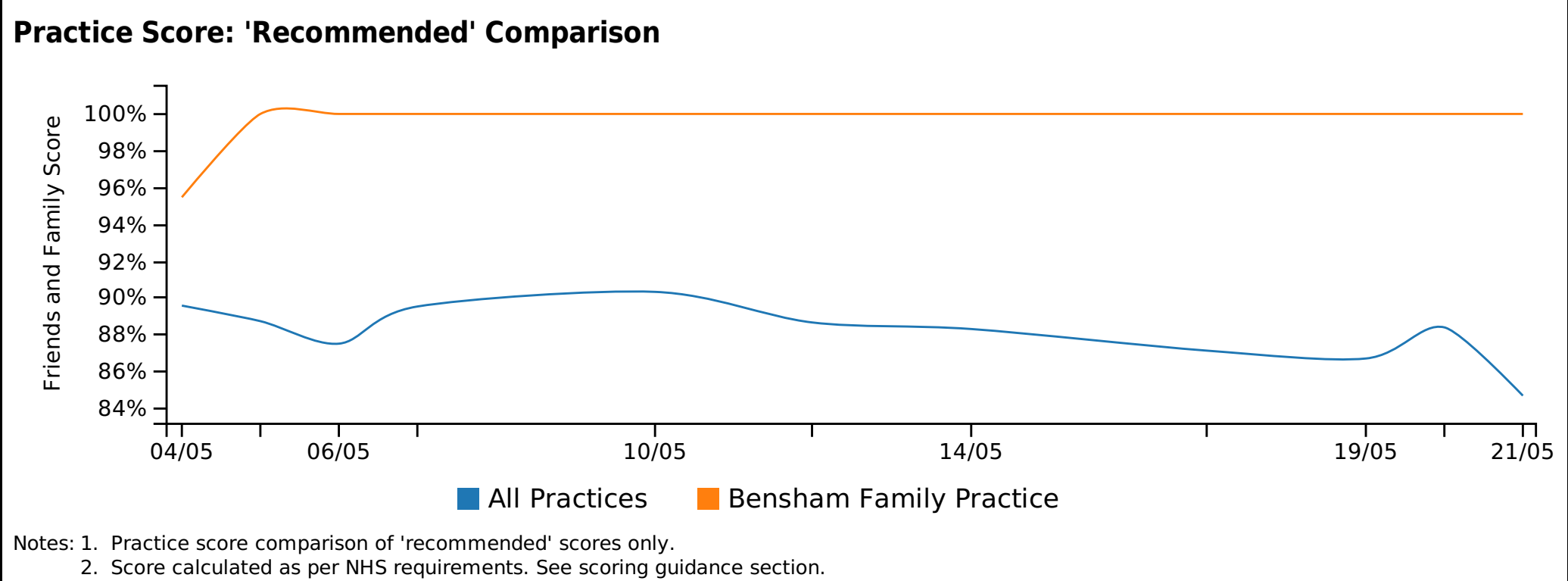
LowerMidHigh Score

Notes:

1. Display the 'Recommended' score and percentile for current reporting month.

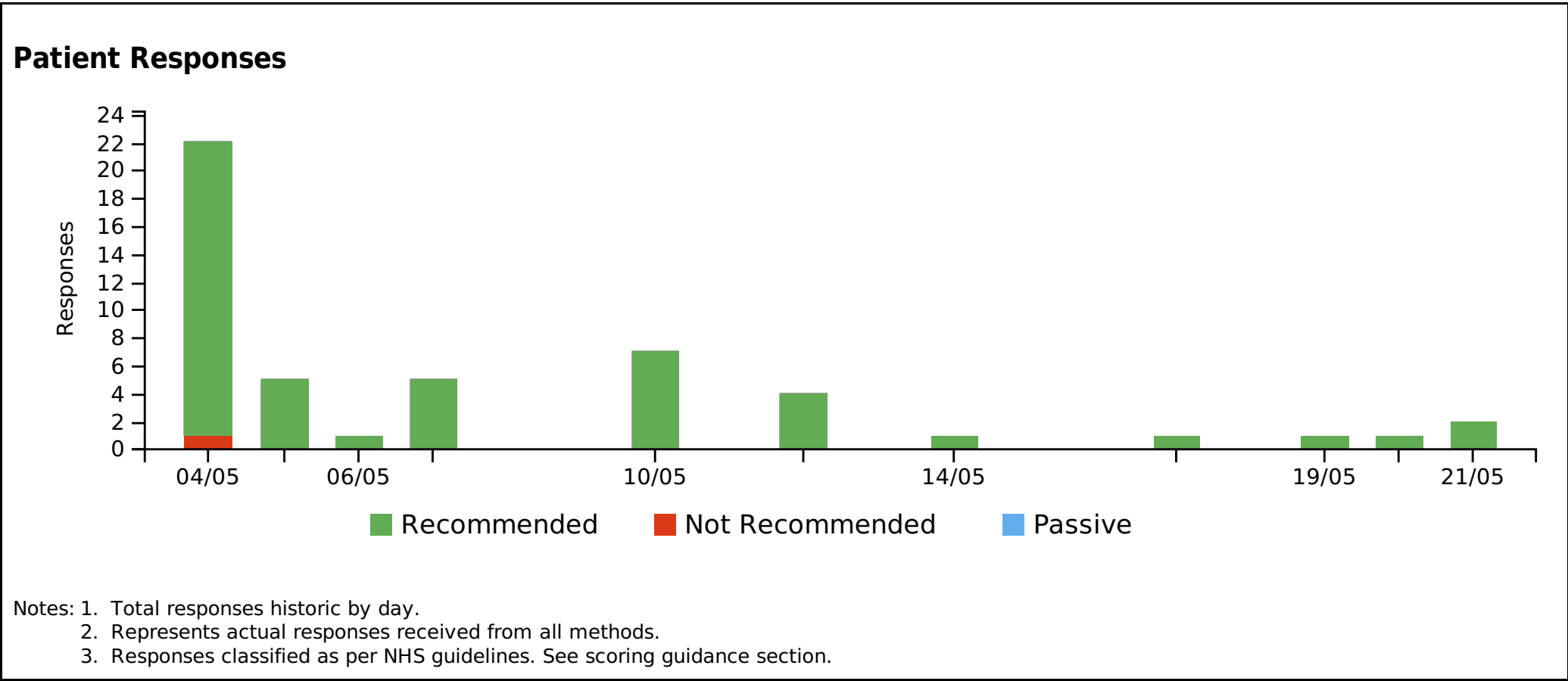
2. Score calculated as per NHS requirements. See scoring guidance section.

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.



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

- ✓ Fabulous doctors can always get an appointment when needed wouldn't go anywhere else
- ✓ Text message
- ✓ Always get a good service and response
- ✓ Clean and tidy dealt with curtiously at reception and made at ease by Caroline Petty.
- ✓ Good service but due to restrictions having to wait 4 days to get blood pressure checked which would have been done instantly if attended the practice. C@ce. Causing undue worry over an extended period which previously would have instantly resolved @lved
- ✓ Cos jill gave me good advice
- ✓ Always a friendly caring
- ✓ Staff were very polite and welcoming
- ✓ i felt listened to by the nurse caroline petty.
- ✓ Friendly helpful staff, nurses and doctors
- ✓ Easy access, friendly staff ,efficient
- ✓ BECAUSE WHEN I ASK FOR ADVICE DR ROBERT MAKE APPOINTMENT FOR ME TO VISIT HIM TO MAKE SURE I AM OK SOI AM THANKFUL FOR THAT .FANTASTIC DOCTOR.
- ✓ Reception team always polite and helpful. Doctor takes time to listen.
- ✓ Because I was very pleased with my talk with Doctor Robert's earlier
- ✓ Doctor was brilliant with my son and being able to talk to him
- ✓ I had no problems with my appointment. Everyone was polite, I was straight in yo see the nurse and everything felt covid safe
- ✓ They have been very good with my mothers care
- ✓ Dr Andrews was very professional and caring x
- ✓ There has never been a problem when needing appointments or prescriptions and the reception staff are always friendly and helpful x
- ✓ Because the staff are so friendly and appt times are spot on time..and a friendly atmosphere.
- ✓ Because you asked me
- ✓ Overall the service is good but sometimes have to go through all the pre amble beforehand tests my patients
- ✓ Normally would have been 1 no fault of surgery its pandemic makes access harder
- ✓ Because, as usual, I was given good advice and treated well and not patronised etc.
- ✓ Doctor Roberts was very understanding and gave me time to explain my issues and current situation. He then provided me with great information to follow u@low up on as well as a prescription that I feel has really helped me over the past few days.@days.
- ✓ Considering the circumstances it's still running very well. Would like to resume regular bookable appointments online soon
- ✓ Lovely friendly from start to finish.
- ✓ Really I don't have time to explain why. It's how I feel
- ✓ Because of covid restrictions a full examination to check on my COPD was not possible
- ✓ I've had no problems at all with bensham family practice whatsoever, everyone is friendly, and I can get same day appointments
- ✓ Love dr Andrews she understanding
- ✓ Because the whole experience was from reception to nurse for blood test was delt with very professional
- ✓ Good honest service
- ✓ Very efficient
- ✓ Every time I ring the surgery very polite and helpful go out of their way to help. Surgery is clean and well maintained, during the present time you fee@u feel safe if you have to attend surgery. @ery.
- ✓ Always excellent service
- ✓ I always have a positive experience - staff are always helpful
- ✗ It's a very good doctor's

Not Recommended

Passive