

FFT Monthly Summary: September 2022



Bensham Family Practice
Code: a85002

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
38	11	0	0	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: 126

Responses: 49

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	38	11	0	0	0	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	38	11	0	0	0	0	49
Total (%)	78%	22%	0%	0%	0%	0%	100%

Summary Scores

100%

0%

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:100%

Percentile Rank:100TH

0%50%100%

0%Score

LowerMid

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

Practice Score: 'Recommended' Comparison

Date	All Practices	Bensham Family Practice
01/09	91%	100%
05/09	90%	100%
08/09	91%	100%
12/09	91%	100%
19/09	60%	100%
22/09	89%	100%

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%	100%	100%

Gender

All Practices

90%

90%

Bensham Family Practice

100%

100%

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

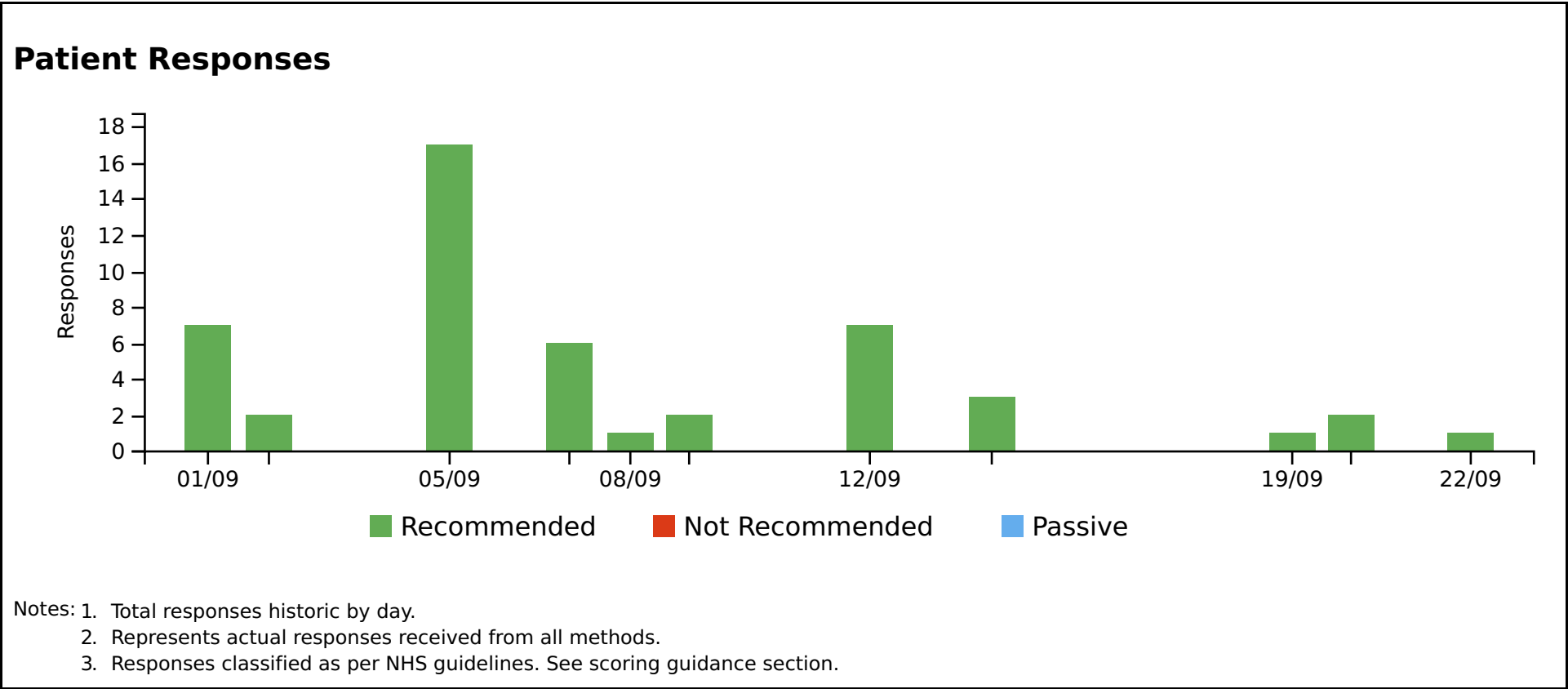
Practice Score: Day of the Week Analysis

Day	FFT Score %	Status
Monday	100%	Recommended
Tuesday	100%	Recommended
Wednesday	100%	Recommended
Thursday	100%	Recommended
Friday	100%	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



SECTION 5

Patient Free Text Comments: Summary

Thematic

Reception Experience	8
Arrangement of Appointment	6
Reference to Clinician	5

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

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

- ✓ Appointment on time, no waiting around
- ✓ *Yes because the the "treatment" was Very Good, Pip was very efficient, friendly and courteous so the whole session was as I said Very Good.*
- ✓ On time for appointment, quick service
- ✓ *Always a good service.*
- ✓ Always polite, helpful and never a real problem getting an appointment, they are proactive for eh Texting re yearly checkup, flu jabs and more. Lovely pr@ly practice, clean, parking, and of course exceptional knowledgeable staff and up to date with technology.@logy.
- ✓ *Listened nd Give advice*
- ✓ Cos thay r good doctors and a nice practice and nice people
- ✓ *Staff are always lovely considerate of feelings and personal circumstance xx*
- ✓ Had appointment with pip she was kind and very professional we talked about my chemo treatment, while she did a blood test.
- ✓ *The nurse explained everything and was very nice*
- ✓ As the staff have been like that every time I visit
- ✓ *Because it's what I believe.*
- ✓ Not the practices fault but I had expected a definitive answer which they were unable to give
- ✓ *Efficient,*
- ✓ Both staff were efficient and helpful
- ✓ *Okay*
- ✓ I feel any problems iv had have been investigated thoroughly and never had to much trouble getting an appointment
- ✓ *My blood test was send from QE to surgery due to having reduced in red cell. I waited nearly 10 days till nurse confirmed that I need another blood test @test and have to wait another week. The blood test should have been arranged before having a call from nurse telephone appointment. @ent.*
- ✓ Always find advice very helpful, lovely staff from receptionist thrthr
- ✓ *Reception on arrival was good.*
- ✓ They spoke politely
- ✓ *I was given a good exsamination*
- ✓ First class service
- ✓ *As doctor very helpful*
- ✓ Spoke to doctor about a few issues and didn't have to leave the ho house se
- ✓ *Swift and supportive experience*
- ✓ Very good informative and understanding service
- ✓ *Very nice staff*
- ✓ Very professional and friendly consultation as always
- ✓ *Good clinic good service and everybody helpful*
- ✓ Friendly , easy to talk to
- ✓ *Very good service*
- ✓ Very efficient and relaxed atmosphere
- ✓ *Prompt service, friendly staff,*
- ✓ Very courteous and friendly

Not Recommended

Passive