

# FFT Monthly Summary: July 2022



Bensham Family Practice  
Code: a85002

## SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
36	9	2	1	1	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

Surveyed Patients: 131

Responses: 49

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	36	9	2	1	1	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	36	9	2	1	1	0	49
Total (%)	73%	18%	4%	2%	2%	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: 60TH

0%50%100%

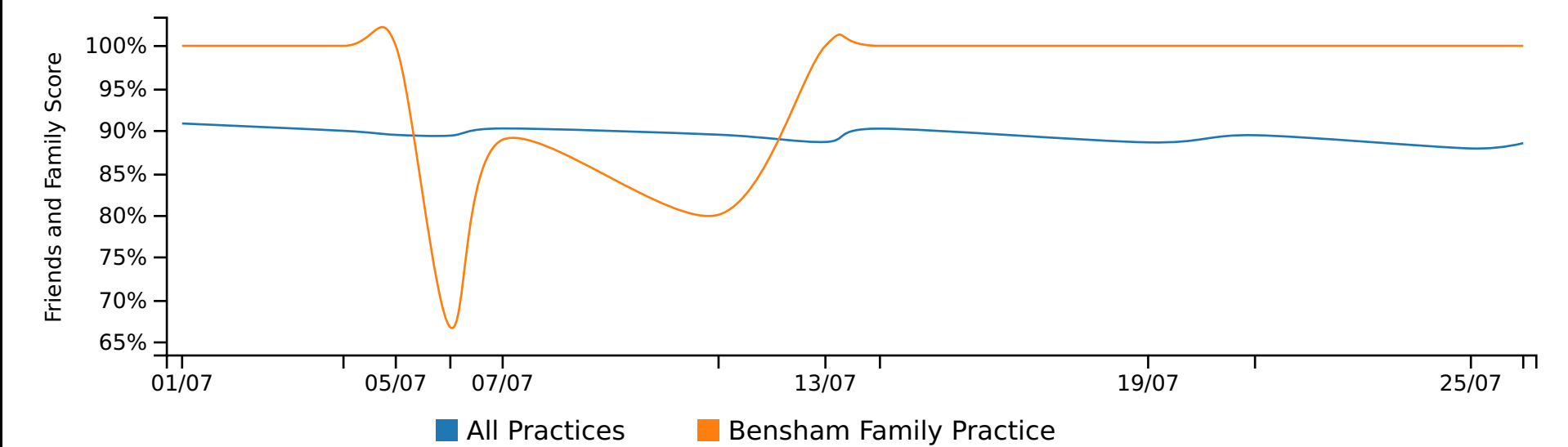
0% Score

LowerMid

92%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 60th percentile means your practice scored above 60% 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	85%	89%	92%
Bensham Family Practice	100%	90%	93%

Gender

All Practices

90%

89%

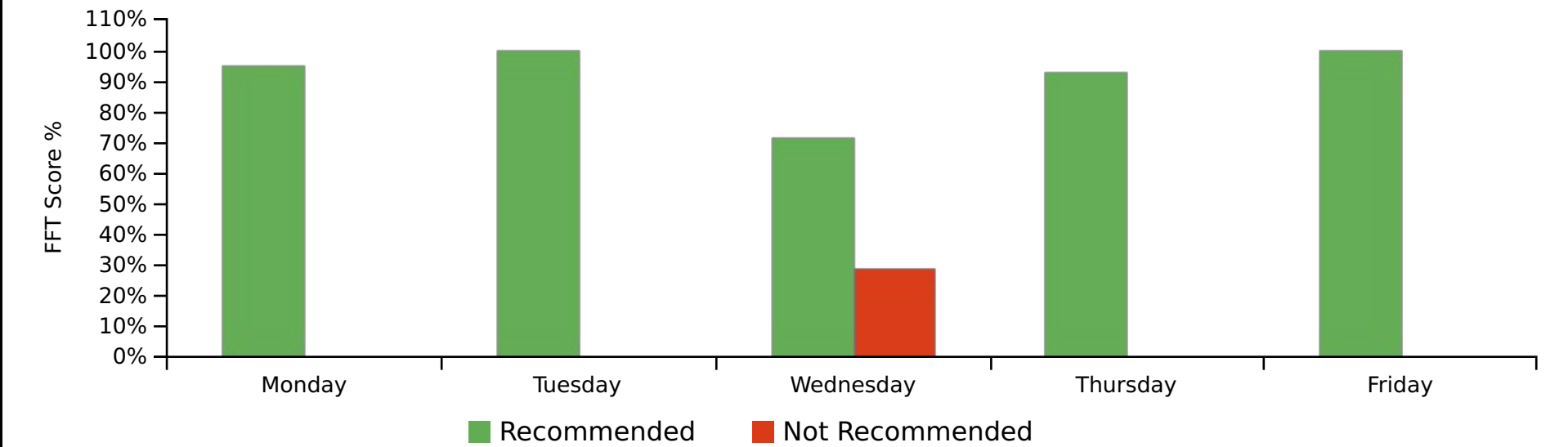
Bensham Family Practice

88%

96%

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

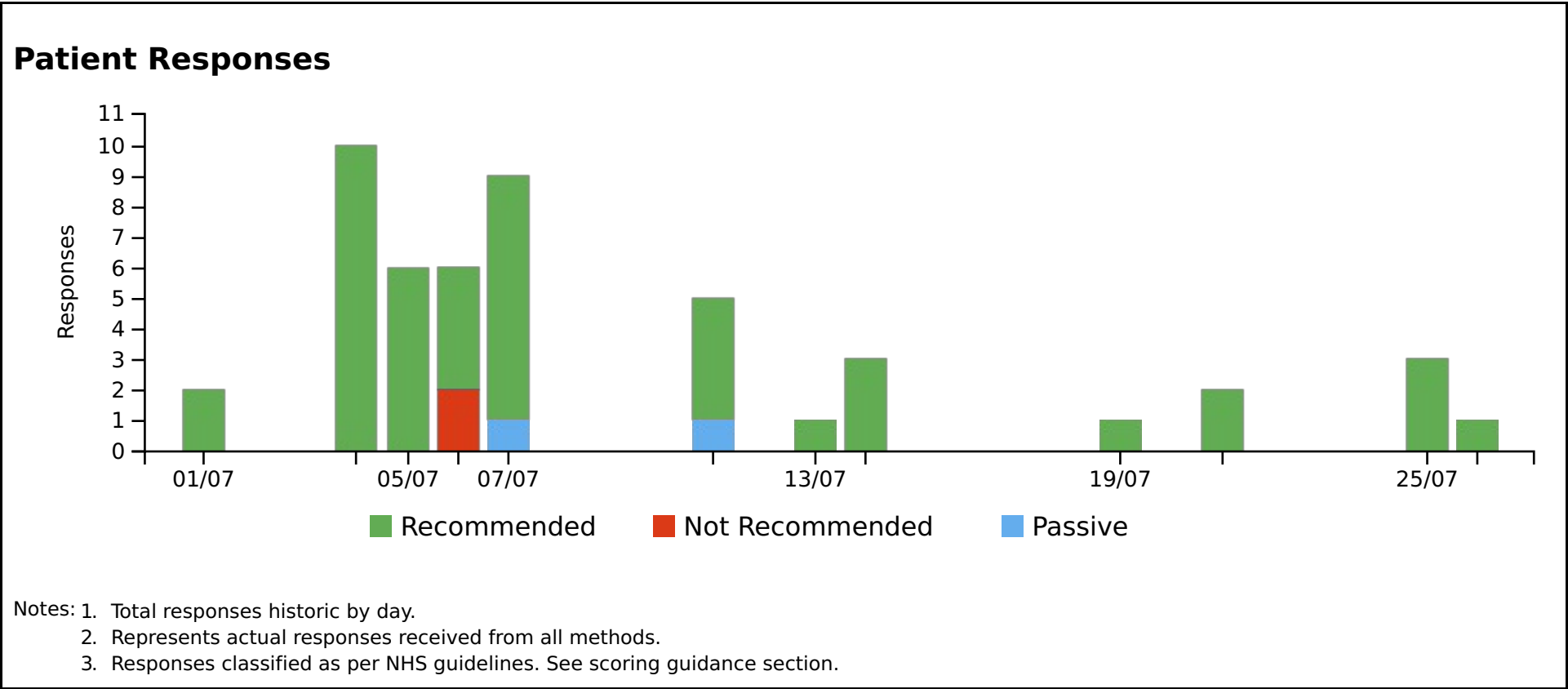
Practice Score: Day of the Week Analysis



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	10
Arrangement of Appointment	9
Reference to Clinician	13

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

- ✓Lovely polite staff appointment with ease
- ✓Yes a very helpful friendly doctor who was happy to listen understanding
- ✓Yes reception very polite got called in on time nurse I seen very polite listening to what I asked gave advise
- ✓Saw Jill very good nursing practioner
- ✓Every time they are brillant very helpfull
- ✓Always friendly and welcoming staff from reception to Doctors.
- ✓Polite and helpful service,caring nursing staff and over all a good experience.
- ✓2nd appointment...1st cancelled by Practice
- ✓Seen the nurse for blood tests and she was very nice and professional
- ✓P. Wrigglesworth was very thorough everything was talked through and explained to me
- ✓Just had a anonymous survey text on my mobile
- ✓Efficient with no problems
- ✓Seen on time and good advice
- ✓Staff pleasant who took my call this morning, nurse gave thorough examination.
- ✓No problems from booking an appointment to seeing the nurse. It was a pleasant visit.
- ✓Friendly staff and doctors/nurses. Very comfortable surroundings
- ✓Very good listener and very helpful
- ✓Appointment was running over a bit late but doctor was very nice
- ✓Unable to get a timeslot for a call proved difficult for work
- ✓Dr Tut rang me immediately after requesting a call with reception. She was lovely and appointment offered within an hour. She is very friendly, chatty, e@ty, empathetic and engaging with the parent and child. @ild.
- ✓No problem getting an appointments didn't reception very helpful and friendly comfortable during consultation Happy with service
- ✓Very quick and efficient
- ✓Very good answered all questions and saved making another appointment
- ✓I was treated with kindness and respect. Very professional.
- ✓Waiting time nobody on reception
- ✓I am hypertensive and my doctor Robert takes me seriously with every appointment.
- ✓Doctor was very thorough and explained fully the plan going forward
- ✓Dr Tut is a great doctor whom you immediately feel at ease with , I feel confident to see her with anything I'm worried about. The Practice is still a lo@ a lovely small surgery which still feel personified. Reception staff are always friendly and helpful @pful
- ✓Got seen on time and over all good practice
- ✓Polite and prompt service thanks
- ✓i felt comfortable and as if all of my concerns were answered

Not Recommended

- ✓Vary Good

Passive

- ✓I wanted to see the doctor but can't get a appointment