

# FFT Monthly Summary: September 2021



Bensham Family Practice  
Code: a85002

## SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
35	7	0	1	1	0	0	0	0	44	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:		101							
Responses:		44							
		Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total	
SMS - Autopoll		35	7	0	1	1	0	44	
SMS - User Initiated									
Tablet/App									
Web/E-mail									
Manual Upload									
Total		35	7	0	1	1	0	44	
Total (%)		80%	16%	0%	2%	2%	0%	100%	

### Summary Scores

95% 5% 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:

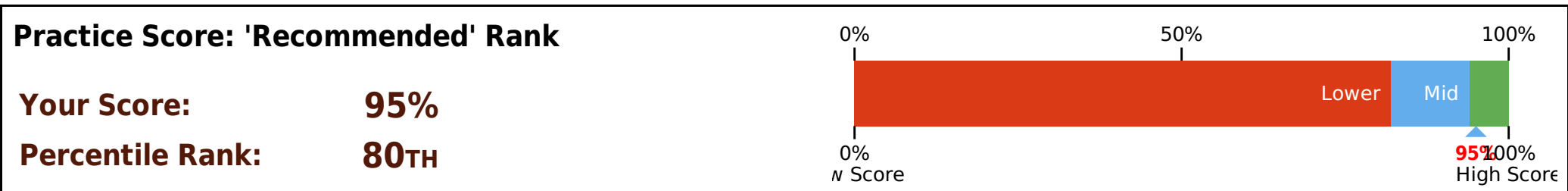
Recommended (%) = 
$$\frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

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

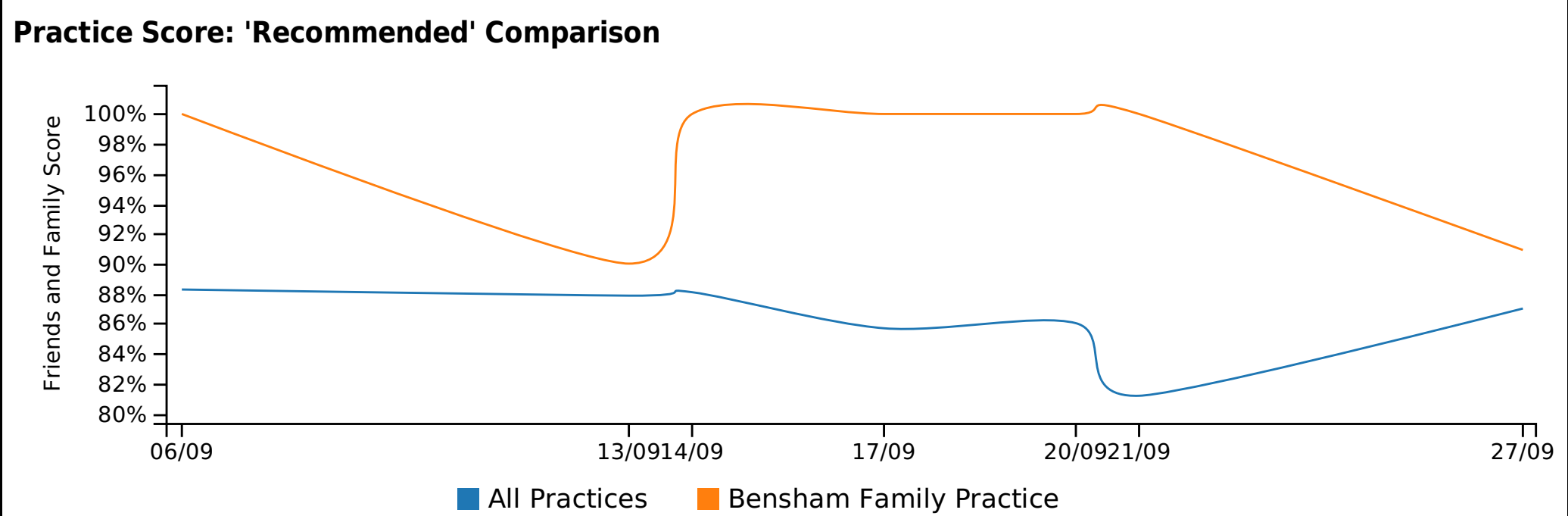
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

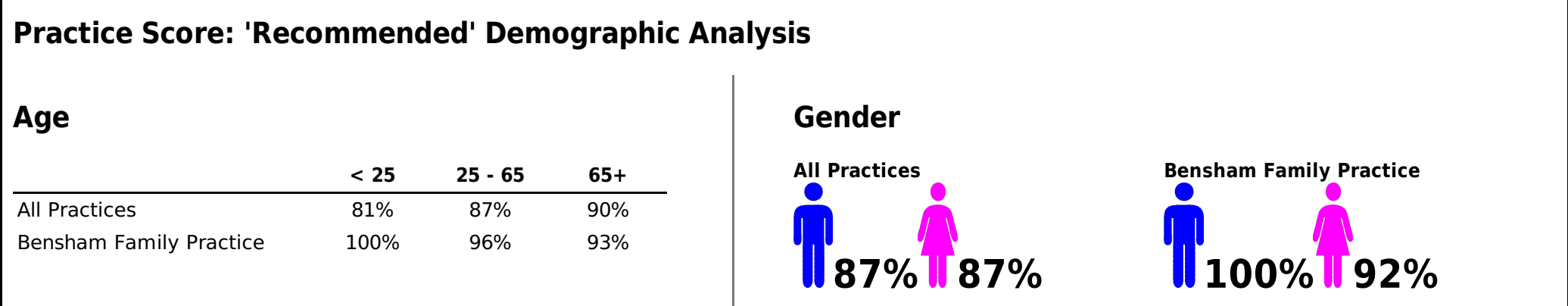
SECTION 3  
Practice Scoring



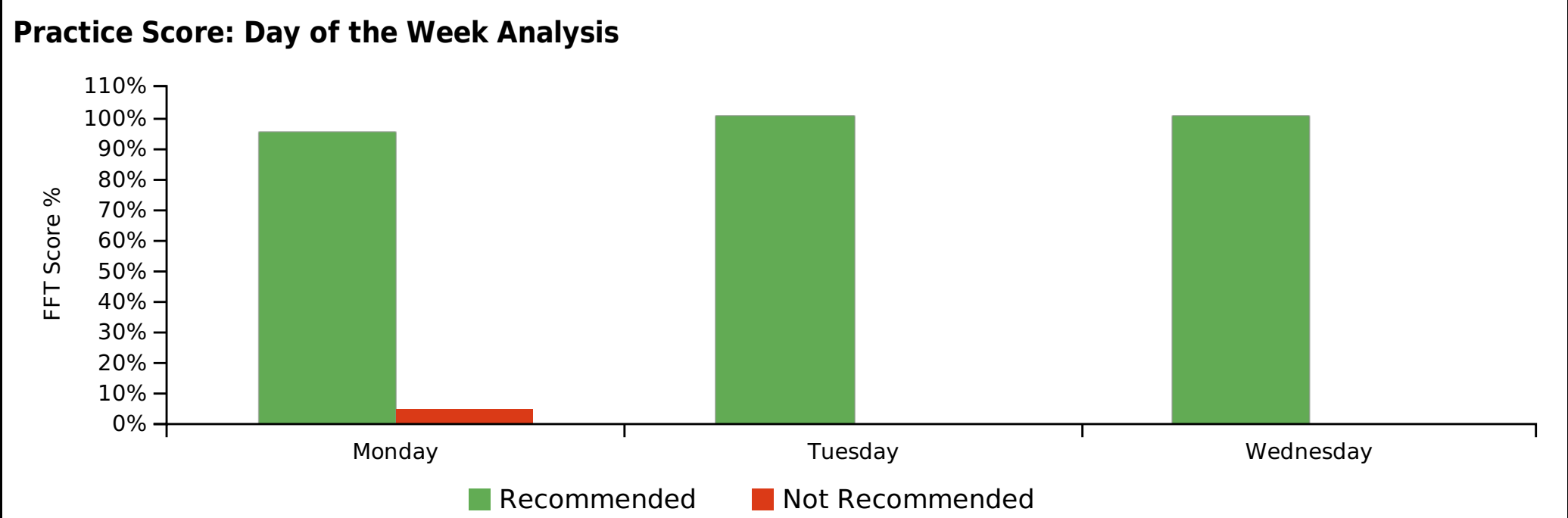
Notes: 1. Display the 'Recommended' score and percentile for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.  
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 80th percentile means your practice scored above 80% of all practices.



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



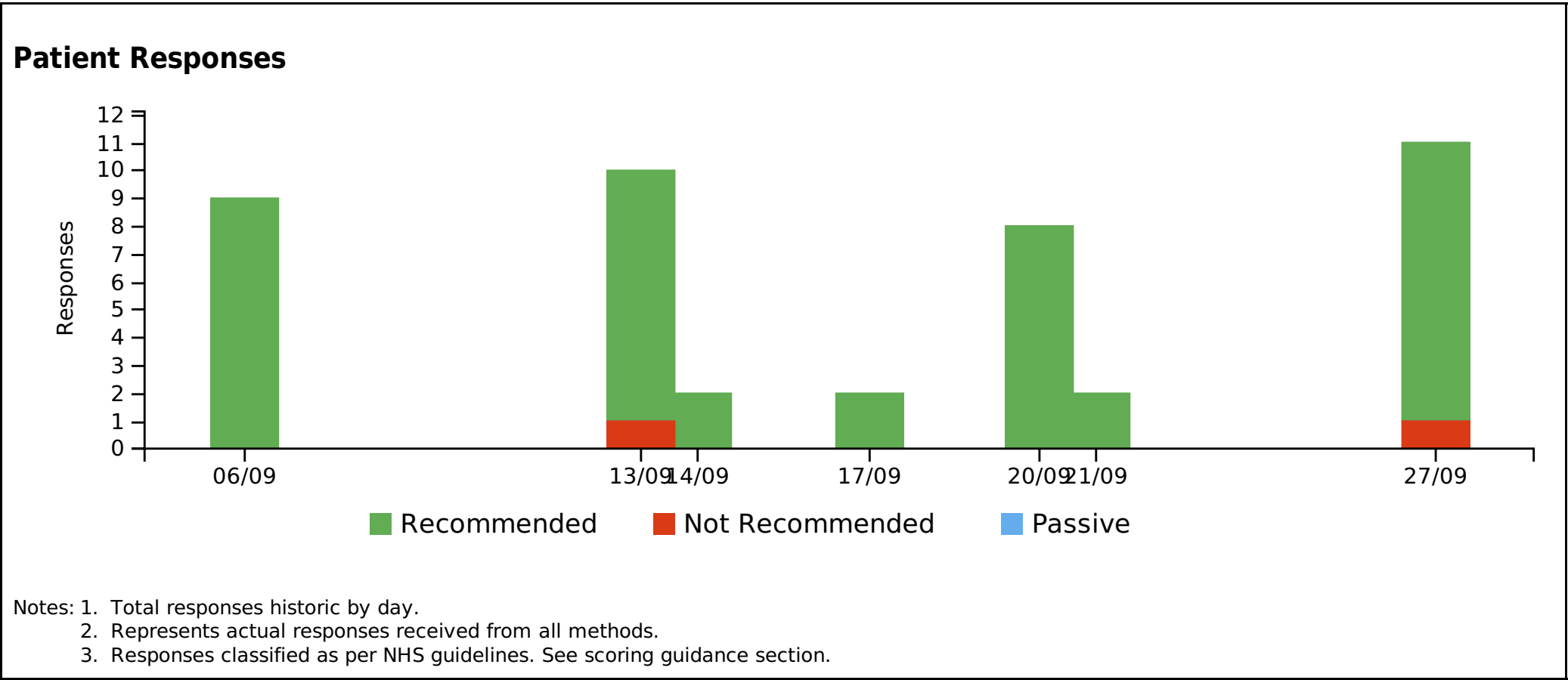
Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.



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

Reception Experience	12
Arrangement of Appointment	7
Reference to Clinician	7

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

- ✓ Seen on time, staff always friendly
- ✓ Because you have always been polite and respectful and considerate of me and others
- ✓ Friendly staff. Available appointments.
- ✓ Excellent communication, staff were respectful, and empathised with me as their patient.
- ✓ Very good reception and nurse service
- ✓ Yes your reception staff at front is always helpfull very pleasant nurse always makes you feel at ease
- ✓ I have been with the practice since 1948 and have been treated well.
- ✓ VERY FRIENDLY VERY EFFICIENT
- ✓ Thats what i think 2 was good
- ✓ Because I always get very good service, staff from reception, nurses to Dr's are all friendly, helpful and genuinely caring. I've always been able to get@o get an appointment when I've needed one and I've always valued as a person, not just as a patient. Even during the pandemic, when I have needed to see eithe@either a nurse or Dr, one has been available, I've had telephone contact as well, which has been appropriate. I can't fault them. @hem.
- ✓ Phoned last week as was unwell got a call back and was told to go in to be seen got medication and feel fine .Had a flu jab on saturday was in and out in@ut in minutes and bloods taken this morning was in waiting room only minutes when called in then out again in no time all very well organised @ised
- ✓ Staff always polite and friendly Feel listened to.
- ✓ Because I always find the surgery very helpful when I need help.
- ✓ Prompt advice and treatment, and quick onward referral to appropriate specialist.
- ✓ The staff are always very plesent and helpful. And always very professional. Thank you.
- ✓ Very quick and efficient
- ✓ Punctual, polite, accessible.
- ✓ I gained information about diabetes and about blood test for diabetes. I find my family practice are very helpful from reception staff, practice nurses and GPS.
- ✓ Dr Tut is pleasant , professional and approachable. Texts received immediately re necessary appointments .Nervous visiting surgery in COVID times but sur@t surgery has excellent measures in place . Nurse practitioner and receptionists lovely and very welcoming .@ing .
- ✓ Staff very good a times very good
- ✓ Very pleased with early morning appointment staff easy to talk to
- ✓ Every member of the team at Bensham Family Practice is friendly and professional and has maintained their very high standards in these most difficult @cult of times. @mes.
- ✓ I've always had good service,all the year's I've been with your service.
- ✓ They were very professional and welcoming
- ✓ Appointment on time. Aware of my regular needs for check ups and blood tests. Normally get an appointment when I need one.
- ✓ Appointment was on time, didn't have to wait long and Caroline was very professional and friendly, as always. Surgery was clean, with plenty of safe meas@ measures in place. @ace.
- ✗ Because the nurse was very friendly and as gentle as couldBe even though it was painful no fault of the nurse tho

Not Recommended

- ✓ Can't get to see a GP also don't visit doctors often.
- ✗ Very long wait for appointment (half an hour) only to be told that had to be cancelled due to computer issues. I understand that the problem couldn't be @t be helped but I Should have been told about this when I first turned up for the appointment.@ment.

Passive