FFT Monthly Summary: July 2021

Bensham Family Practice
Code: a85002

SECTION 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
31	11	0	0	0	0	0	0	0	42	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: **105**

Responses: **42**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	31	11	0	0	0	0	**42**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**31**	**11**	**0**	**0**	**0**	**0**	**42**
Total (%)	***74%***	***26%***	***0%***	***0%***	***0%***	***0%***	***100%***

Summary Scores

👍 100% 👎 0% ✍ 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:

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

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

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/

Practice Score: 'Recommended' Rank

Your Score: **100%**

Percentile Rank: **100TH**

0%	50%	100%

Lower | Mid

0%   **100%**
_N_ Score   High 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 100th percentile means your practice scored above 100% of all practices.

Practice Score: 'Recommended' Comparison

Friends and Family Score (y-axis: 86%–100%)
x-axis: 02/07, 09/07, 13/07, 19/07, 23/07, 27/07

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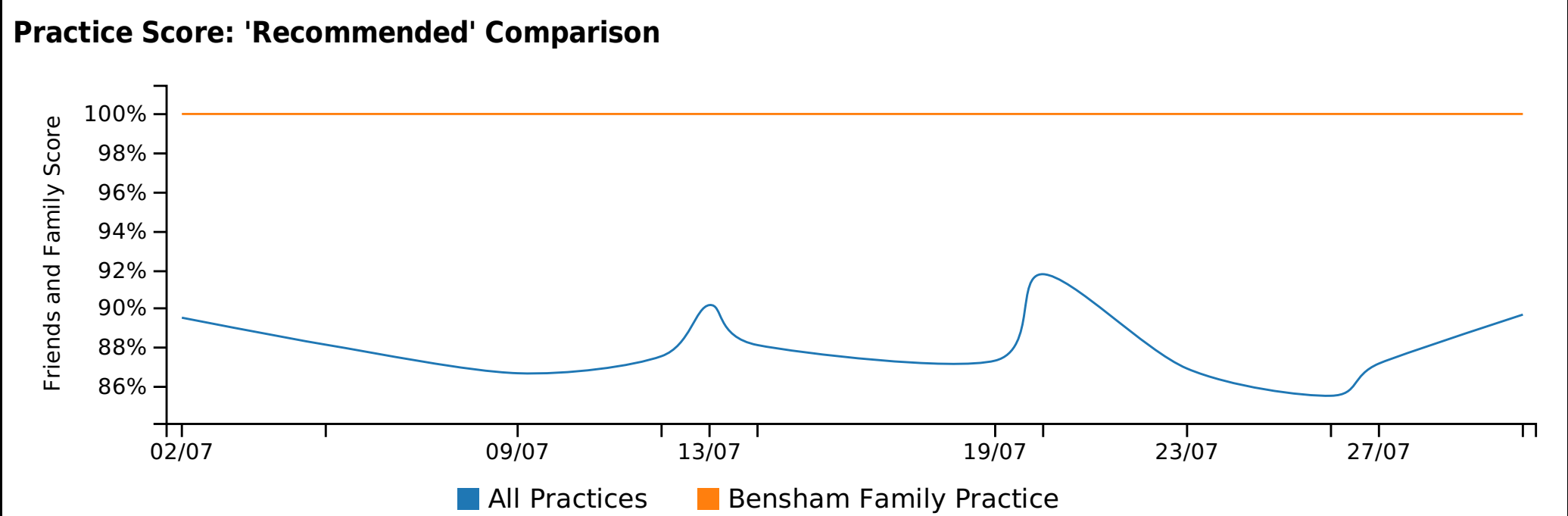
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

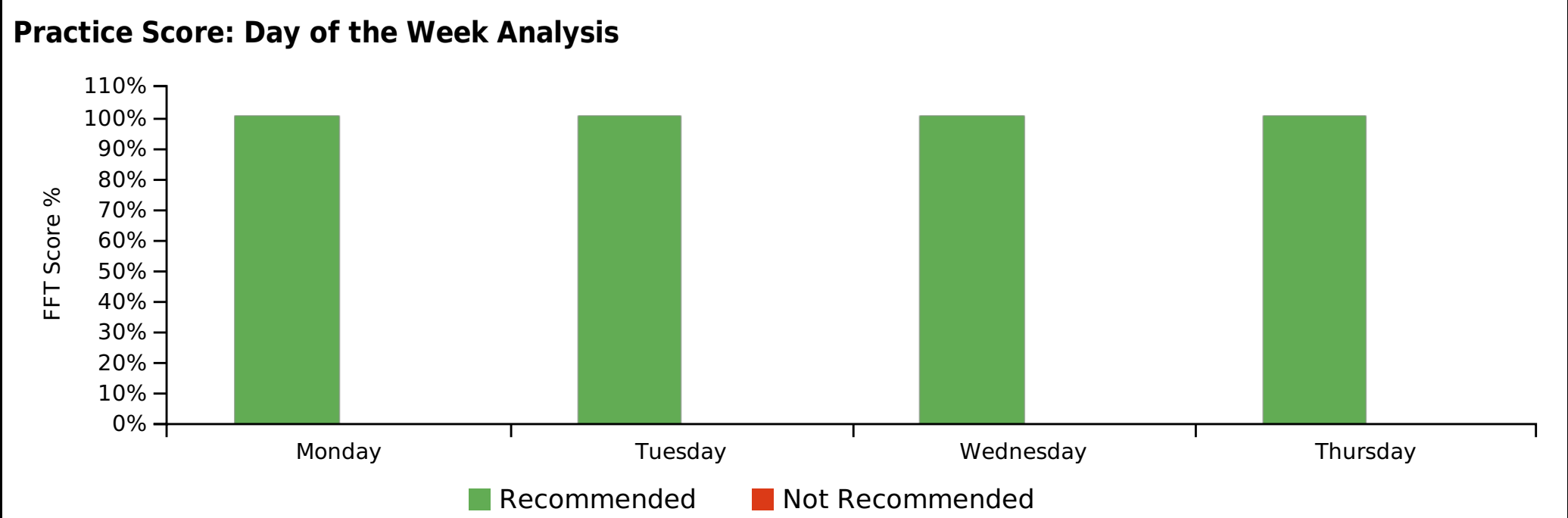|	< 25	25 - 65	65+
All Practices	85%	88%	91%
Bensham Family Practice	100%	100%	100%

Gender
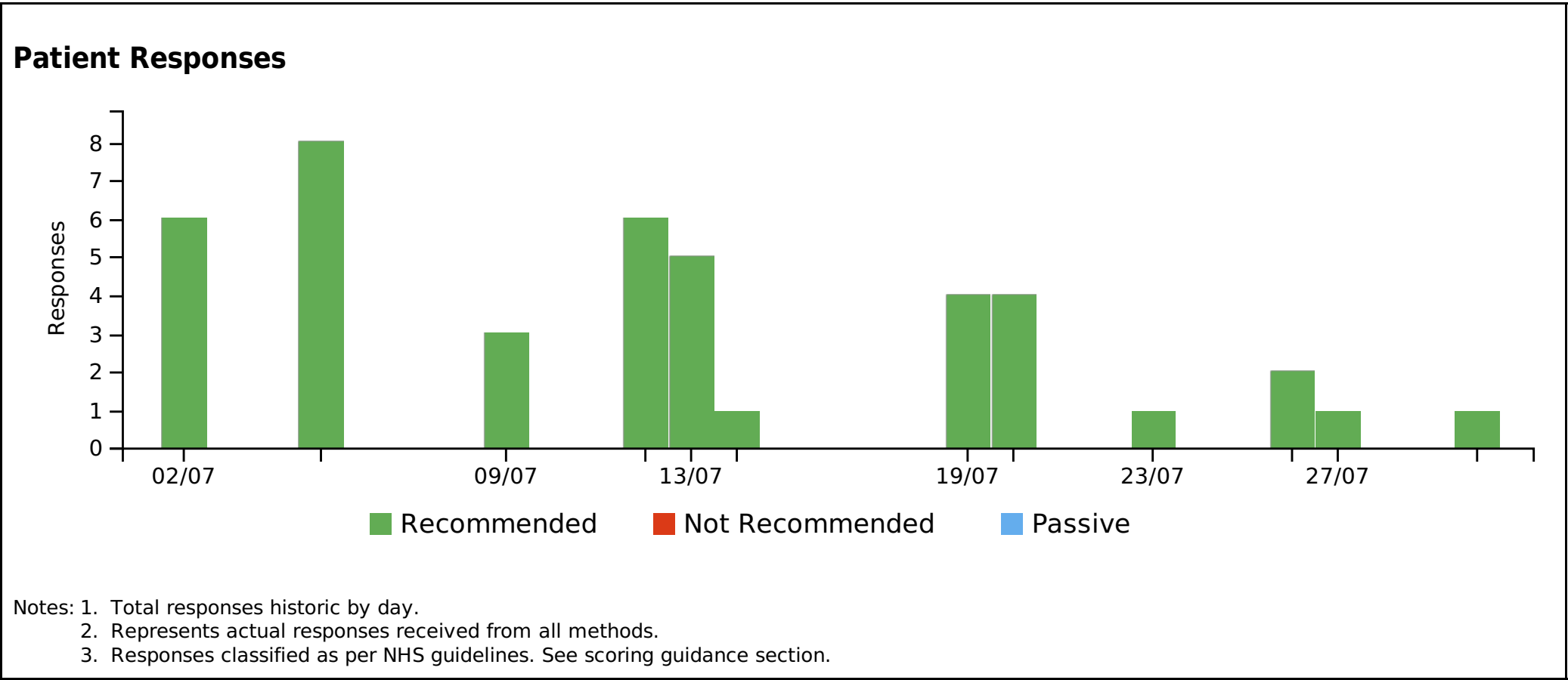
All Practices
89%   89%

Bensham Family Practice
100%   100%

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 % (y-axis: 0%–110%)
x-axis: Monday, Tuesday, Wednesday, Thursday

■ 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.

Patient Responses

Notes: 1. Total responses historic by day.
2. Represents actual responses received from all methods.
3. Responses classified as per NHS guidelines. See scoring guidance section.

Patient Free Text Comments: Summary

Thematic		Tag Cloud
Reception Experience	10	
Arrangement of Appointment	8	
Reference to Clinician	5	

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.

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 got there befor opening and was greeted with a friendly smile and a greeting and the needle was 100% painless I couldnt be happier with the visit
✓*Because I really think so*
✓Quick efficient. And friendly staff.
✓*Didn't get in on time for appointment had to wait about 20 mins they were running late*
✓Attended surgery for many years all the doctors are really good and the staff are so lovely and very helpful.
✓*Friendly attentive staff and unlike most of the surgeries you actually let patients in*
✓Because I have always been well treated by everyone
✓*I was in and out in 10 mins*
✓Surgery is clean and well maintained staff are friendly and helpful and waiting time is kept to minimum
✓*Efficient staff*
✓Quick and eficient
✓*We were greeted politely, appointment was on time and dealt with in a pleasant and professional manner.*
✓My appointment was 1-30 but it was over 15 mins before I was seen otherwise I would have given a score of 1.
✓*Lovely staff, clean premises, never a problem getting appointment. Monitoring my health problems heartily.*
✓I gave opt 1 because I got the appt time I Wanted I was seen promptly on the day and everything was handled efficiently all round @ thanks John Robson@obson
✓*My appointment was as expected*
✓Very friendly staff , the service was quick and Caroline is very informative and caring , thanks John.
✓*The nurse that took my blood and blood pressure ECG was very professional*
✓Friendly and helpful staff quick service
✓*All members of staff at the surgery are kind and compassionate, they provide an excellent service where I have never had any complaints.*
✓My appointment was on time and the Nurse Caroline was very understanding and professional
✓*In on time and staff very helpful and pleasant*
✓Was seen swiftly and Caroline who takes my bloods is fantastic, totally puts me at ease. She is also extremely competent at taking blood.
✓*Quick service, safely managed, expertly signposted to further services*
✓Prompt attention Caroline is a very caring person and always gives good care.
✓*Things are very well organised.*
✓The only reason I didn't give very good was I waited 25 mins after my appointment time
✓*Went in, no one in and had to wait 5 mins after my appointment time before I was seen to, the nurse was great, I would have given it a 1 if I was seen on time*
✗Straight forward & no fuss.

Not Recommended

Passive