

FFT Monthly Summary: November 2022



Bensham Family Practice
Code: a85002

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
37	9	2	0	2	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:
Responses:

136
50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	37	9	2	0	2	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	37	9	2	0	2	0	50
Total (%)	74%	18%	4%	0%	4%	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:

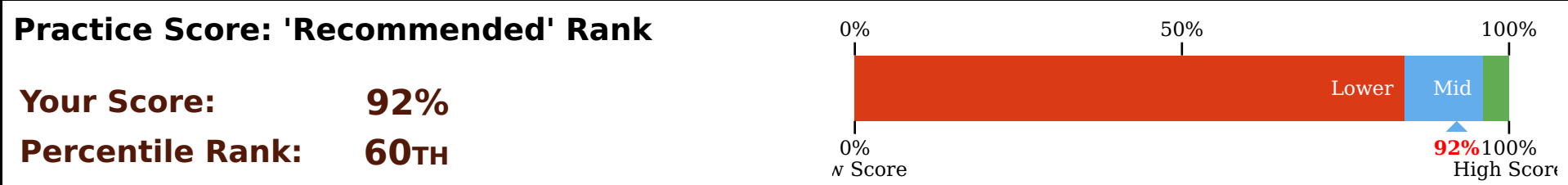
Recommended (%) =
$$\frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

Not Recommended (%) =
$$\frac{\text{very poor} + \text{poor}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

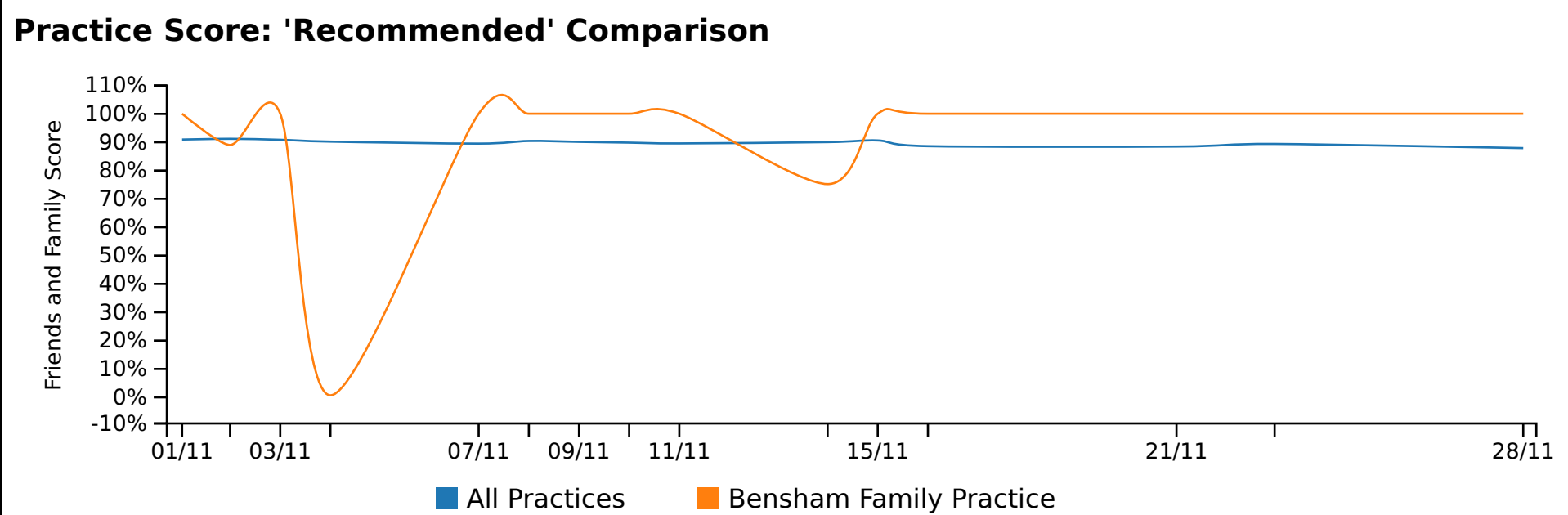
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

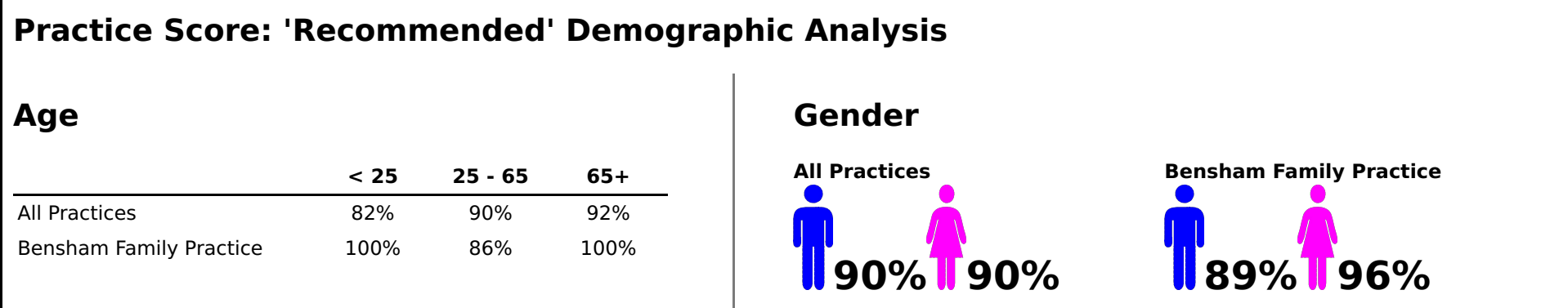
SECTION 3
Practice Scoring



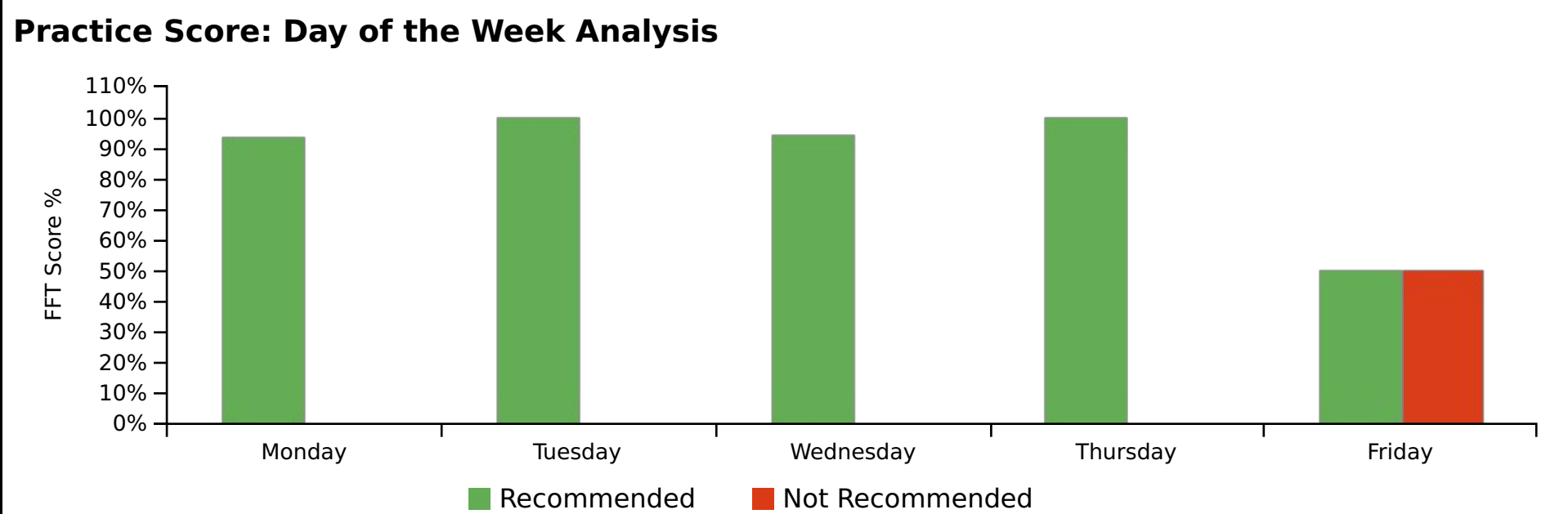
Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 60th percentile means your practice scored above 60% of all practices.



Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.



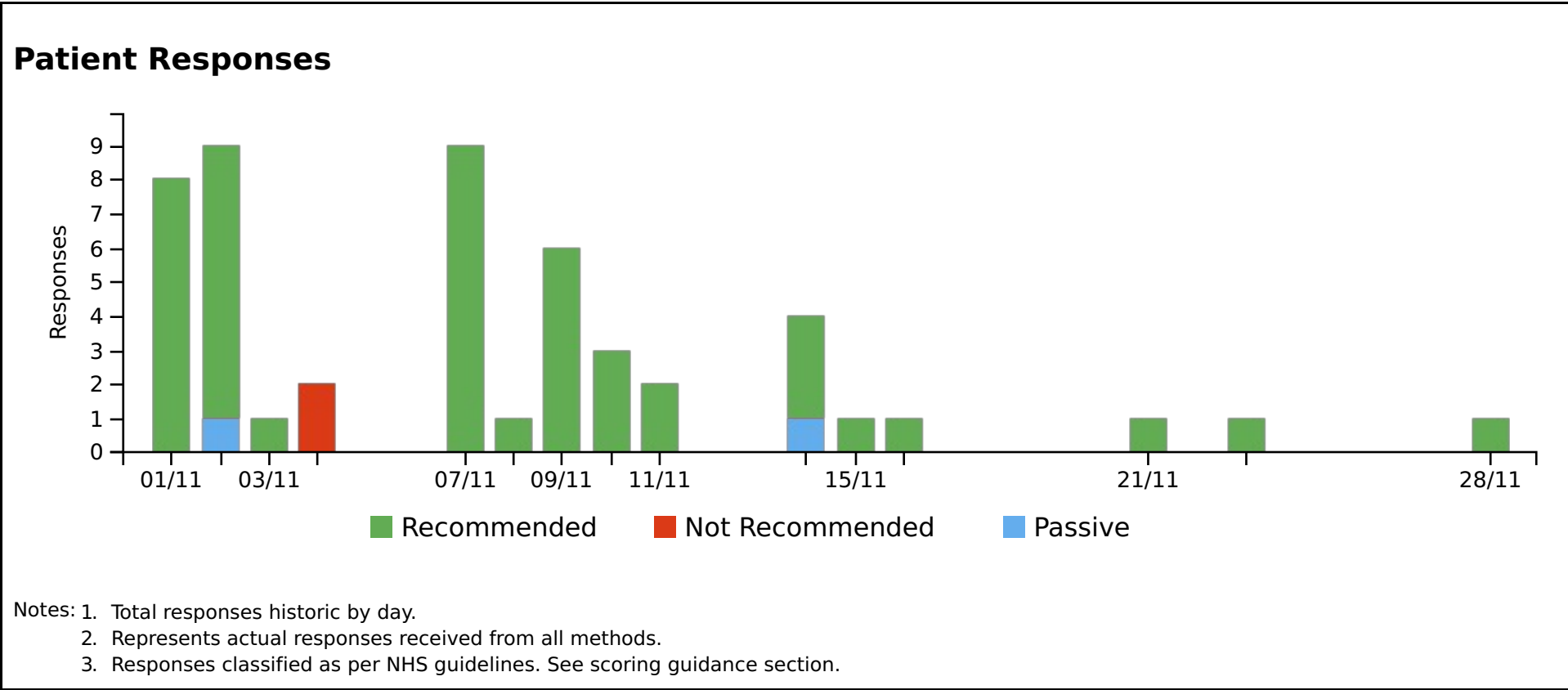
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.



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	Count
Reception Experience	10
Arrangement of Appointment	6
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 a variety of words, with the largest being 'good', 'well', 'excellent', 'always', 'quick', 'really', 'getting', 'passing', 'approachable', 'back', 'extremely', 'polite', 'top', 'pleasantly', 'nice', 'efficient', 'happy', 'informative', 'courteous', 'beneficial', 'mental', 'onetime', 'sure', 'easy', 'brilliant'. Other words include 'knowledgeable', 'different', 'quickly', 'going', 'professional', 'difficult', 'special', 'just', 'according', 'brilliantly', 'medical', 'great', 'open', 'overall', 'lovely', 'okay', 'together', 'kindly', 'never', 'clean', 'even', 'fast', 'various', 'much', 'welcoming', 'reaching', 'helpful', 'friendly', 'patient', 'staff', 'service', 'experience', 'appointment', 'reference', 'clinician'.

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

- ✓ Both me and my partner got our flu jab together even tho we had different times not much time between both tho very quick as I work nights.
- ✓ *Yes because the nurse I saw, was very good, and explained everything.*
- ✓ Very helpful and good explanation of symptoms and good advice
- ✓ *15 min delay to booked time but was okay. Reception and medical staff brilliant as always. Seating area clean with lots of various notifications to r@ to read ref medical/mental issues. Nicely run practice overall.@rall.*
- ✓ Rang back on time and helped with my issue.
- ✓ *Prompt open discussion and advice*
- ✓ I got an appointment quicker than expected and doctor listened and examined my ears and referred me for a hearing assessment. I consider this very good service.
- ✓ *I've always had a good experience with staff at the practice and my appointment with Mr Andrew Burrells this morning was a very informative.*
- ✓ Friendly staff, prompt service
- ✓ *I always get really good response to any health problems I have*
- ✓ Jon was very helpful.
- ✓ *Very helpful with Q&A*
- ✓ Reception was easy, went in on time and felt relaxed and well treated.
- ✓ *got the help I needed fast and professional, friendly staff too*
- ✓ The nurse explained everything about what was going to happen
- ✓ *The service was prompt, courteous and proceeded according to plan.*
- ✓ Never had any problems
- ✓ *Because it's the first time I have met the doctor and she explained everything and was very helpful*
- ✓ Gp Dr Tut is very good, provides an excellent service and reception are really good as well
- ✓ *Very polite and helpful with my inquiries*
- ✓ I be at that doctors for years
- ✓ *The doctor who I spoke to is a good listener and she has time for you I just wish we could see the doctor face to face*
- ✓ Everyone from reception to the drs are friendly, efficient and on top of their jobs. Special praise for practice nurses. Peter
- ✓ *Very friendly and supported team*
- ✓ Very happy with the service I reserved
- ✓ *Very quick. In and out.*
- ✓ Staff very welcoming and treatment given kindly and consultation and time was given not rushed and advice very beneficial and given with care .
- ✓ *Quickly seen, pleasantly dealt with.*
- ✓ Because he had time to make sure I was OK x
- ✓ *So very nice and very helpful seen on time thank you*
- ✓ Easy to book, friendly approachable staff, nurse excellent, infirmary
- ✓ *Good friendly atmosphere*
- ✓ The DR was lovely and explained everything in a great way
- ✓ *Took a while to get appointment but once seen doctor started getting sorted*
- ✓ Always been able to get appointments, both on phone and in the surgery. No complaints at all
- ✓ *Friendly staff and doctor*
- ✓ First consultation with the pharmacist I felt he listened well to my view & was extremely helpful & knowledgeable.
- ✓ *The nurse been excellent and very kind*
- ✓ It's an excellent and friendly practice and I have never had any problems getting appointments etc.
- ✓ *You's always look after my father brilliantly. Even a doctor was passing by and came to check on my dad as he had been unwell.*

Not Recommended

Passive

- ✓ When you work it is very difficult to get an appointment when you have to ring on the day for a telephone appointment I start work at 8am

