

FFT Monthly Summary: December 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	2	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: 139

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	33	14	2	0	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	33	14	2	0	1	0	50
Total (%)	66%	28%	4%	0%	2%	0%	100%

Summary Scores

94%

2%

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: 94%

Percentile Rank: 75TH

0%50%100%

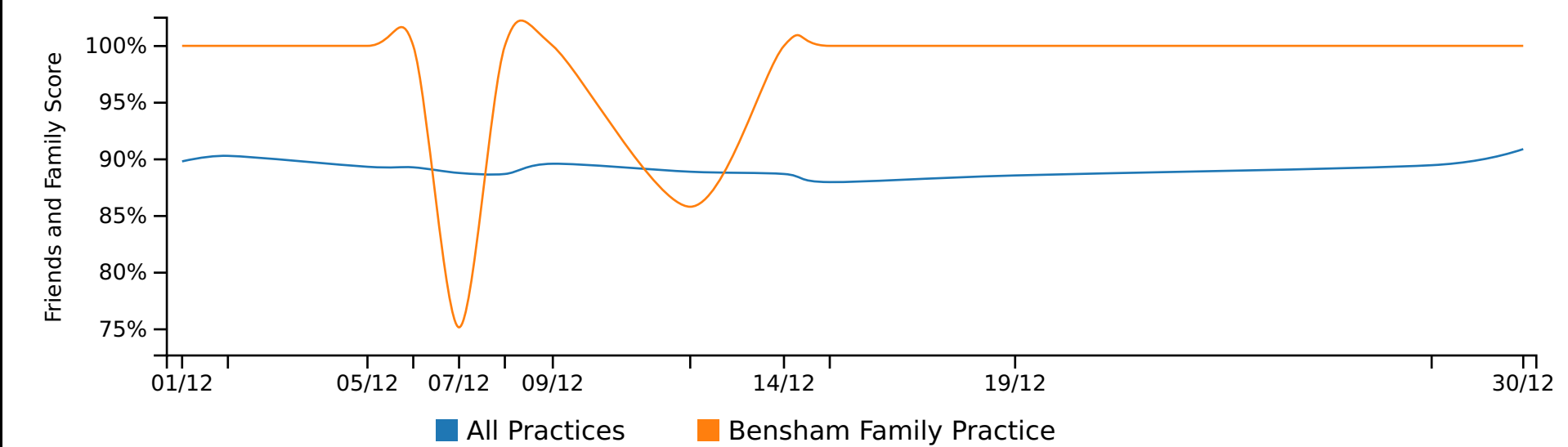
0% Score

LowerMidHigh Score

94%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 75th percentile means your practice scored above 75% 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	60%	100%	95%

Gender

All Practices

89%

89%

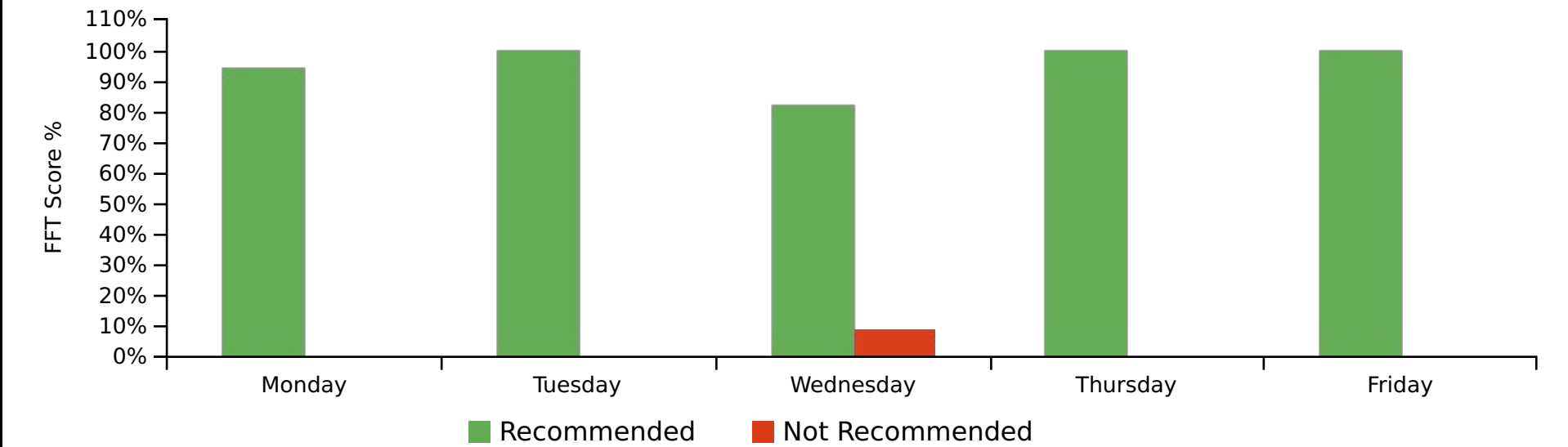
Bensham Family Practice

96%

92%

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

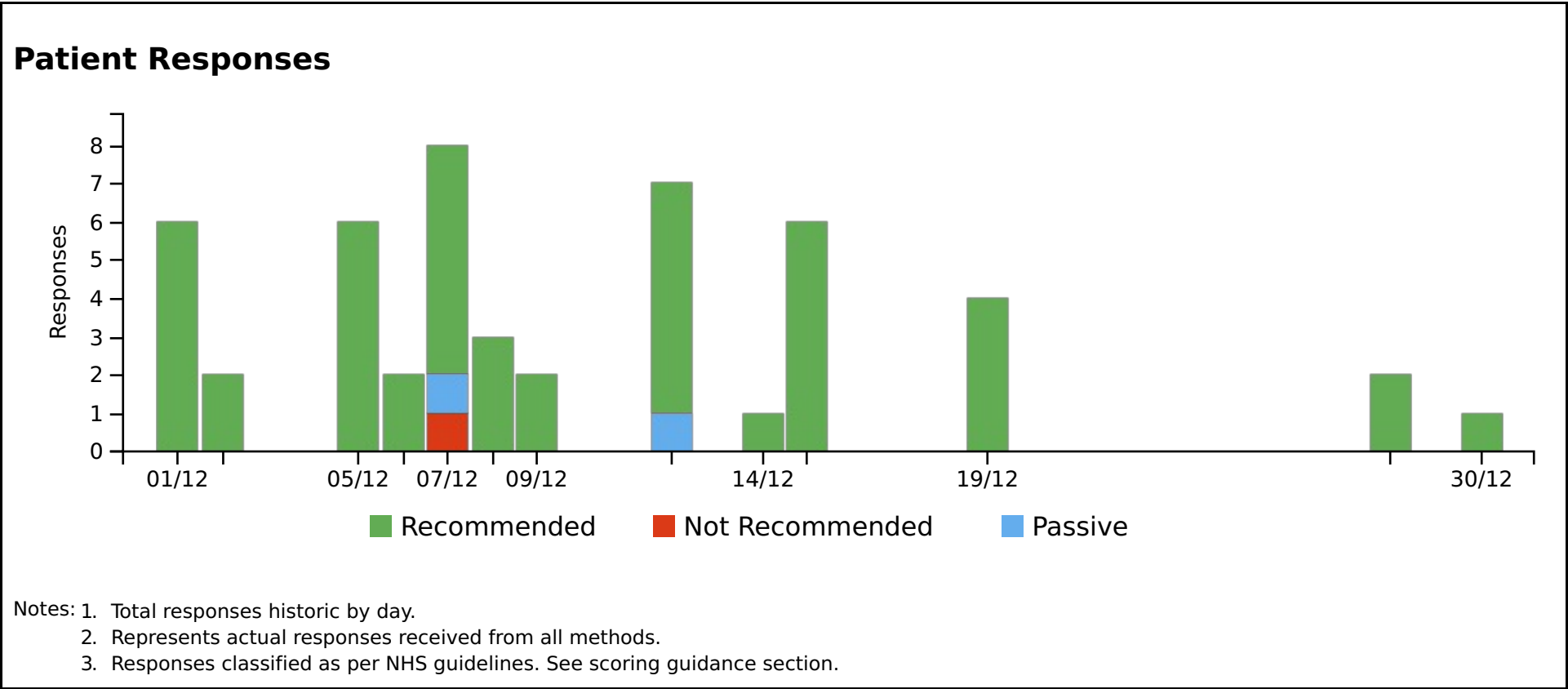
Practice Score: Day of the Week Analysis



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	9
Reference to Clinician	11

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

- ✓ I'm happy with the service but I dislike being 5 minutes early for an appointment and getting in 15 minutes late
- ✓ *Cause I been with the doctor since I was little and the doctors show care and concern and understanding*
- ✓ Nice practice in general and always good staff
- ✓ *Consistently excellent and caring service from the whole team*
- ✓ Professional, clear speech, empathetic manner when dealing with my issues, problems etc. T Charnley
- ✓ *Pip is on top of her job*
- ✓ The doctor was very helpful
- ✓ *Friendly staff.*
- ✓ Very friendly good family practice
- ✓ *Helpful and friendly staff*
- ✓ They phoned when they said they asked loads of questions
- ✓ *No. the score should be enough. If I was complaining then I would have explained.. End Of.*
- ✓ doctor Roberts. talked me through things. was very genuine on the phone
- ✓ *It's not too difficult to get an appointment, plus the staff are very helpful when you ring up .*
- ✓ I find it difficult to book an appointment, and sometimes the standard of care I receive is hit and miss (Dr Tut, Dr Roberts, and Nurse Wigglesworth and @ and Caroline? are very professional and I highly respect them for the care they provide. While I have not had many good experiences with Jill unfortunately a@ely and I always feel not being fully listened to and I'd rather avoid making an appointment in case I get her by chance... sorry sounds awful, but true.)I re@)I really appreciate all the hard work your practice team members, including the receptionists/clerks provide. Please keep up your excellent work! @ork!
- ✓ *Because all my q were answered well*
- ✓ I had an appointment with Dr Roberts this morning and he was as always professional and respectful as are the practice nurses and locum doctors
- ✓ *The receptionist was attentive and Dr Roberts really listened to my daughter and gave his diagnosis but fully explained to her so she knew exactly how to@ow to treat her condition. @ion.*
- ✓ Acted upon my symptoms and gained rapid access
- ✓ *Service is very good from all the staff and doctors*
- ✓ Appointment was easy to make. Receptionist nice and asked me to wear mask in nice way. Nurse excellent. Very reassuring, and lovely approach.
- ✓ *Dr was very friendly give advice I needed .*
- ✓ Waited to speak to the person on the desk as they were on the phone and then Waited 5 mins past appointment time but other than all fine.
- ✓ *The doctor takes time to explain properly*
- ✓ Seen only minutes after my appointment time
- ✓ *Perfect Appointment- on time, everything completed, very nice and capable practitioner, very nice experience, thank you.*
- ✓ Very happy with service
- ✓ *No waiting for ages in and out 15 minutes thank you*
- ✓ Very good service spot on time lovely friendly staff
- ✓ *You asked 1 to 6 and i put 1 very good*
- ✓ Appointments are always available and phone calls are always available and I feel confident I will get the correct care and they're always available should I need them for myself and my family @mily

Not Recommended

- ✓ Sorry I meant 1

Passive

- ✓ When I'm not so ill I will send a text.