

FFT Monthly Summary: January 2023



Bensham Family Practice
Code: A85002

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
40	7	0	1	1	1	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:
Responses:

137
50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	40	7	0	1	1	1	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	40	7	0	1	1	1	50
Total (%)	80%	14%	0%	2%	2%	2%	100%

Summary Scores

94% 4% 2%

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: 70TH

0%50%100%

0%
Low Score

100%
High Score

Lower

Mid

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 70th percentile means your practice scored above 70% of all practices.

Practice Score: 'Recommended' Comparison

Date	All Practices	Bensham Family Practice
03/01	91%	100%
05/01	91%	67%
09/01	91%	100%
11/01	91%	100%
13/01	91%	100%
18/01	92%	100%
23/01	89%	100%
30/01	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	87%	90%	92%
Bensham Family Practice	100%	97%	88%

Gender

All Practices

90%

90%

Bensham Family Practice

87%

100%

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

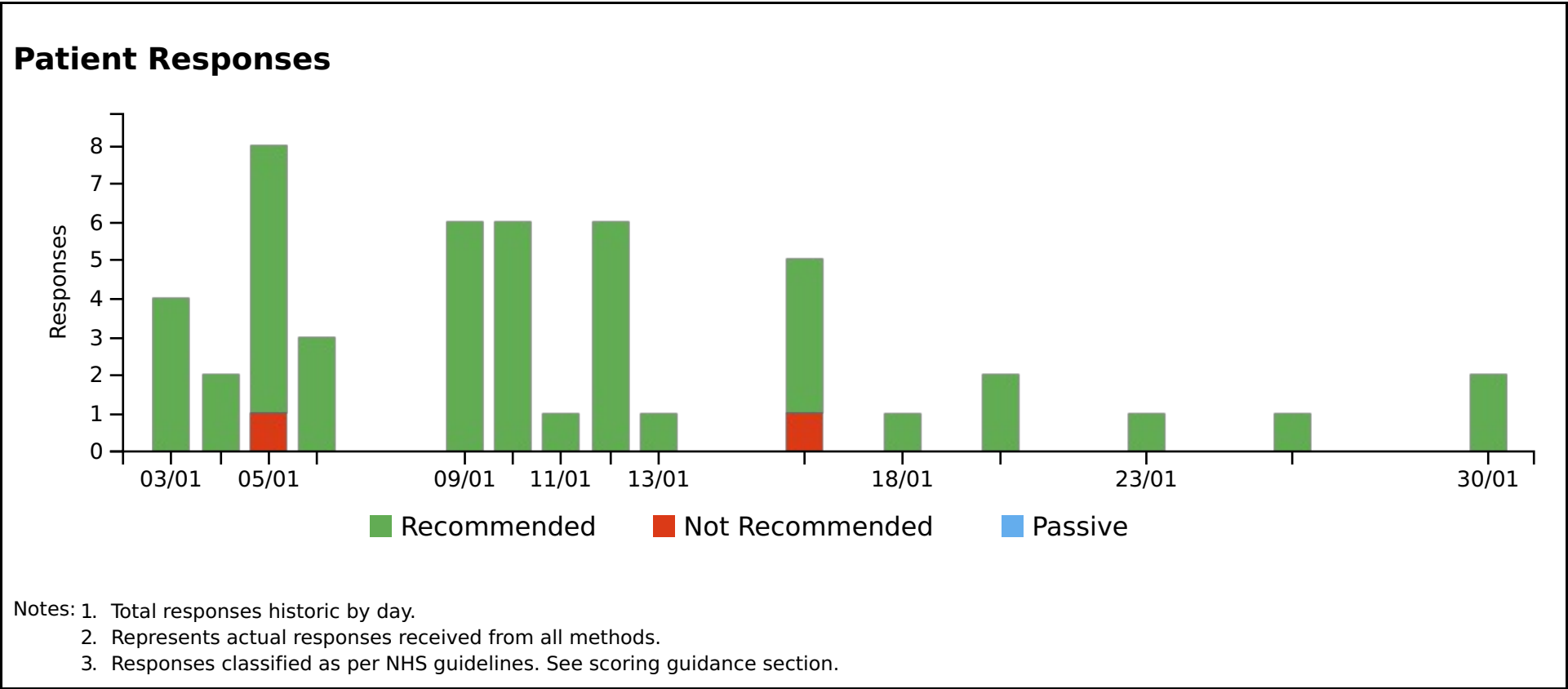
Practice Score: Day of the Week Analysis

Day	Recommended	Not Recommended
Monday	94%	7%
Tuesday	100%	0%
Wednesday	80%	0%
Thursday	94%	7%
Friday	100%	0%

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 6
Arrangement of Appointment 6
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
Word cloud containing terms like: professional, good, always, straight, friendly, helpful, lovely, caring, happy, well, nice, quick, pleasant, early, timely, away, comfortable, back, sure, bad, finally, taking, reassuring, efficient, actually, supportive, briefly, brilliantly, just, late, polite, professionally, considerate, easy.

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

✓Its a brilliantly run surgery over all
✓Timely appointmentsProfessional and friendly
✓As always excellent caring service
✓Very good examination by the Doctor with follow up tests.
✓The staff at the practice are caring and understanding.
✓Appointment on time everything covered in easy to understand conducted very professionally
✓Yes the consultant/nurse was very professional and made me feel comfortable with the process . She also gave a brief about the process which was educatin@cating as well@ well
✓Good services
✓The Dr was very nice, reassuring and professional. Just very nice
✓very pleasant people on reception...nurse lovely and Dr as always very helpful
✓The man answered all my question and he understood what i had to say
✓The staff are very kind and helpful.
✓Dr Tut was very lovely
✓Got the advice i needed.
✓Cos I some times think that the doctor dose not listen to me
✓Am happy with the service I received
✓Got an appointment no problem, friendly staff who are professional.
✓Friendly and helpful
✓I have always been very happy with the service I received
✓Pip was very considerate and very polite.
✓Because it fits the bill
✓Got straight in with pip very efficient .
✓The nurse John who I have seen a lot is good and understanding
✓When I rang for the appointment, the receptioned was lovely and got me booked straight in. When I turned up for the appointment, it was quick to get me b@ me booked in as there. The appointment was 5 mins late but as I was the first of the day I suspect this was just bad timing. The nurse again was lovely, ans@, answered my questions with a smile and made sure I knew what she was doing. @ing.
✓It's always easy to get an appointment. Friendly staff who always call you back if needed
✓I did wait a while for my appointment but the doctor was very good.
✓Service is excellent
✓Always good service.
✓I was straight in for my ECG with the nurse then straight in to see Dr Robert were he explained everything in detail and answered any questions I had for him .
✓li felt listened too
✓Phoned surgery at 8.10 am, got appt with doctor 9.20 am and was seen early. Doctor actually examined and refereed for physio and xray straight away
✓My doctor was very helpful and kind. The appointment was on time and everyone was very nice at the surgery.
✗I have finally had a good visit to see the doctor the listened about my issues and gave me a good opinion and was listening to what I had to say.
th@ on the path to get some progress made to help me out and I have felt very let down by the service which was supposed to help me and have done nothing@hing.

Not Recommended

✓Hy normly get the same day a pontment when hy phone and the staff are cortes