

FFT Monthly Summary: June 2022



Bensham Family Practice
Code: a85002

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
33	14	0	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: 116

Responses: 49

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	33	14	0	2	0	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	33	14	0	2	0	0	49
Total (%)	67%	29%	0%	4%	0%	0%	100%

Summary Scores

96%

4%

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

Practice Score: 'Recommended' Rank

Your Score:96%

Percentile Rank:85TH

0%50%100%

0% Score

Lower

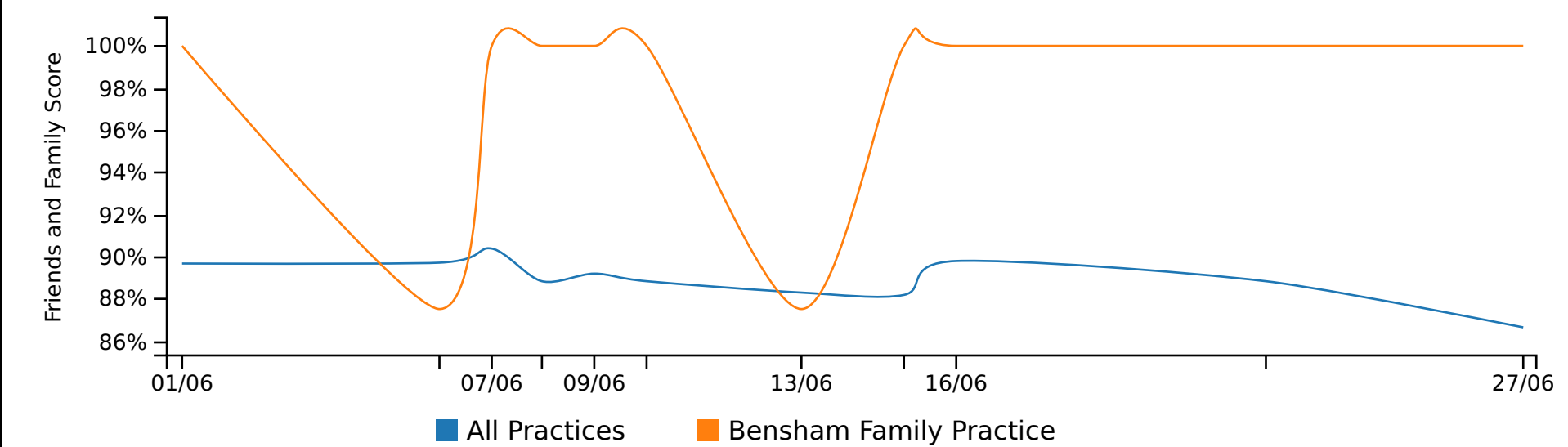
Mid

96%

100% 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 85th percentile means your practice scored above 85% of all practices.

Practice Score: 'Recommended' Comparison



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%	97%	94%

Gender

All Practices

89%

89%

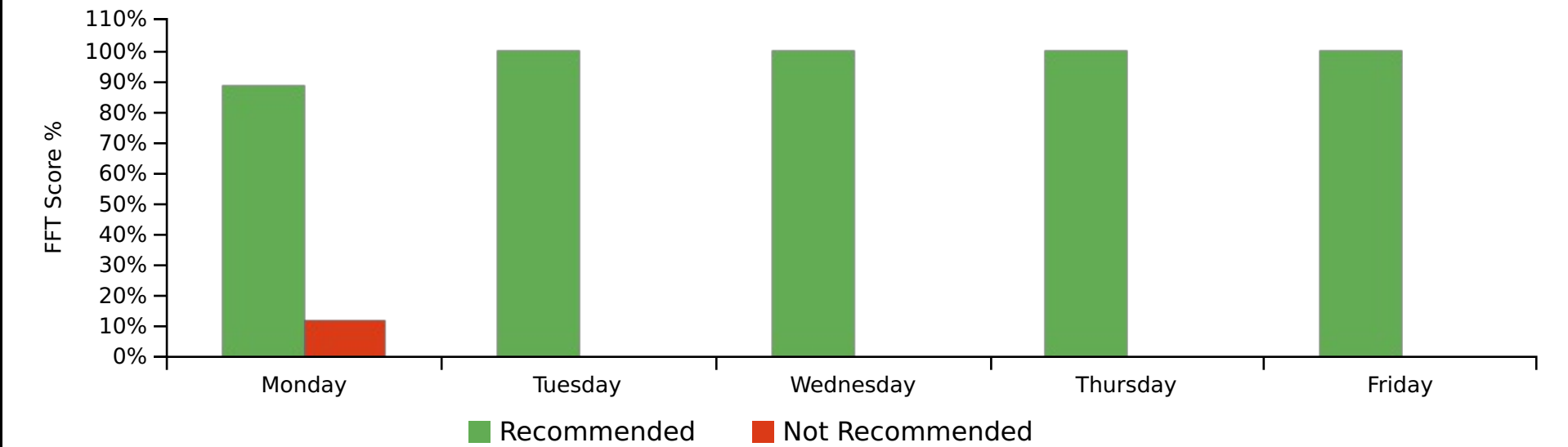
Bensham Family Practice

94%

97%

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

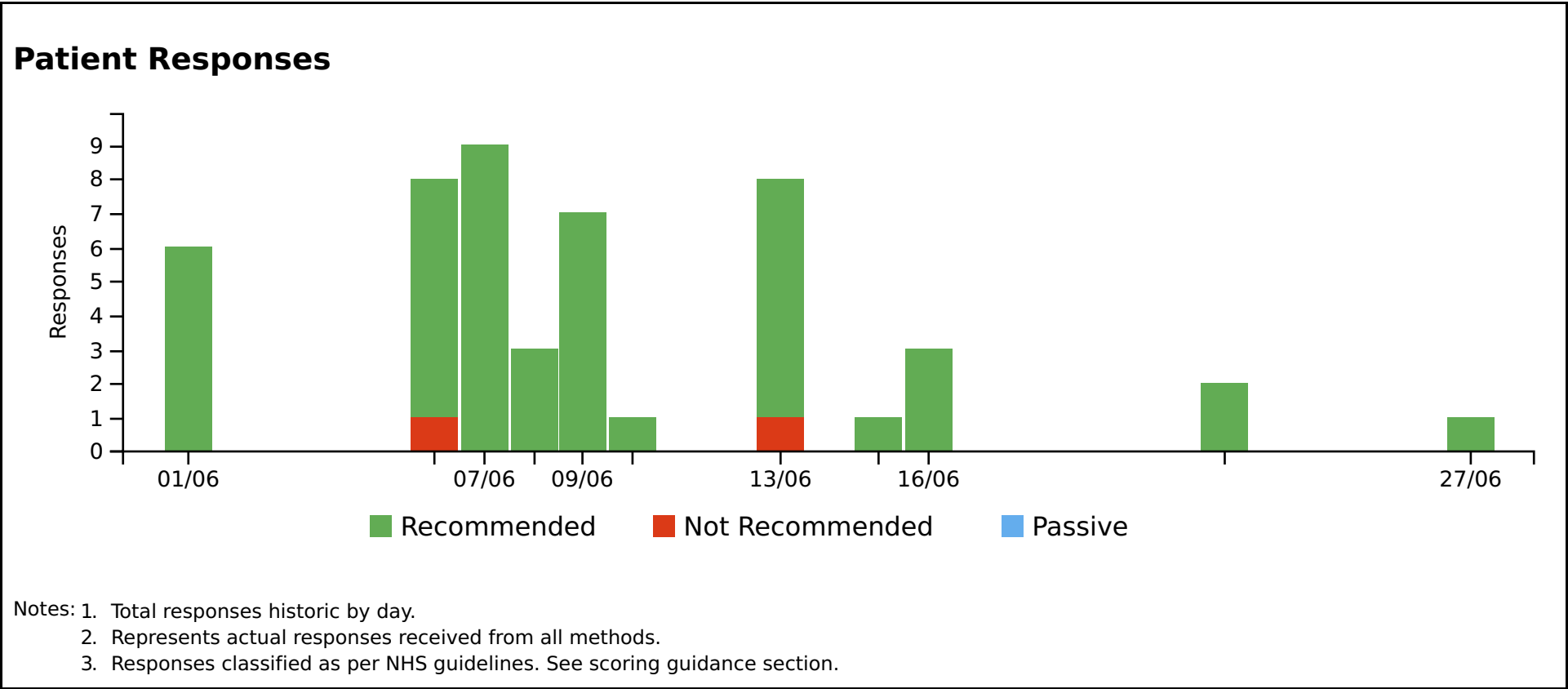
Practice Score: Day of the Week Analysis



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	9
Arrangement of Appointment	1
Reference to Clinician	7

Tag Cloud

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.

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

- ✓ Pip was lovely and really professional she checked to make sure I was up to date with my smear tests whilst I was in
- ✓ *It was efficient x*
- ✓ Friendly helpful staff who are always there to help you
- ✓ *Informative, pleasantly provided*
- ✓ Could not score them a 1 as they were running late again
- ✓ *Always happy to help present and professional staff*
- ✓ It would have been a 1, but I waited 15 minutes to get seen to
- ✓ *My experience was faultless*
- ✓ Staff are friendly and helpful.
- ✓ *Well organised and staff were excellent*
- ✓ Happy with service received
- ✓ *Explained every think that I needed to know*
- ✓ Pip was very friendly and helpful
- ✓ *Because it was good*
- ✓ Good friendly and efficient treatment and service
- ✓ *Both the receptionist and nurse were polite and friendly making what can sometimes be an awkward or embarrassing experience quite pleasant.*
- ✓ Pip did my diabetes review and was very thorough. She gave really informed advice on a healthy diet. I feel motivated to make some long overdue changes a@ges and Pip helped me prioritise some things. Reception staff great as ever.@ever.
- ✓ *My phone call off my doctor yesterday was fantastic he was brilliant in every way ! Couldn't of ask for anything more*
- ✓ iserable and didn't introduce herself, I actually said when I came me off the phone she's in the wrong job and needs a personality upliftift for sure. e.
- ✓ *It's always a good experience when visiting the surgery. Everyone is pleasant and efficient. There is nothing I could say that would be negative.*
- ✓ understanding my needs
- ✓ *The nurse was great, very kind and put me at ease*
- ✓ Nurse took the time to look over my notes and work out why the surgery had been trying to contact me. She also was prepared to take some bloods there and@e and then in addition to what my appointment was for. However when we worked out it was better to do them another day, she was flexible and encouraged me to @e to make the appointment but without being overly assertive which I liked . @ed .
- ✓ *Nice friendly staff seen promptly and on time*
- ✓ Always excellent service and friendly staffs
- ✓ *Managed to get through fairly easy today*
- ✓ Went in seen straight away took pictures of my problem and now awaiwai
- ✓ *The nurse was helpful but she couldn't give me answers to some of my questions and said she would have to refer me to different specialists*
- ✓ Very thorough
- ✓ *Quick and efficient*
- ✓ Good thorough all round service
- ✓ *Seen on time very proficent n friendly nurse*
- ✓ Because the nurse was very thorough
- ✓ *Because the staff are always pleasant and helpful.*

Not Recommended

- ✓ 6 month after telling practice that I wanted referral for a hip replacement I have been told that reception was to tell me that I had to self refer and d@and did not get a message to that effect @fect

Results