

# FFT Monthly Summary: October 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	10	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:		105							
Responses:		48							
		Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total	
SMS - Autopoll		36	10	1	0	1	0	48	
SMS - User Initiated									
Tablet/App									
Web/E-mail									
Manual Upload									
Total		36	10	1	0	1	0	48	
Total (%)		75%	21%	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.

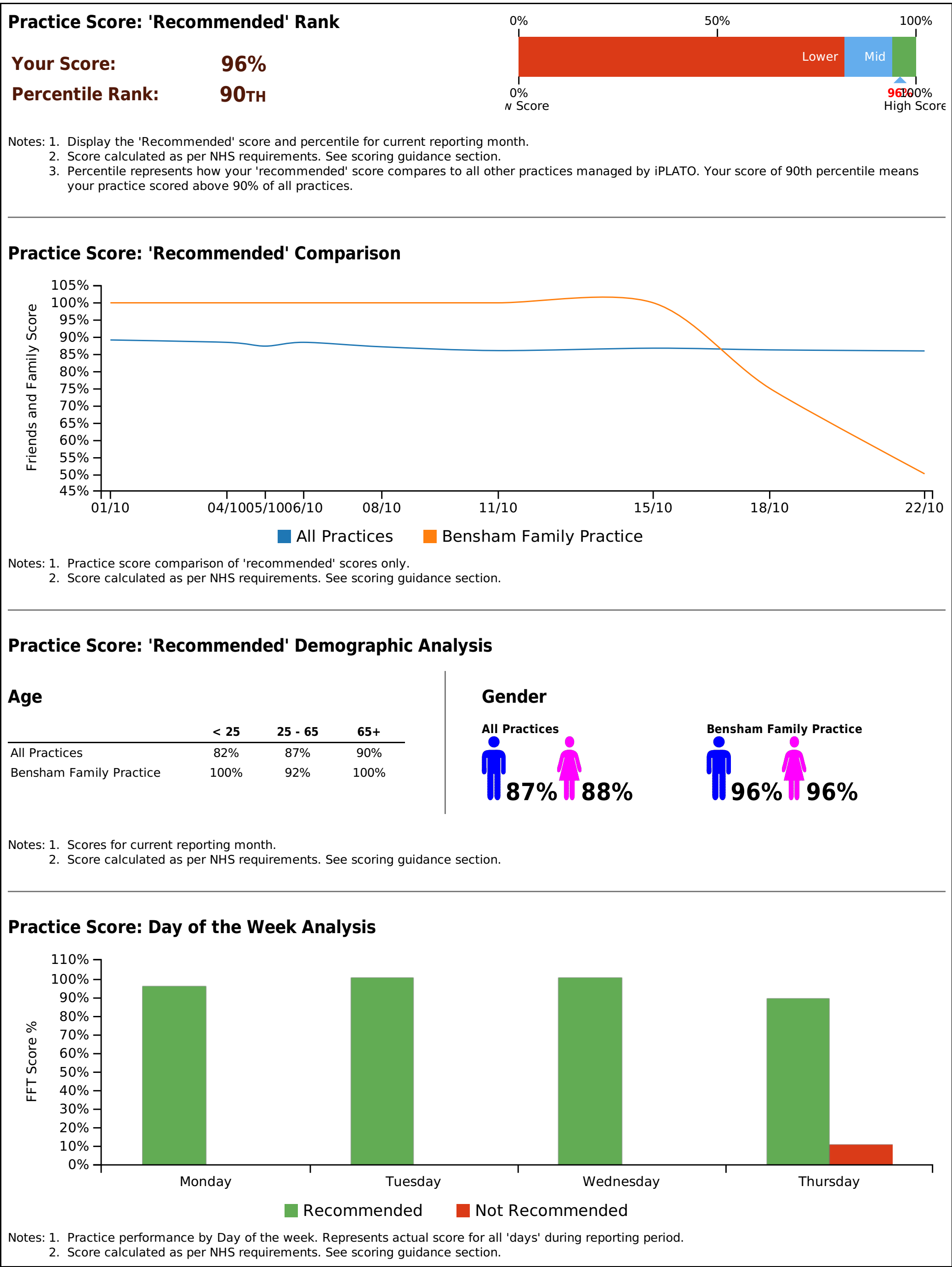
The percentage measures are calculated as follows:

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

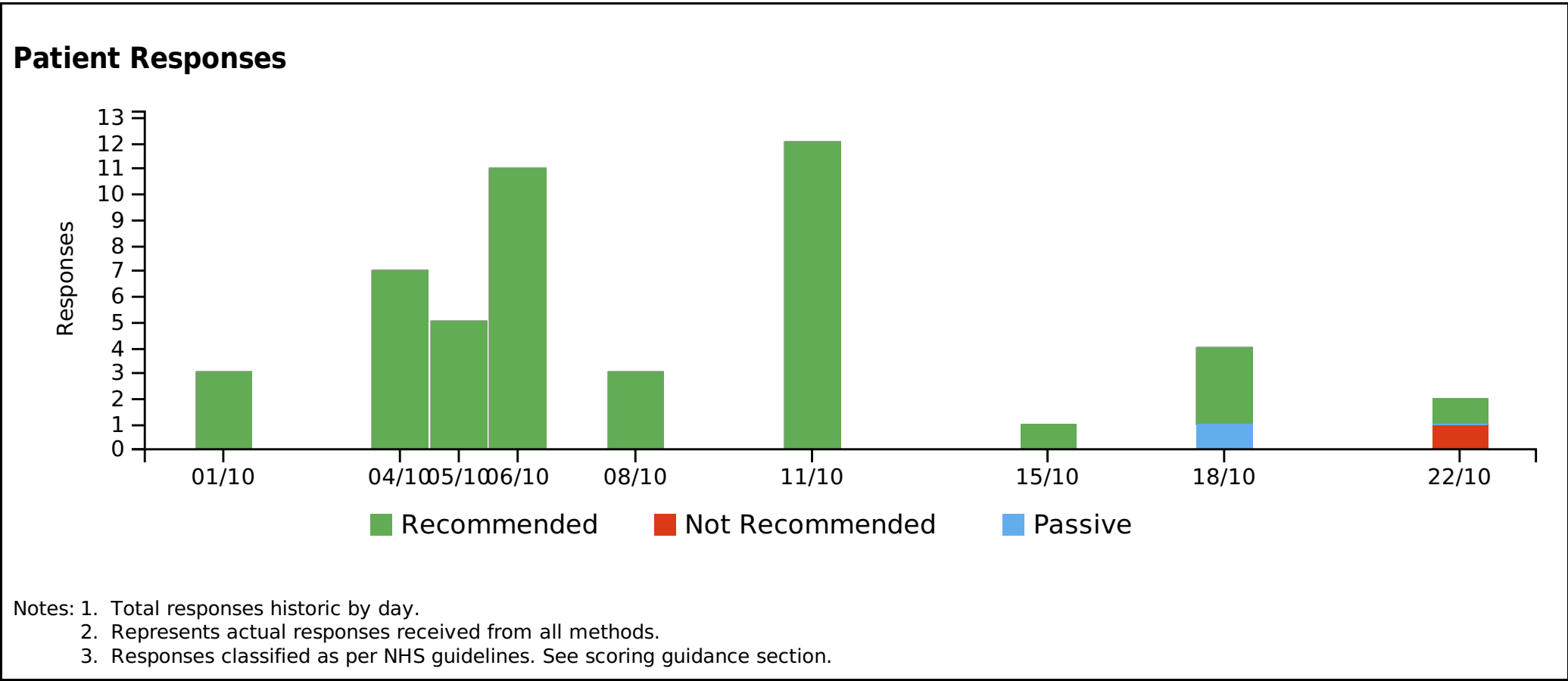
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:  
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3  
Practice Scoring



SECTION 4

Patient Response Analysis



SECTION 5

Patient Free Text Comments: Summary

Thematic

Reception Experience12

Arrangement of Appointment6

Reference to Clinician5

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

- ✓Rpauline greeted us nicelyCaroline was as usual very pleasant and professional. We were given flu vaccination and I had a Rhemos blood test .We were s@ere seen promptly.@ptly.
- ✓Very good
- ✓All staff are very helpful.
- ✓Have always been able to speak with someone regarding my health
- ✓Very polite reception and very professional and same with nurse who took bloods
- ✓Staff very polite, appointment quick&efficient
- ✓Reception very good didn't wait long time to be seen cleanliness etc
- ✓Staff are always helpful and get things done as soon as possible
- ✓Very friendly efficient service by reception Pauline and Nurse Catherine
- ✓Pauline was very welcoming, friendly and professional. Caroline was also friendly, efficient and polite.
- ✓Very professional and efficient.The nurse I saw, Caroline is excellent.
- ✓Coz it was good
- ✓Well run practice, friendly staff.
- ✓Good service overall
- ✓2=Good
- ✓Good service seen on time.
- ✓Been twice recently to surgery for flu jabs for myself and mam and got to see Dr tut face to face recently also all very quick no waiting around in surge@surgery to long @long
- ✓Service is good
- ✓Always helpful and understanding
- ✓Always very polite and helpful
- ✓The staff is brilliant all the staff very helpfull
- ✓Quick response to my problem - fitted me in with an appointment this morning
- ✓Because I was seen to rapidly and I knew I was in a safe place covid protected with masks and hand sanitiser
- ✓Had been attending to promptly
- ✓All of the staff are very nice and welcoming I can always get a appointment over the phone if I need one the nurses are caring and genital the doctors ar@rs are brilliant and always straight to the point the reception staff have very caring voices @ices
- ✓Brilliant service from Ms Petty she made time to listen and reassured at all stages of the testing
- ✓Never had any problems with appointments and with medication being send out when ever I ring in for them staff always as helpful as they can
- ✓Friendly staff
- ✓Appointment was on time.
- ✓Staff are always polite and helpful
- ✓the reason I gave my answer I have been poorly and have received excellent service I always get respect of all saff thank you to you all
- ✓Miss Kirsty Gallagher was very professional in the she helped me.
- ✓Everyone is always as helpful as possible
- ✗What do you mean?

Not Recommended

- ✓Poor experience at the surgery

Passive

- ✓Inconvenient appointment time, no blood pressure taken as it was fine 3 months ago.