

FFT Monthly Summary: November 2021



Bensham Family Practice
Code: a85002

SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
40	7	0	2	1	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:		100							
Responses:		50							
		Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total	
SMS - Autopoll		40	7	0	2	1	0	50	
SMS - User Initiated									
Tablet/App									
Web/E-mail									
Manual Upload									
Total		40	7	0	2	1	0	50	
Total (%)		80%	14%	0%	4%	2%	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

Practice Score: 'Recommended' Rank

Your Score:94%

Percentile Rank:75TH

0%50%100%

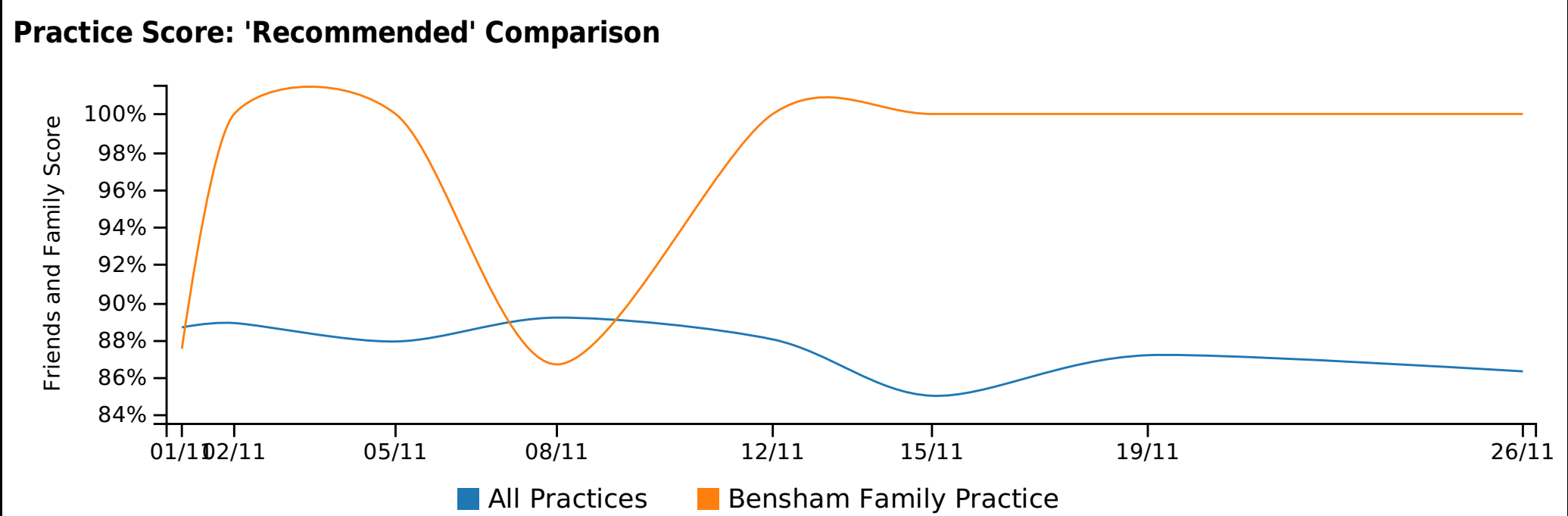
0%100%

LowerMid

94%100%

n 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 75th percentile means your practice scored above 75% of all practices.



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	80%	87%	91%
Bensham Family Practice	100%	90%	100%

Gender

All Practices

88%

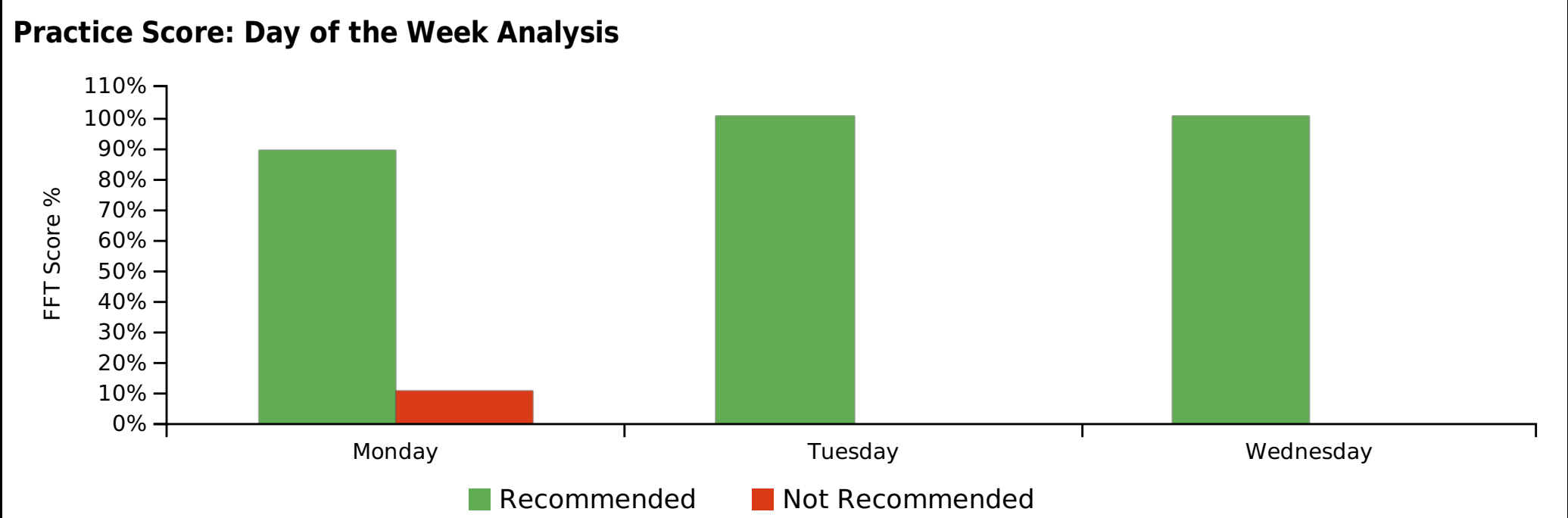
88%

Bensham Family Practice

89%

100%

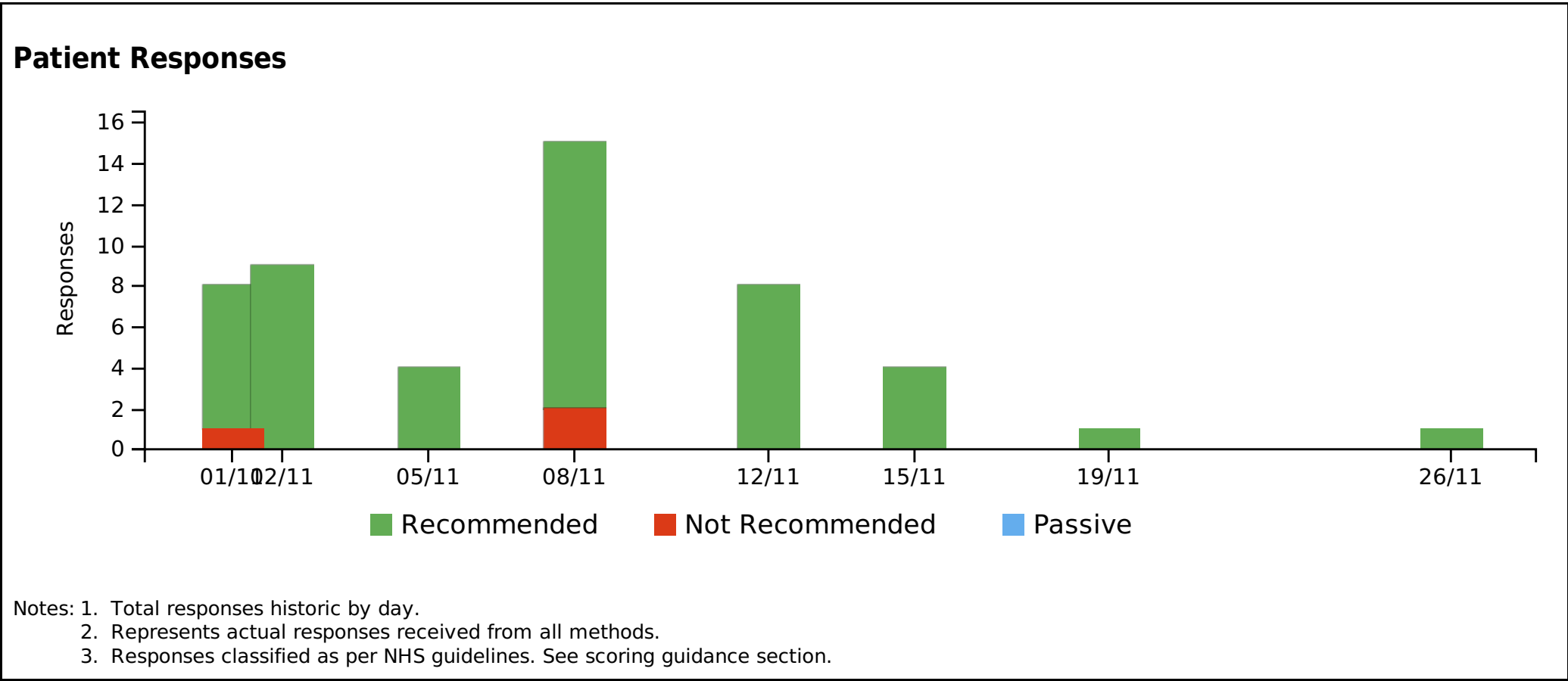
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.



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

Tag Cloud

Reception Experience 14
Arrangement of Appointment 6
Reference to Clinician 8

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.

efficient, good, helpful, polite, pleasant, lovely, wearing, nice, quick, safe, straight, always, just, professional, waiting, coughing, knowledgeable, easy, poor, supportive, comfortable, extra, clean, caring, welcoming, petty, getting, usually, really, going, taking, painful, easily, running, excellent, continuing

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

- ✓Straight in and out , staff very helpful .
- ✓Because it was
- ✓Got an appointment straight away been locked after three weeks running
- ✓The nurse Kirsty was very helpful thank you Kirsty
- ✓Very friendly receptionist and professional HCA
- ✓Appointment on time, covid safe, friendly and helpful staff.
- ✓A lovely nurse with a friendly manner, a prompt service and the surgery was very clean and Covid-19 secure.
- ✓Nurse was efficient and after taking my blood pressure asked if I had any questions or any problems . She was very polite and friendly
- ✓Very quick and everyone very friendly.
- ✓Everything went as required and on time. First class
- ✓Very helpful and supportive
- ✓Efficient safe and quick appointment
- ✓I have given this answer because I have every confidence with the staff from doctors through to reception
- ✓Because the appointment was on time, the service was good at the point of reception and in the consulting room.
- ✓I had an appointment for 9:45 I checked in with the receptionist who was very pleasant I was seen by the nurse who took my blood's painless thank you
- ✓In and out no waiting
- ✓In and out no probs nice people
- ✓Helpful and make you feel comfortable x
- ✓Excellent service, polite staff and always going the extra mile to help.
- ✓Appt on time. All staff polite, pleasant and efficient.
- ✓Everyone is helpful and easy to talk to about any issues you may have
- ✓Had blood tests today and and Mrs Caroline Petty was very polite and professional a very nice lady
- ✓Always good people and friendly when you speak
- ✓From the receptionist, nurse to the Doctor the staffs are caring. They listen and answer
- ✓Only had a wait a couple if mins before getting seen too and staff friendly
- ✓The staff and doctors are always friendly and pleasant
- ✓Prompt and efficient
- ✓It's cause all staff that works at practice are very friendly and kind as that's what I like about Bensham family practice.
- ✓Because you are good at wot you do
- ✓Staff friendly welcoming. Appointments can usually be made easily. Continuing care and monitoring very good.
- ✓I don't know the name of the person who looked after me, can you let me know? She put me at ease. She was friendly and knowledgeable. Lovely person. Leon Gill
- ✗Just got seen on time no waiting around service was good ?

Not Recommended

- ✓Y what's the point just been let down so meny time
- ✓Persons within the waiting room not wearing face masks coughing not going to wash or sanitise hands not been challenged by reception why they were not w@not wearing face masks on entry, really poor practice hygiene standards need to improve for the benefit of everyone @yone

Passive