

FFT Monthly Summary: March 2022

Bensham Family Practice
Code: a85002



SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
37	8	2	2	0	0	0	0	0	49	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:		122							
Responses:		49							
		Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total	
SMS - Autopoll		37	8	2	2	0	0	49	
SMS - User Initiated									
Tablet/App									
Web/E-mail									
Manual Upload									
Total		37	8	2	2	0	0	49	
Total (%)		76%	16%	4%	4%	0%	0%	100%	

Summary Scores

92% 4% 4%

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:92%

Percentile Rank:55TH

0%50%100%

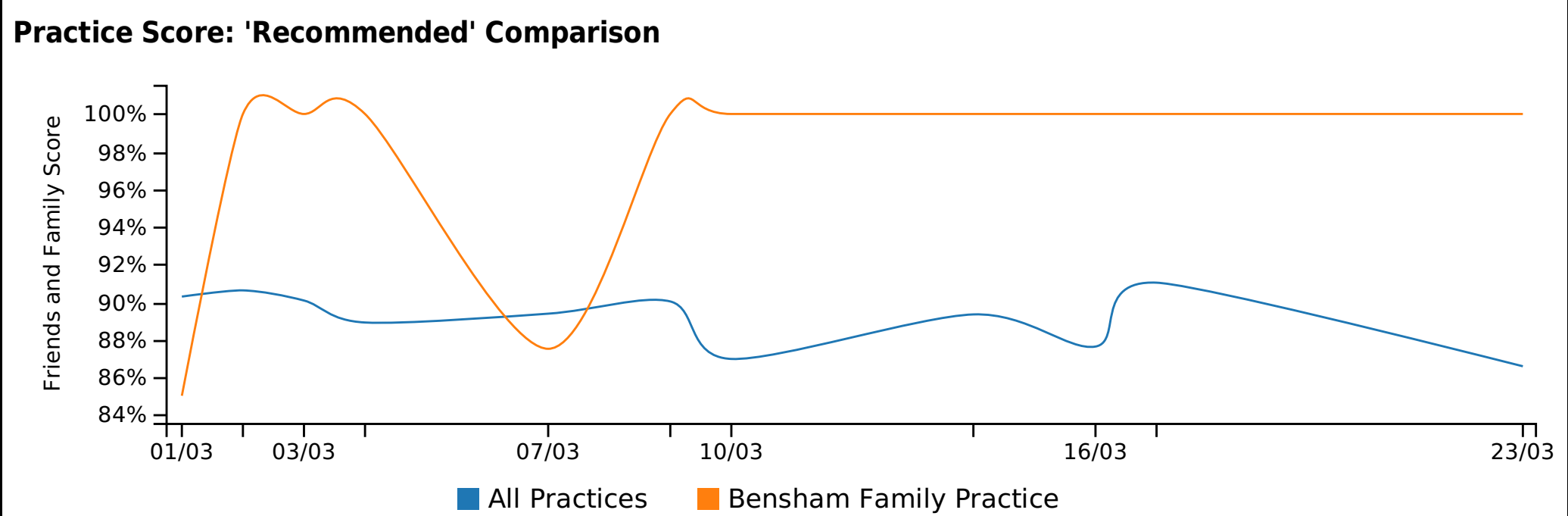
0%100%

LowerMidHigh Score

92%

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 55th percentile means your practice scored above 55% 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	85%	89%	92%
Bensham Family Practice	100%	85%	100%

Gender

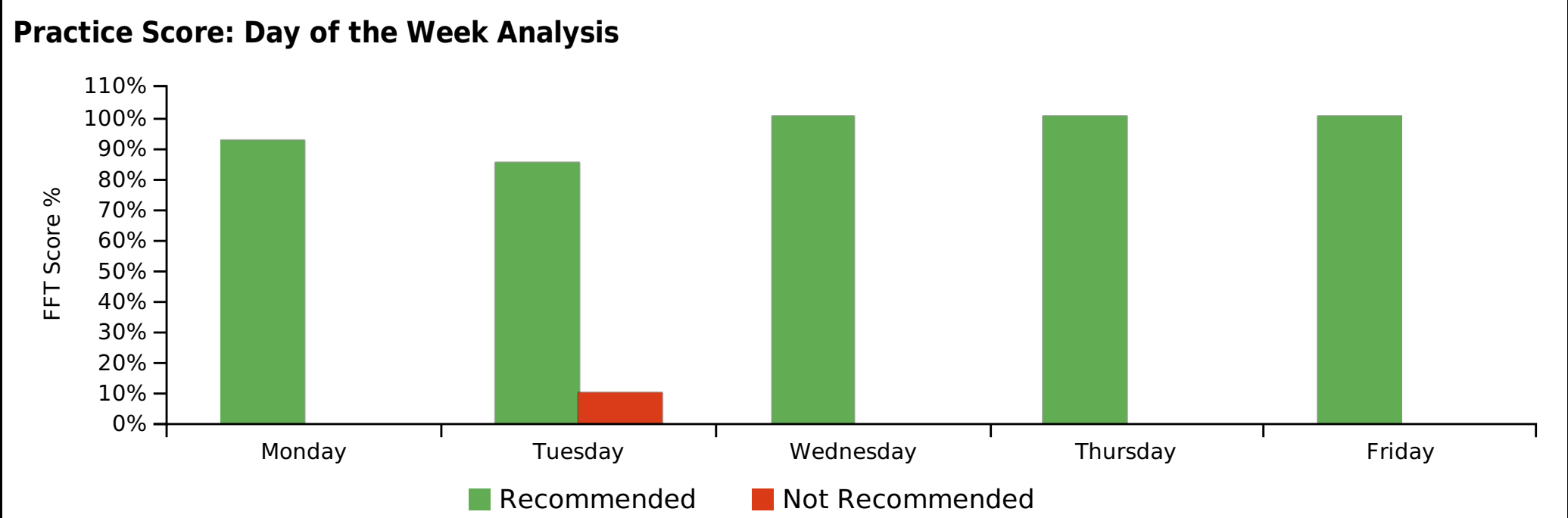
All Practices

89%90%

Bensham Family Practice

89%93%

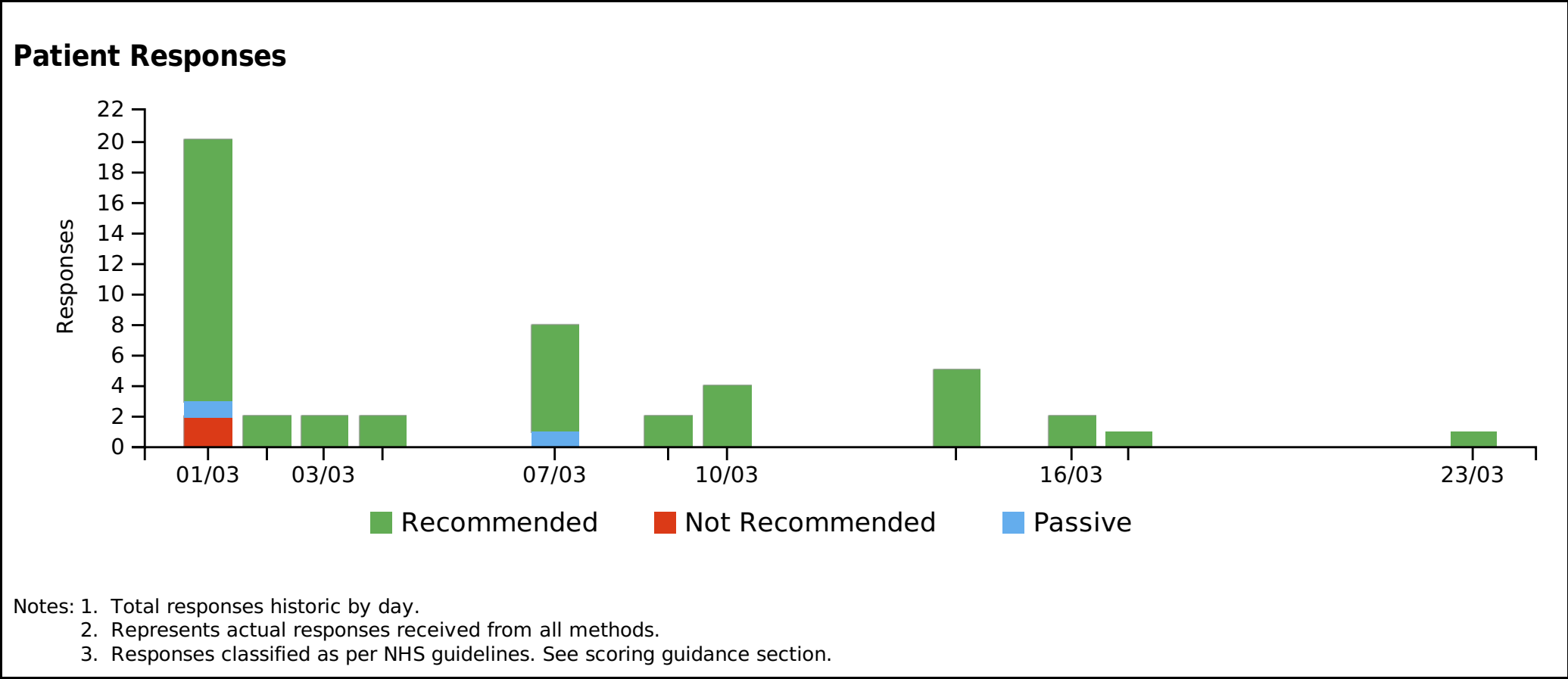
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.



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

Theme	Count
Reception Experience	9
Arrangement of Appointment	6
Reference to Clinician	10

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

The tag cloud displays a variety of words related to patient experience, with sizes indicating their frequency. The most prominent words are 'excellent', 'good', 'friendly', 'helpful', 'pleasant', 'well', 'quick', 'efficient', 'polite', 'convenient', 'tidy', 'later', 'due', 'back', 'professional', 'efficiently', 'fabulous', 'calling', 'answering', 'ill', 'seriously', 'enough', 'late', 'certain', 'waiting', 'uncomfortable', 'regular', 'comfortable', 'hot', 'clean', 'silent', 'attentive', 'interested', 'courteous', 'never', 'happy', 'soon', 'rapid', 'nervous', 'respectfully', 'immediately', 'telling', 'maybe', 'lovely', 'just', 'caring', 'welcome', and 'making'.

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

- ✓ Lovely staff, quick nd pleasant.
- ✓ No delays and desk staff very good
- ✓ Everything went well no problems .
- ✓ Pauline and Caroline very professional caring towards patients.
- ✓ Receptionist very helpful and nurse Caroline Perry excellent ??
- ✓ Nurse Caroline is always very pleasant and answers any questions you may have
- ✓ The staff are friendly and helpful
- ✓ Lovely friendly lady
- ✓ Rapid appointments
- ✓ Very polite and friendly staff.
- ✓ Because I've been with my same doctors for years know some of the staff very well and nothings a bother to them always helpful
- ✓ I was happy with the service, I received.
- ✓ Got in to see sister on time for once very friendly
- ✓ Been with the practice since 1965 and always been well looked after
- ✓ Gave it because I wanted to
- ✓ Certain doctors are excellent at making you feel comfortable and answering any questions i may have
- ✓ Always get convenient appointments and always a friendly greeting. Never had a problem with the practice.
- ✓ Well before covid,I always seemed to see a doctor when I phoned for an appointment,but now I don't like the idea of telling receptionist what my ailment @ment is,I would rather tell doctor@doctor
- ✓ Was dealt with respectfully and efficiently by GP and nurse
- ✓ Because I am a regular it's good to have a welcome face maybe next time I might get a cup of tea and a bicete thanks
- ✓ good, but a little un-organised with the right equipment
- ✓ From booking in I was really nervous about what I was there for, but as soon as I got in I was put at ease and I just felt relaxed.
- ✓ Always have good service
- ✓ Pleasant staff Good advice
- ✓ The surgery is clean and tidy and the nurse was very helpful.
- ✓ I have always had excellent treatment and every one is very understanding
- ✓ Was listened to & concerns actioned immediately
- ✓ Quick efficient service
- ✓ The nurse was polite.
- ✓ Very prompt appointment courteous staff very helpful
- ✓ Pip was interested and helpful
- ✓ The service I got this morning was very good for your survey
- ✓ Fabulous nurse, very attentive and prodfessional

Not Recommended

- ✓ After calling to get an appointment at 9am, I was told there were no appointments left? Please call back tomorrow? Not good enough really. Just as well I @ell I wasn't more seriously ill. @ ill.
- ✓ I arrived 20 minutes late to have my blood pressure taken. I asked should I wait or make a new appointment. 5 minutes later the receptionist said "Have @Have a seat and she will see if she can fit you in" in the space of 1 hour and ten minutes 3 people came in and your screen showed them through to your doctor@doctor. At which point I stood and said to the receptionist "I can't wait any longer I have to go" she replied "I said she would try to see you. . . " In the f@t@the future, she should suggest making a new appointment - as sitting in your hot, un-ventilated, silent waiting room with a mask on is very uncomfortable ! @le !

Passive

- ✓ They always question whether my medication is due
- ✓ *Nothing ever gets sorted just passed on*