FFT Monthly Summary: May 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	1	1	2	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: **106**

Responses: **49**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	37	8	1	1	2	0	**49**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**37**	**8**	**1**	**1**	**2**	**0**	**49**
Total (%)	*76%*	*16%*	*2%*	*2%*	*4%*	*0%*	*100%*

Summary Scores

👍 92% 👎 6% 👉 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:

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

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

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: **65TH**

0%   50%   100%

Lower | Mid

0%   **92%** 100%

ɴ Score   High Score
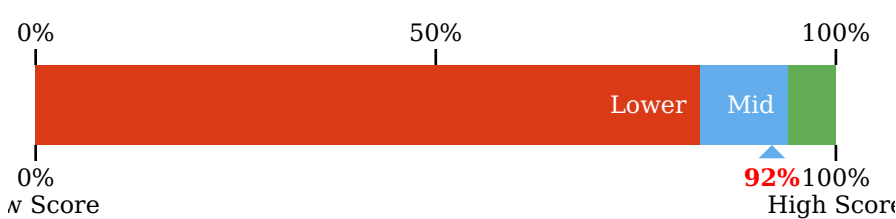
Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 65th percentile means your practice scored above 65% of all practices.

Practice Score: 'Recommended' Comparison
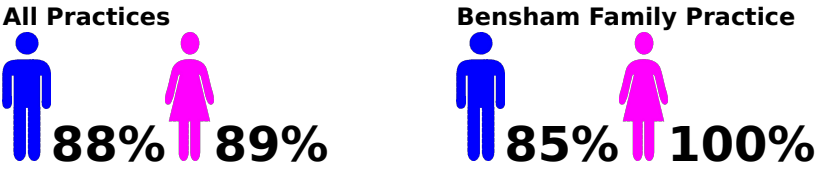

Legend: ■ All Practices   ■ Bensham Family Practice
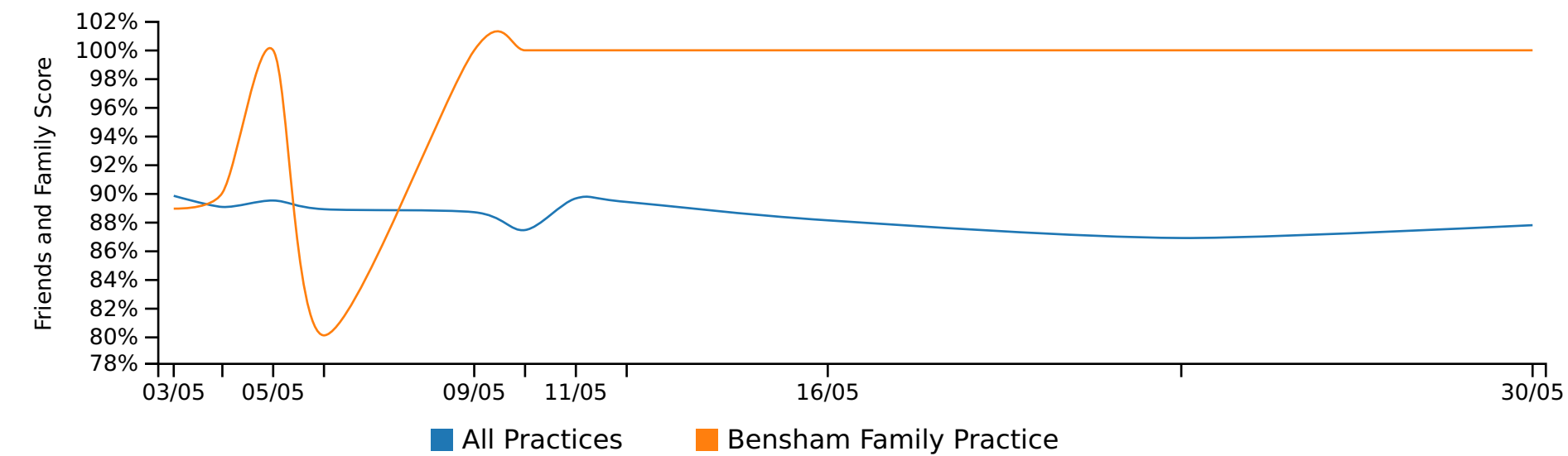
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

# Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	84%	88%	91%
Bensham Family Practice	100%	93%	88%

Gender

All Practices

88%   89%

Bensham Family Practice

85%   100%

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

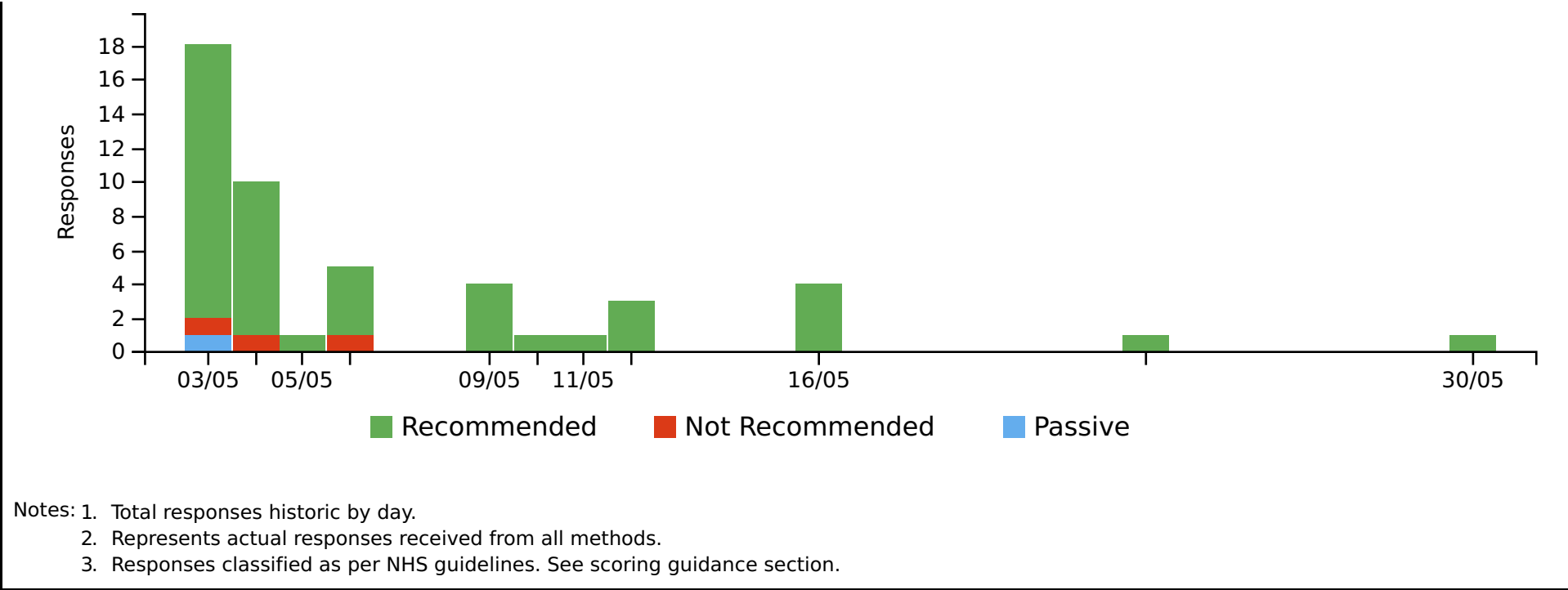# Practice Score: Day of the Week Analysis

Legend: ■ Recommended   ■ Not Recommended
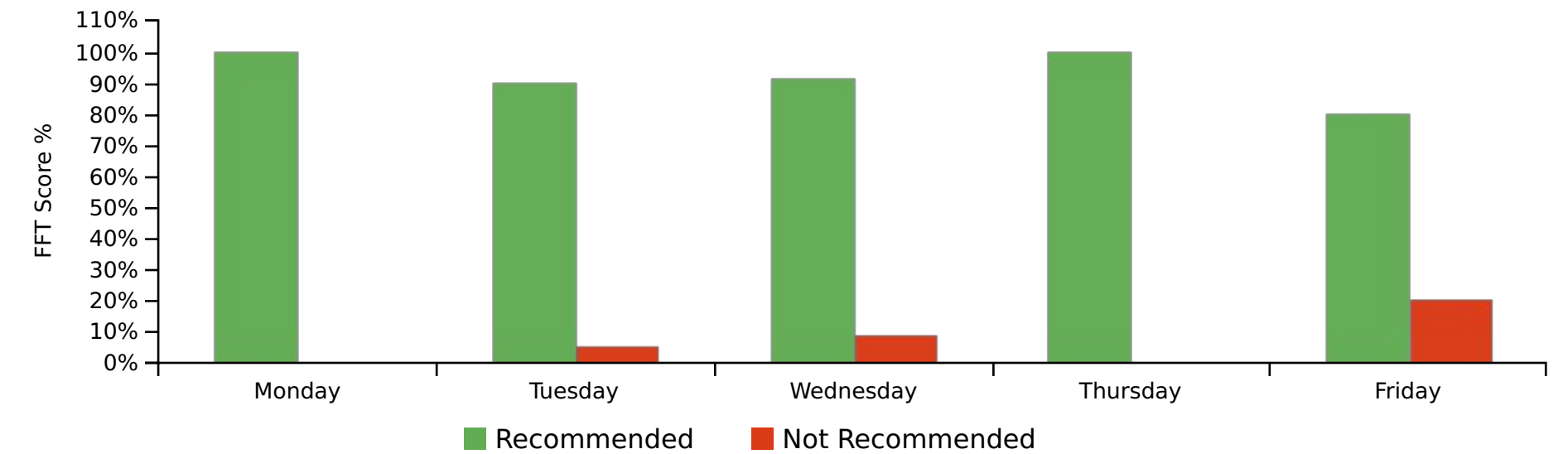
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4
Patient Response Analysis

Patient Responses

Notes: 1. Total responses historic by day.
2. Represents actual responses received from all methods.
3. Responses classified as per NHS guidelines. See scoring guidance section.

SECTION 5
Patient Free Text Comments: Summary

Thematic   **Tag Cloud**

Reception Experience	12
Arrangement of Appointment	6
Reference to Clinician	14

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.

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

✓Happy staff looks after you well

✓*The nurse my appointment with was very friendly and nice which helps to make you feel relaxed for the appointment. She took my bloods with ease which not@h not all nurses have done in the past. @ast.*

✓Reception was very friendly nd helpful nd nurse mrs petty was excellent too very chatty made me feel comfortable

✓*quick and efficient staff as always*

✓No problem with my appointment. There was a couple text reminders which is a good thing ..straight forward seeing the nurse.

✓*Rang in this morning, took, details said someone would ring back, they did, another appiontment soon.*

✓Always there when them can always a call from them when needed

✓*The service received from the nurse practitioner was outstanding.*

✓Always considerate of our family's needs holistically. We really appreciate all their interventions.

✓*Very efficient and friendly*

✓Because you asked x

✓*Dr was very pleasant and helpful felt easy to talk to her*

✓Spoke to and seen on the same day and treatment initiated. Friendly practice.

✓*Doctors & staff are very helpful & supportive*

✓Got an appointment straight away, friendly receptionists, efficient nurse.

✓*Straight in and out*

✓I was trying to delete the message then I get why 4

✓*Always found the practice staff to be very helpful and courteous and glad to have confidence in the medical team when needed .*

✓Because it's a good service

✓*Very friendly and easy to deal with*

✓very efficient and friendly maner

✓*Staff are always lovely friendly and helpful and always on hand*

✓I was treated respectively and listened to given advice on how to proceed with treatment also put at ease always comfortable with staff

✓*Good staff & doctors*

✓Because how can a doctor fully know just how ill you are over the phone & how many illnesses & symptoms are being missed & dragging on thru lack of actua@actual contact. One of my problems I've had for over one & a half years and still not sorted thru lack of treatment although I'm dreading going to bed at nigh@ night as the pain is past the point of ridiculous & the pain killers I'm on are not touching the sides of it so I'm in pain constantly as well as totally sha@y shattered !!!!! @!!!

✓*Receptionist,s always helpful, Doctor,s and nurses always good and thorough, all round good service*

✓everything was done in a friendly manner

✓*Appointment on time,staff very pleasant.*

✓Very helpful and precise advice given

✓*Promptly seen.. in and out quickly. Very pleasant nurse. 7am appointment suits me without needing to take time off work*

✓Dr. Tutt spent a lot of time discussing my med history, my current needs & medication. She answered all my concerns & immediately took actions re: my con@y concerns. She was very polite, explained in a manner that was uncomplicated. And she phoned in the AM as requested. I was very grateful.@eful.

✓*Very friendly, explained everything that was going to happen*

✓Thorough and efficient

✓*The GP I had my appointment with was very helpful*

✓Felt confident my issues had been addressed

✗*On time and friendly*

✗Everything was satisfactory.

Not Recommended

✓Oh shite ...slip of the finger ..always great service .. I'll give a 1 ..

✓*Helpful caring and concerned bout people. Katrina has help above and beyond*

✗Many time one can't get in touch with the GP. Calls not been answer many times.

Passive

✓It was just a normal visit..Nether anything good nor anything bad.Nothing more I can say.Staff all nice & competent as per normal.