

FFT Monthly Summary: August 2022



Bensham Family Practice
Code: a85002

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
34	11	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:
Responses:

153
49

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	34	11	2	2	0	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	34	11	2	2	0	0	49
Total (%)	69%	22%	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: 60TH

0%50%100%

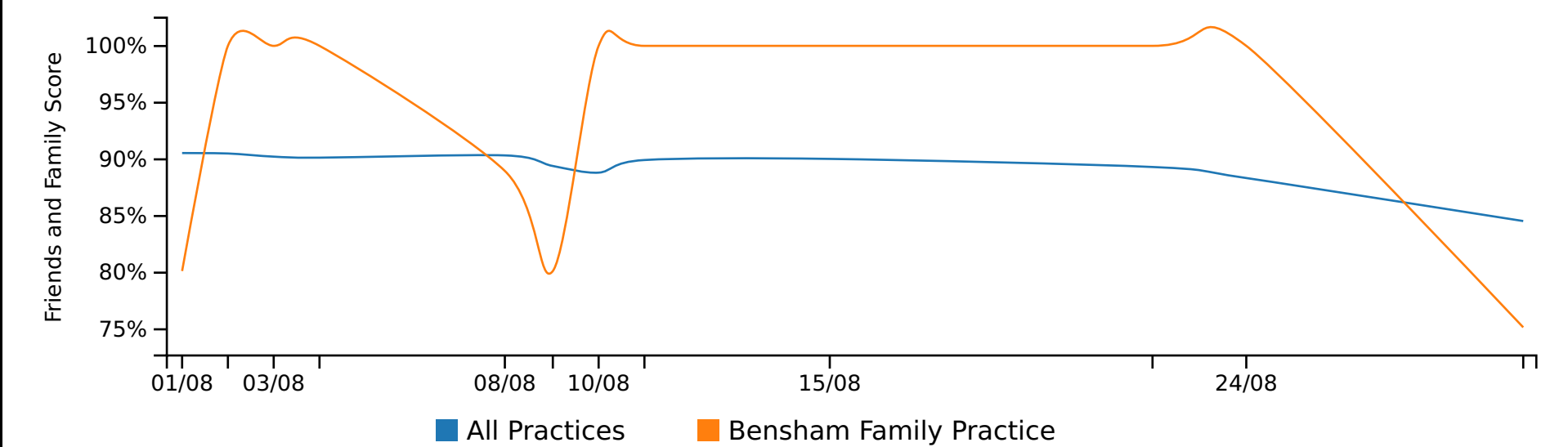
0% Score

LowerMidHigh Score

92%100%

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	84%	89%	92%
Bensham Family Practice	0%	93%	95%

Gender

All Practices

89%

90%

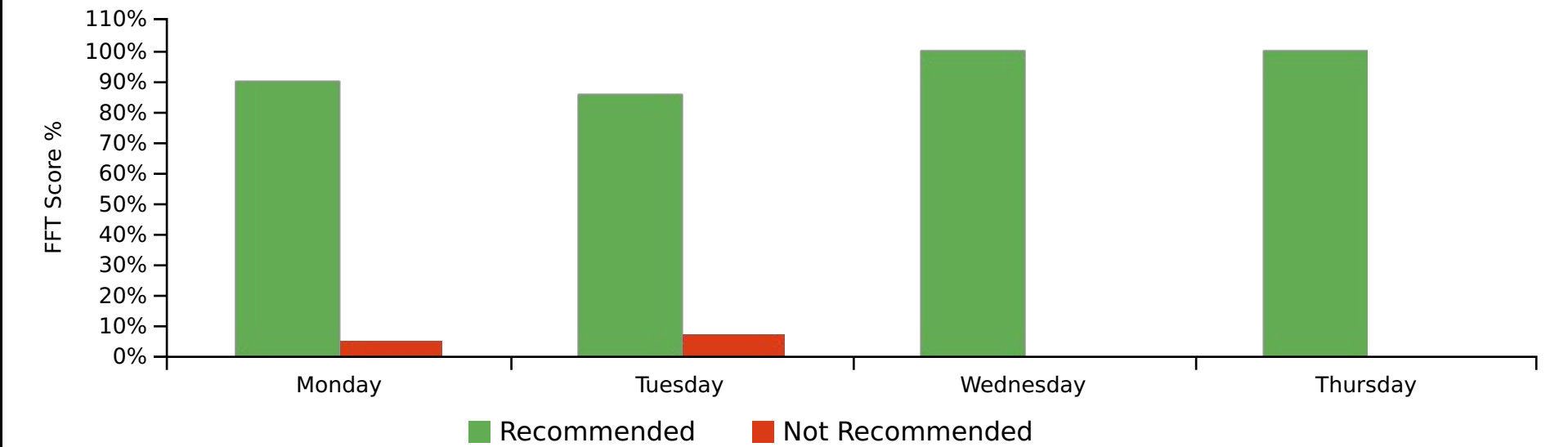
Bensham Family Practice

100%

83%

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

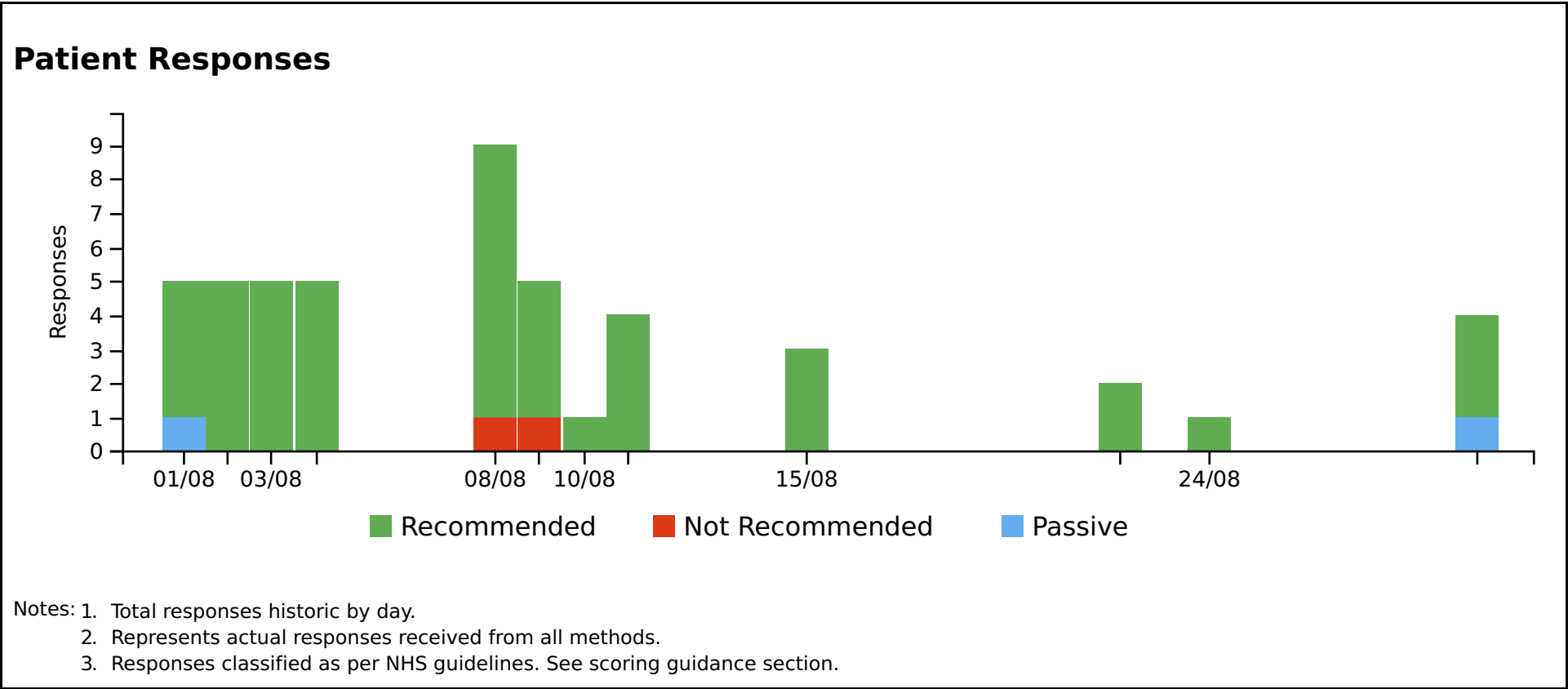
Practice Score: Day of the Week Analysis



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

Theme	Frequency
Reception Experience	7
Arrangement of Appointment	4
Reference to Clinician	16

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

- ✓ Nurse was very good ,efficient and made me feel at ease
- ✓ Appointment was on time. Both Dr Tut and Caroline put me at ease through the procedure. Friendly and caring. Procedure was completed promptly and profess@ofessionally. Phone call afterwards to remind of aftercare. I really can't fault the service from the practice. Appointments are always quick, and everyone is@ne is always lovely. I feel very lucky to be a patient at the practice.@tice.
- ✓ I have been a patient at this practice for 30+ years and I would rate it Very Good thenand then my usual doctor retiredaltho I am happy with@ with both female doctors who now work at this practice and I do consider myself lucky that I can usually get an on the day Telephone appt altho I think this @this is a step backwards and I much prefer face to face . I feel I have received 'good care' but I now feel like a number not a person .@son .
- ✓ No problems.
- ✓ Always find the staff helpful and the doctors and nurses go above and beyond to help you.
- ✓ I sorry
- ✓ Because I got seen straight away
- ✓ Friendly receptionist and friendly nurse. Nurse answered my query straight away.
- ✓ Friendly service, nurse very good
- ✓ As I said appointment 20 minutes over due.
- ✓ It was for my blood pressure and they give me a blood pressure testing kit, as I was worried and getting servere headaches
- ✓ Because it fitted the required criteria
- ✓ Whilst I don't visit my GP practice very often,I always find that when I do need help the service I get from Bensham Family practice is always excellent.@lent. Fortunately I am in good health, so far.@far.
- ✓ The service is good almost all of the time. The difficult part is getting to see a doctor.
- ✓ Just been for annual check up they talk to me about diabetes also I was given a chart to record my blood pressure readings for the next week, practise ar@se are going to ring me with blood results and once I have handed blood pressure chart they are going to have a look at it and ring or text me with results. l@ts. I was very pleased with the treatment I received and treated.@ated.
- ✓ Friendly receptionist and quick and thorough appointment.
- ✓ Nice receptionist didn't wait long hopefully Doctor Tut has solved my leg pain for now
- ✓ App was on time & nurse practioner was very helpful.
- ✓ Very good service. My father has been looked after by your doctors and nurses extremely well. His care has been excellent.
- ✓ Everything was fine and quite friendly
- ✓ All staff from administrators, medical auxiliary staff and GPS always seem to go above and beyond with their care of me. They all have demonstrated pleas@pleasant and caring attitude and empathy by listening to my issues .@ues .
- ✓ I think the whole service is very good
- ✓ It went ok
- ✓ Had to wait a while. Nurse was very nice. Very professional and informative and listened
- ✓ Everyone- from reception staff to nurses to the doctors are always clear, kind, helpful and responsive
- ✓ Good staff
- ✓ Very thorough very professional no rushing listened & fantastic nurse
- ✓ Professional and supportive service.
- ✓ Nurses and doctors are good
- ✓ I got seen with compassion and respect
- ✓ Great service on time and very nice

Not Recommended

- ✓ **Feel neglected**
- ✓ ***Was waiting an extra 30 mins past my appointment time making me late for work***

Passive

- X** My problem didn't get resolved

