

FFT Monthly Summary: October 2022



Bensham Family Practice
Code: a85002

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
43	6	0	0	1	0	0	0	0	50	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: 156

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	43	6	0	0	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	43	6	0	0	1	0	50
Total (%)	86%	12%	0%	0%	2%	0%	100%

Summary Scores

98%

2%

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: 98%

Percentile Rank: 90TH

0%50%100%

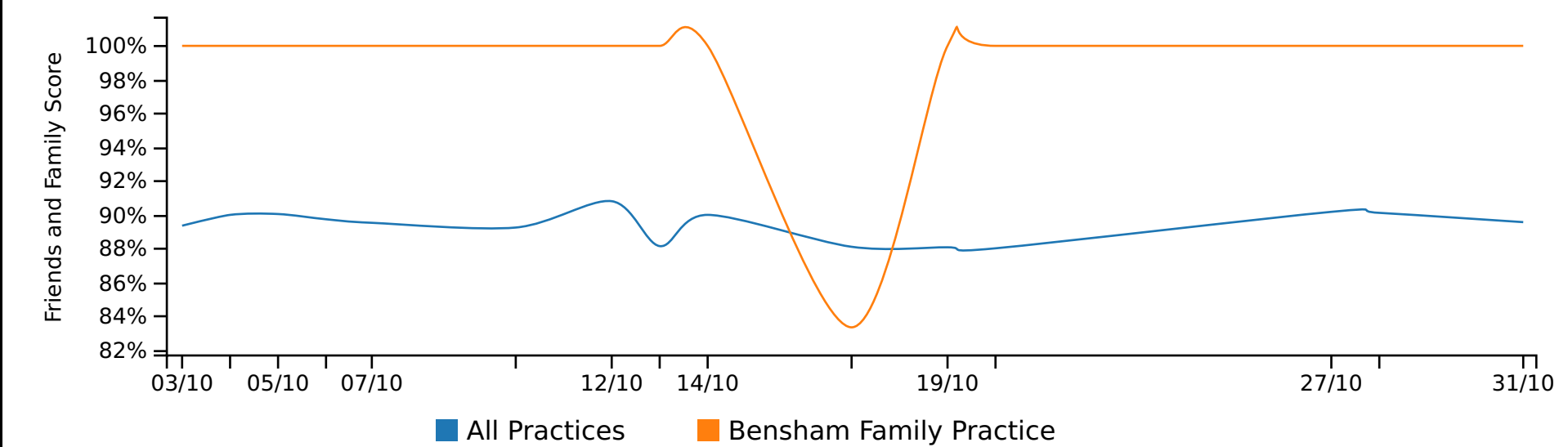
0% ScoreLow ScoreHigh Score

LowerMid

90%

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 90th percentile means your practice scored above 90% 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	83%	90%	92%
Bensham Family Practice	100%	100%	94%

Gender

All Practices

90%

90%

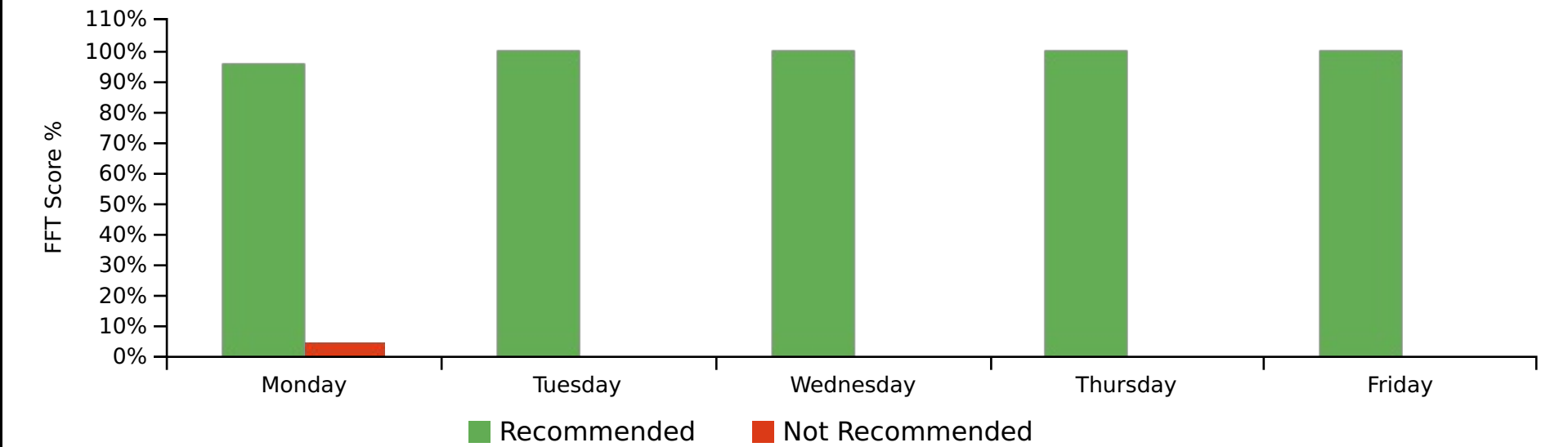
Bensham Family Practice

100%

96%

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

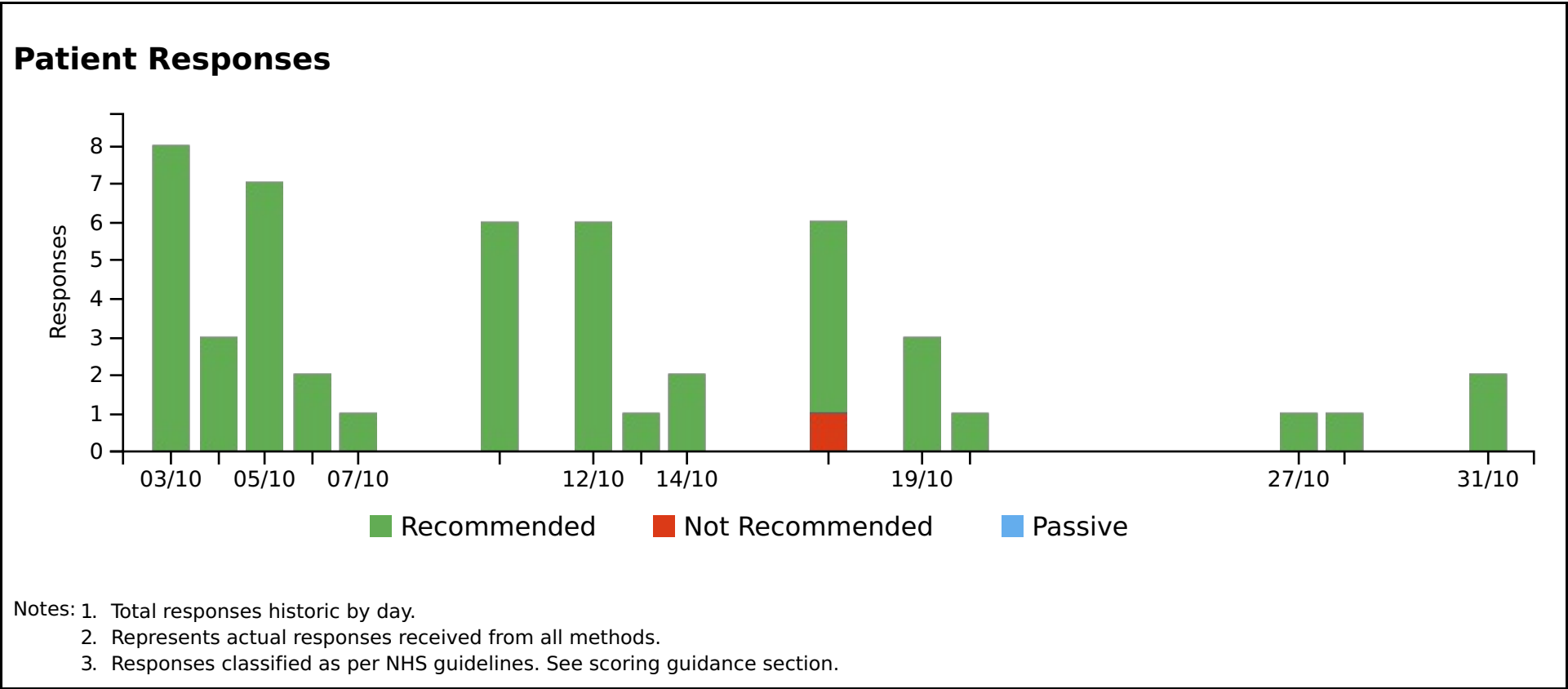
Practice Score: Day of the Week Analysis



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	7
Arrangement of Appointment	3
Reference to Clinician	15

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

The tag cloud displays various adjectives and adverbs used by patients to describe their experience. The words are arranged in a circular pattern, with the size of each word indicating its frequency. The most frequent words are 'friendly', 'good', 'professional', 'polite', 'excellent', 'efficient', 'pleasant', 'thorough', 'lovely', 'quick', 'nice', 'great', 'easy', 'caring', 'long', 'full', 'unable', 'superbly', 'amazing', 'approachable', 'accordingly', 'well', 'never', 'correct', 'fully', 'empathetic', 'examining', 'quickly', 'apt', 'useful', 'back', 'straight', 'able', 'regarding', 'conscientious'.

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

- ✓ Prompt service and patient care
- ✓ *Sister was nice, thorough and very approachable. Explained everything in detail.*
- ✓ Lovely, friendly service from everyone.
- ✓ *Always find staff treat you with respect and helpful. Flu jab clinic excellent and well organised.*
- ✓ I had a medicine review, the call lasted no more than five minutes, everything I asked for was dealt with superbly, Dr Tutt is amazing
- ✓ *The GP knows me and my health issues which makes it easier to discuss things and I'm never dismissed. Excellent service*
- ✓ Nurse staff very friendly, easy to talk to and provide useful information. Very professional.
- ✓ *Because as long as I know it's always been my GP Practice and as always had lovely and friendly staff*
- ✓ I was able to see the clinician on time
- ✓ *The lady was very helpful and friendly*
- ✓ Receptionist and doctor very polite and efficient. Dr roberts was so understanding regarding my situation
- ✓ *Always been good when I've phoned or called in for a appointment*
- ✓ Very efficient
- ✓ *Always relaxed and friendly environment*
- ✓ Yes very caring very polite seen on time nurse excellent taken bloods
- ✓ *Always get an appointment quickly or a phone call back within a few hours*
- ✓ Dr Roberts was very professional and helpful regarding my issues and provided the support I needed.
- ✓ *The nurse I saw was very good in both her manner & helpfulness*
- ✓ Appointment was on time, was able to get medication sent straight to chemist, friendly and efficient service as always.
- ✓ *I felt that my Dr listened to my symptoms and acted accordingly to ensure I was on the correct medication. She was empathetic and professional and I trust@ trusted her expert opinion fully. @lly.*
- ✓ Because Dr Roberts is always very thorough n explains everything
- ✓ *The service I have received has been great*
- ✓ Very helpful and professional
- ✓ *Pleasant helpful receptionist doctor Roberts always has great patient understanding and always listens*
- ✓ Everyone is nice and always help with what I need.
- ✓ *Doctor explained everything in detail and when examining me was very considerate*
- ✓ Very thing was explained and easy to understand, and made to feel at ease
- ✓ *I have always been very impressed with the service at Bensham Family Practice*
- ✓ Always pleasant and they know who I am.
- ✓ *Was very helpful, polite and to the point*
- ✓ Very good
- ✓ *Very pleased with the way I was spoken to and treated by doctor Tutt*
- ✓ They are always help full
- ✓ *Very prompt response to phone request for apt seen same day and staff most helpful*
- ✓ Because the staff and everybody involved are polite and friendly
- ✓ *It was very good on time..punctual good communication.*
- ✓ Quick service
- ✗ *Because she was very good*

Not Recommended

- ✓ I was unable to speak with the GP