

# FFT Monthly Summary: August 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             | 5      | 1      | 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:   |  | 100       |      |                       |      |           |            |       |  |
| Responses:           |  | 48        |      |                       |      |           |            |       |  |
|                      |  | Very good | Good | Neither good nor poor | Poor | Very poor | Don't know | Total |  |
| SMS - Autopoll       |  | 41        | 5    | 1                     | 0    | 1         | 0          | 48    |  |
| SMS - User Initiated |  |           |      |                       |      |           |            |       |  |
| Tablet/App           |  |           |      |                       |      |           |            |       |  |
| Web/E-mail           |  |           |      |                       |      |           |            |       |  |
| Manual Upload        |  |           |      |                       |      |           |            |       |  |
| Total                |  | 41        | 5    | 1                     | 0    | 1         | 0          | 48    |  |
| Total (%)            |  | 85%       | 10%  | 2%                    | 0%   | 2%        | 0%         | 100%  |  |

### Summary Scores

96% 2% 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.

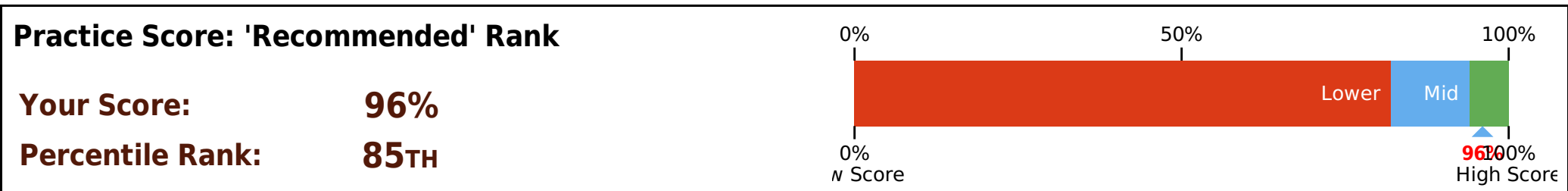
The percentage measures are calculated as follows:

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

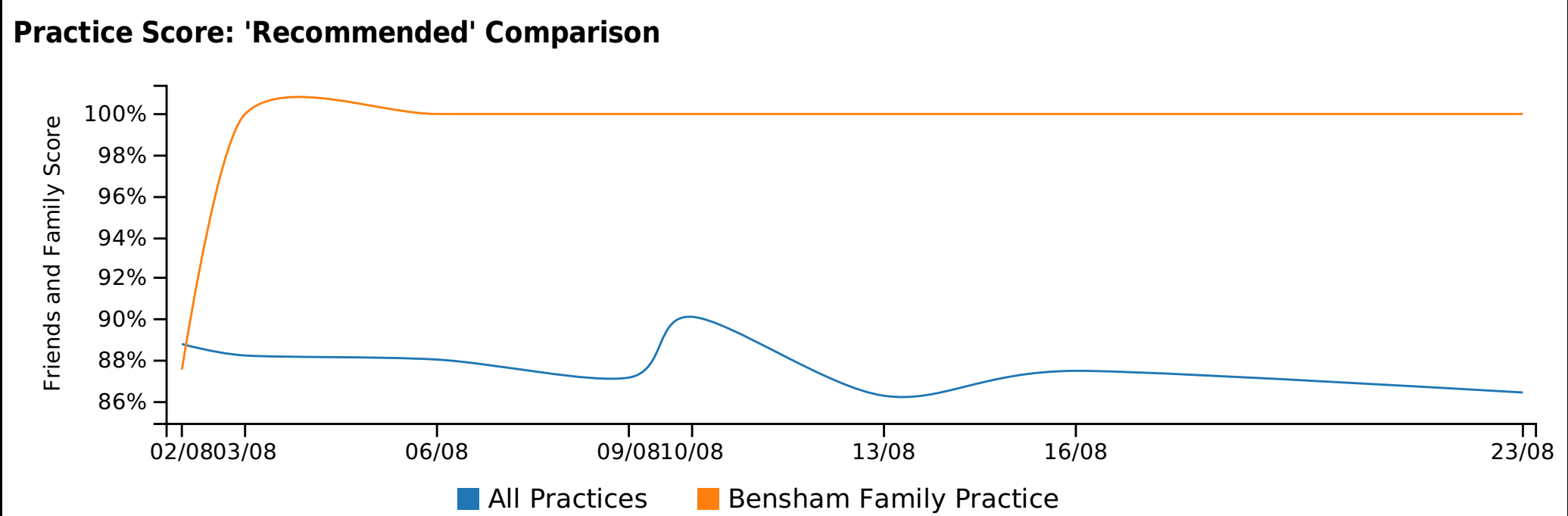
Not Recommended (%) =  $\frac{\text{very poor} + \text{poor}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$

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

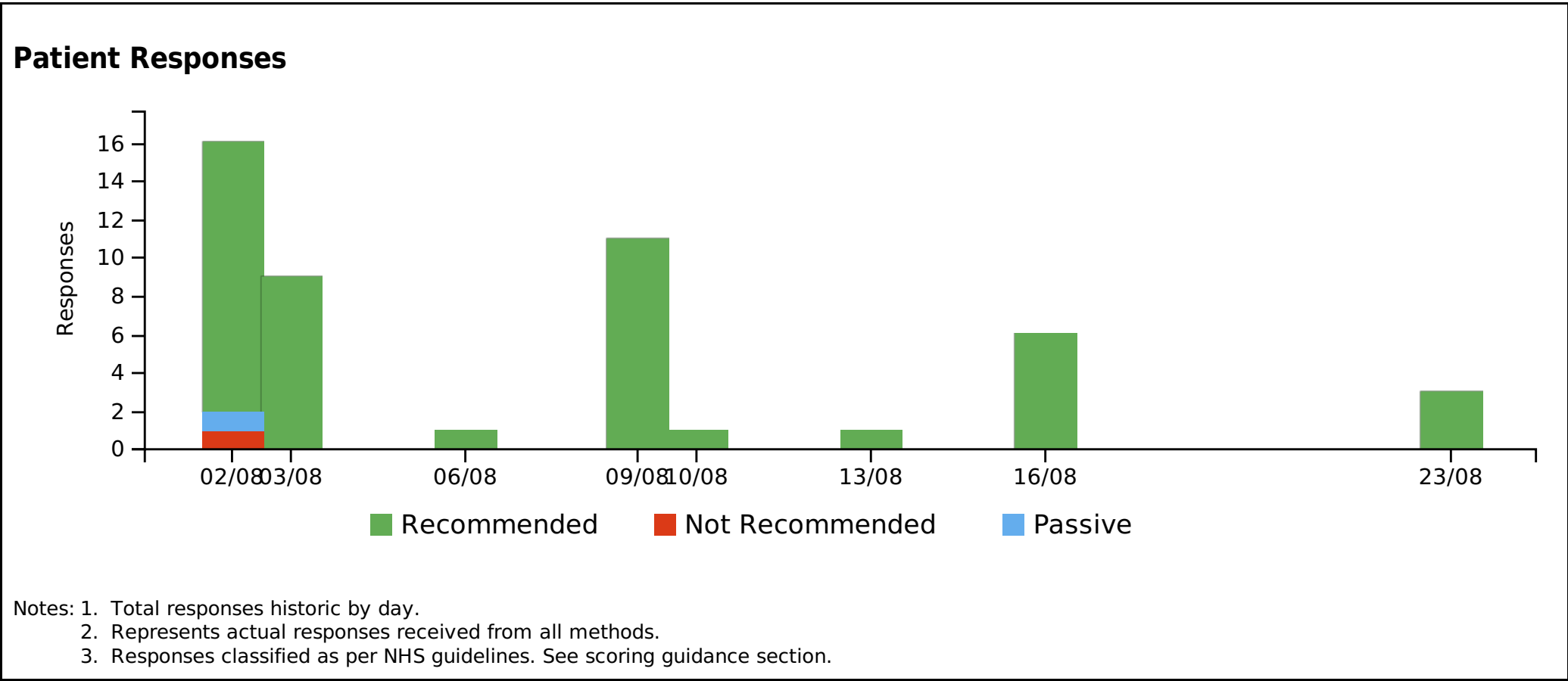


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.  
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 85th percentile means your practice scored above 85% of all practices.



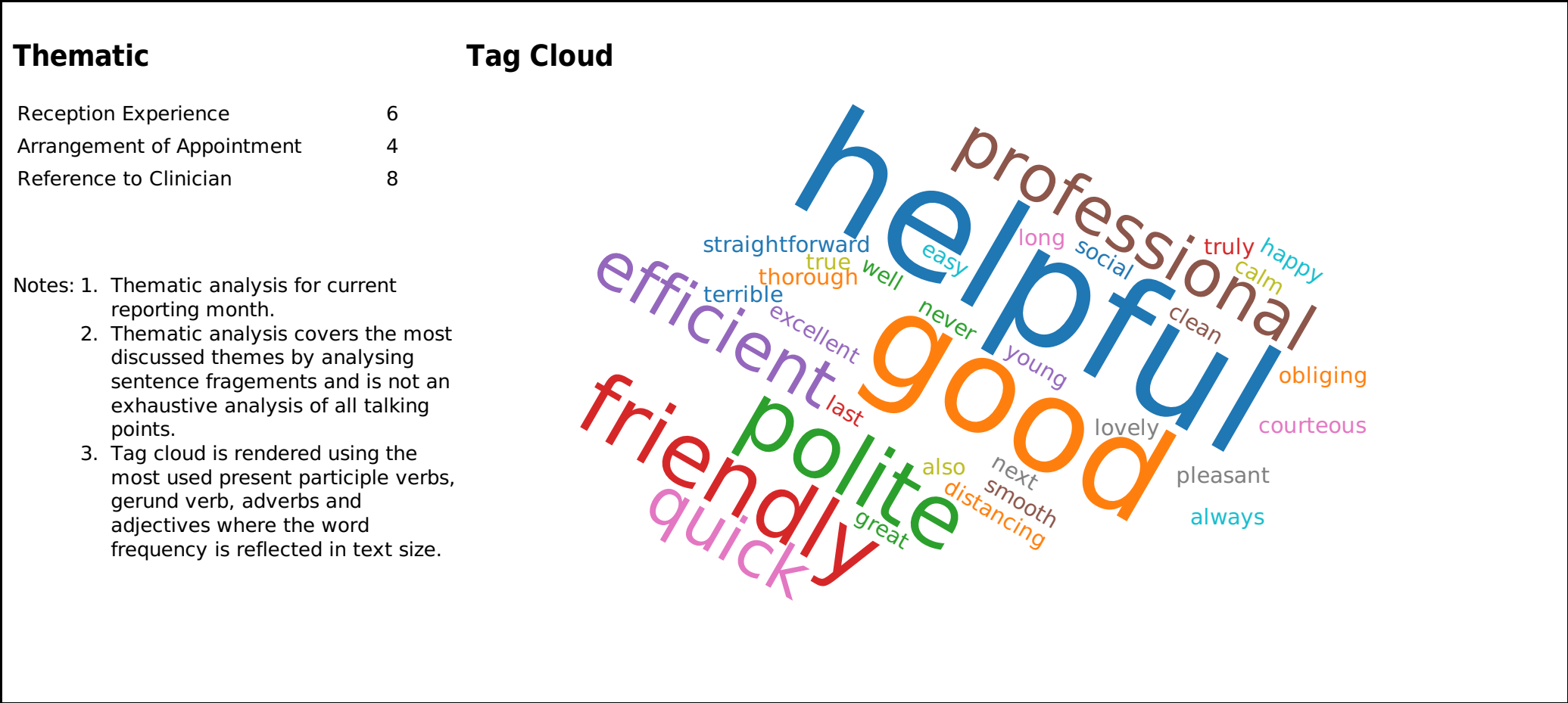
SECTION 4

Patient Response Analysis



SECTION 5

Patient Free Text Comments: Summary



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

- ✓ All the staff are polite and helpful with anything and everything. The doctors and nurses explain everything - what the next steps are after this, and wh@nd what to do when on own if problems arise.@rise.
- ✓ Receptionist very efficient also practice nurse very helpful and very professional
- ✓ Always good service there and friendly people
- ✓ Caroline was very professional.
- ✓ Service was very good
- ✓ My appointment was very quick and thorough
- ✓ Because all the doctors and staff I come into contact with are very helpfull and pleasent.
- ✓ Well organised for appointments to adhere to safety from covid
- ✓ very professional
- ✓ Very polite young lad on reception practice was very clean
- ✓ Good, quick, friendly service
- ✓ Did not wait too long saw nurse very pleasant, efficient.
- ✓ It's true
- ✓ Very friendly, quick and easy access to advice
- ✓ Because I was very pleased with the social distancing.And the speed which I was dealt with and very polite nurse who took my bloods
- ✓ Because I have had a great reception smiles and promt service truly an excellent service
- ✓ Very helpful people, & everything went very smooth.
- ✓ Very helpful
- ✓ Service was good no delays
- ✓ Appointment on time.
- ✓ Reception very helpful. Health assitant very efficient.
- ✓ Very good nurse
- ✓ The Nurse was very good
- ✓ Both Pauline and Caroline were very friendly and I didn't have to wait more than two minutes.
- ✓ Courteous and polite. Helpful
- ✓ My daughter had to come for her 2nd immunisations and the nurse was lovely and kept her calm
- ✓ i was very happy with the support i got
- ✓ It was very straightforward over in no time
- ✓ They are very obliging and helpful
- ✓ I have never had any problems with the practice
- ✗ Because I was seen on the strait in out

Not Recommended

- ✗ Had to weight 25min over my time terrible

Passive

- ✓ For my last 2 appointments I have waited 30 minutes and 20 minutes to be seen