

FFT Monthly Summary: February 2022

Bensham Family Practice
Code: a85002



SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
22	5	3	2	3	0	0	0	0	35	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:		94						
Responses:		35						
		Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll		22	5	3	2	3	0	35
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
Total		22	5	3	2	3	0	35
Total (%)		63%	14%	9%	6%	9%	0%	100%

Summary Scores

77% 14% 9%

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:77%

Percentile Rank:10TH

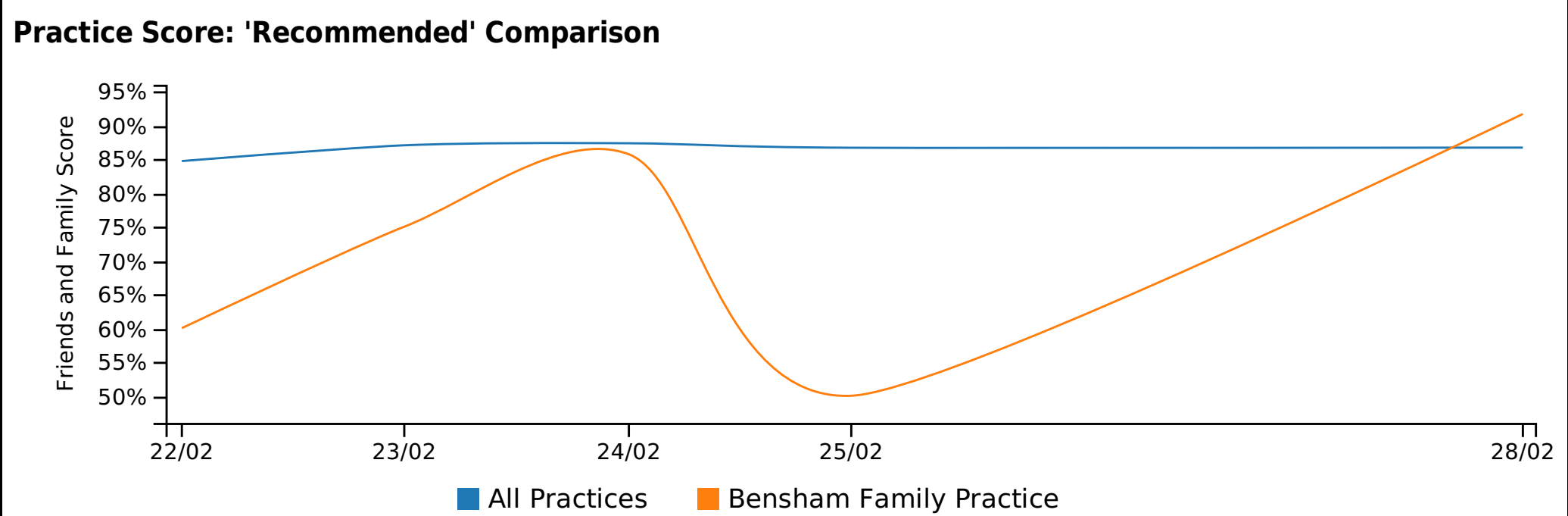
0%50%100%

0%100%

LowerMidHigh Score

77%

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 10th percentile means your practice scored above 10% 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	84%	90%	92%
Bensham Family Practice	100%	67%	91%

Gender

All Practices

90%

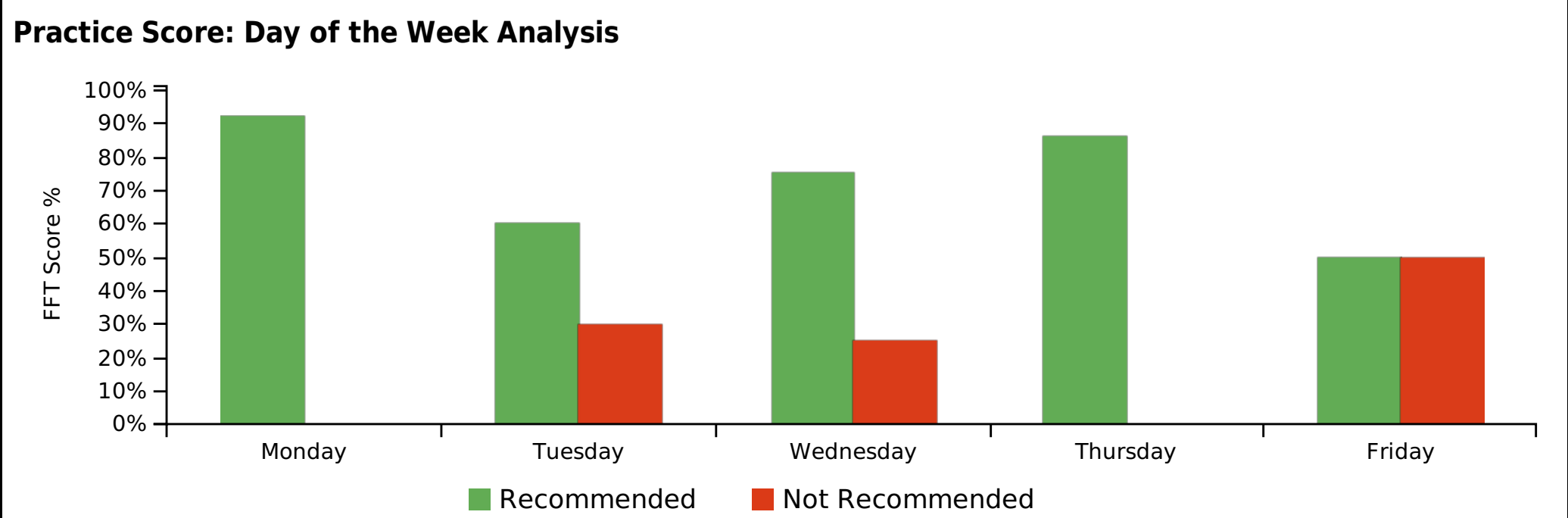
90%

Bensham Family Practice

74%

81%

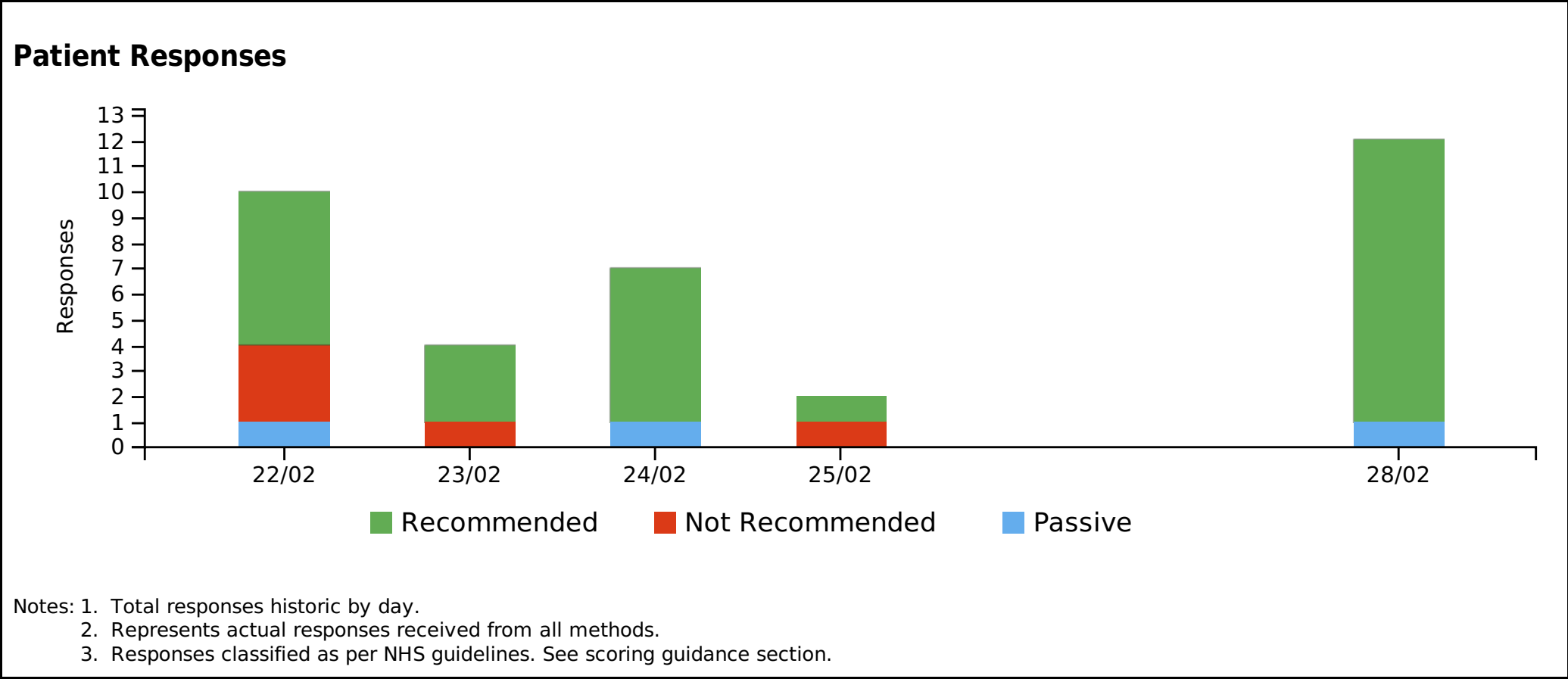
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.



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 Experience4

Arrangement of Appointment2

Reference to Clinician5

Notes:

1. Thematic analysis for current reporting month.

2. Thematic analysis covers the most discussed themes by analysing sentence fragments 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

- ✓ Cos it was good service
- ✓ I always find you very good
- ✓ Helpful felt comfortable
- ✓ Covid safe appointment
- ✓ My opinion
- ✓ A fair assessment of your service
- ✓ Everyone was very professional and extremely helpfull.
- ✓ A few minutes late when I was seen
- ✓ The nurse was very good give me alot ov advice. And she listened to me am one happy lady
- ✓ Been very helpful with me they give good advice
- ✓ After being with the practice for 45 years I have always had excellent professional friendly service .
- ✓ Friendly environment
- ✓ They were polite,efficient and professional.
- ✓ Lovely doctor and she helped me
- ✓ It was a good experience
- ✓ Staff are always very pleasant
- ✓ New nurse very thorough on the ball.
- ✗ I found her professional and friendly
- ✗ Wen I visit the practice the staff are very professional and friendly and always able to help with any concerns I may have

Not Recommended

- ✓ I came to see nurse she was excellent was referred from QEhospital and told my dressing needed doing every day.Receptionist not very helpful with appoint@pointments felt I was being fob off as surgery busy and the nurse would have to miss lunch to fit me in felt awful that my need was making her loose lunch.Got@h.Got upset eventually got appointments to be later told that surgery couldn't accommodate me and would be getting call from people in the community to do my @o my dressings as practice manager couldn't allow her nurse to do without lunch or work late so this made me feel awful I didn't want anyone to be out out jus@t just needed some respect to how I was feeling and help to get me better is that not what you do in surgery anymore.I feel it could have been worded and expl@ explained Better bad customer care very upset and disappointed what happened patient care.@care.
- ✓ I feel as if there not bothered, just get you in and out as fast ,been let down with my health too meny times ,IV had to get help from some others when m@hen my GP should have seen that I'm in a bad way @way

Passive

- ✓ Yes due to length of waiting to have bloods done normally it's very good waited 30 minutes
- ✗ I found this member of staff rather condescending and blamed me for the lack of information available on my record from the hospital. Also was doubting @ting the reason I was there is necessary at all. It seemed too much effort to look at my notes.@otes.