

# FFT Monthly Summary: June 2021

Bensham Family Practice  
Code: a85002



## SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
36	11	0	0	1	0	0	0	0	48	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:		116							
Responses:		48							
		Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total	
SMS - Autopoll		36	11	0	0	1	0	48	
SMS - User Initiated									
Tablet/App									
Web/E-mail									
Manual Upload									
Total		36	11	0	0	1	0	48	
Total (%)		75%	23%	0%	0%	2%	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%

LowerMid

0%100%

Low ScoreHigh 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.

Practice Score: 'Recommended' Comparison

Friends and Family Score

100%95%90%85%80%75%

01/0607/0611/0618/0625/06

All Practices

Bensham Family Practice

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	83%	88%	91%
Bensham Family Practice	100%	96%	100%

Gender

All Practices

89%88%

Bensham Family Practice

100%95%

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

Practice Score: Day of the Week Analysis

FFT Score %

110%100%90%80%70%60%50%40%30%20%10%0%

MondayTuesdayWednesday

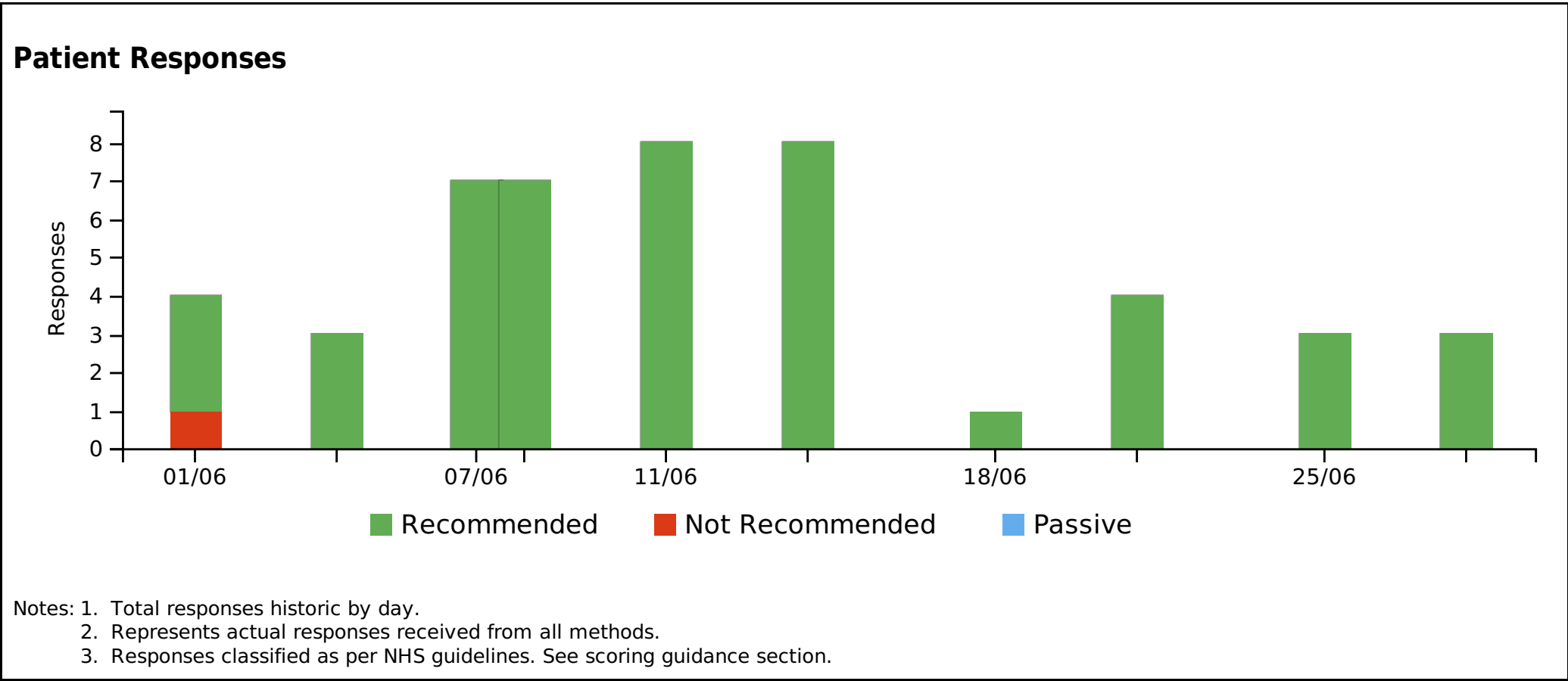
Recommended

Not Recommended

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 Experience11

Arrangement of Appointment5

Reference to Clinician4

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

- ✓ Staff is always very helpful and friendly
- ✓ Everything was well spaced out with no problems about infection
- ✓ Prompt, courteous, in and out now awaiting blood tests.
- ✓ On time appointment, nurse practitioner very pleasant
- ✓ Prompt, pleasant staff. Even through covid crisis been able to get appointments. Excellent telephone manners from reception staff.
- ✓ Always professional and friendly
- ✓ Dr Tut was very thorough and informative and helpful
- ✓ The service was good
- ✓ They always make you feel welcome & give you time at your appointments.
- ✓ Excellent service
- ✓ Courteous and friendly receptionist, clean surgery, excellent service from nursing staff
- ✓ I always had good service on any medical problems I have had in 30 years
- ✓ Friendly staff
- ✓ Very good front line staff with excellent medical staff
- ✓ Appointment on time staff friendly and helpful
- ✓ In nd out without any waiting around nd pleasant staff.
- ✓ Always helpful, polite and efficient
- ✓ Because they have put in for treatment I need
- ✓ Because the staff are very friendly and helpful, and the nurses are brilliant
- ✓ Seen on time & nurse was very nice also very proffetional.
- ✓ Very pleasant staff
- ✓ Confusion over appointment
- ✓ Because everyone is cordial and friendly and gives you confidence
- ✓ Because i find all the staff there helpful
- ✓ Easy accessibility and nice staffs
- ✓ I HAVE BEEN A PATIENT OF THIS PRACTICE FOR 29 YEARS, I HAVE RECIEVED EXCEPTIONAL SERVICE DURING THIS TIME. THE PRACTICE STAFF ARE PROFESSIONAL AND ALSO S@LSO SHOW EMPATHY AND UNDERSTANDING. I CAN'T COMMEMD THEM ENOUGH. @UGH.

Not Recommended

- ✓ Oops should be a 1

Passive