FFT Monthly Summary: February 2023

Bensham Family Practice
Code: A85002

SECTION 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
39	9	0	0	1	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: **122**

Responses: **49**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	39	9	0	0	1	0	**49**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**39**	**9**	**0**	**0**	**1**	**0**	**49**
Total (%)	*80%*	*18%*	*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:

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

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

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/

Practice Score: 'Recommended' Rank

Your Score: **98%**
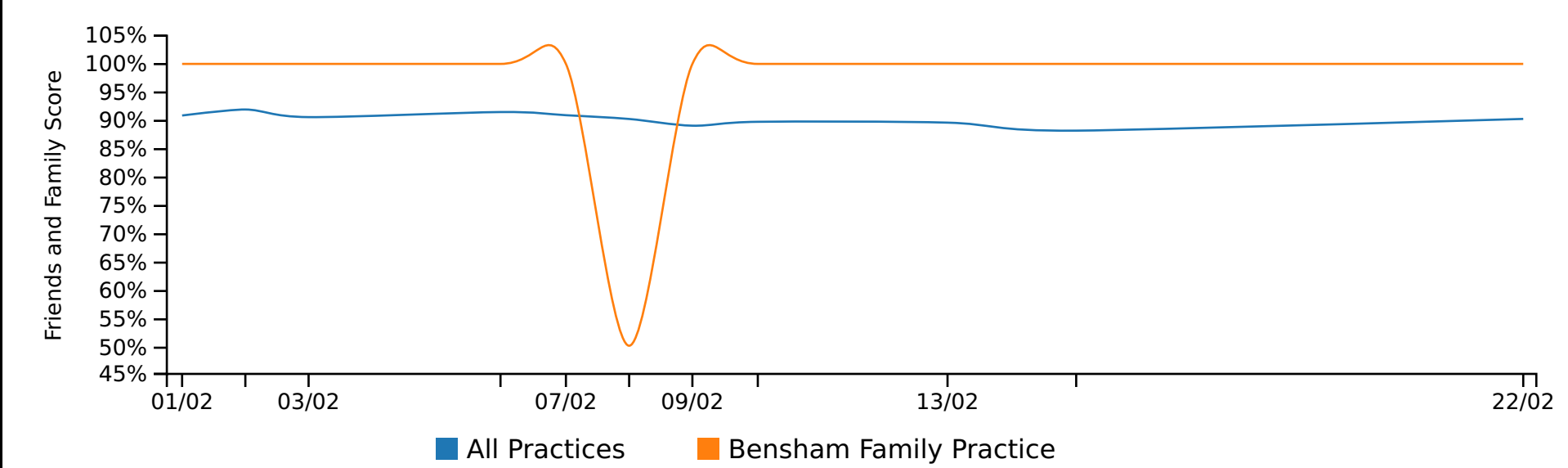
Percentile Rank: **90TH**

0% | 50% | 100%

Lower | Mid

0%
ʍ Score

91%93%
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 90th percentile means your practice scored above 90% of all practices.

Practice Score: 'Recommended' Comparison

Friends and Family Score (y-axis): 45% – 105%
x-axis: 01/02, 03/02, 07/02, 09/02, 13/02, 22/02

■ All Practices ■ Bensham Family Practice

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	86%	90%	92%
Bensham Family Practice	100%	97%	100%

Gender
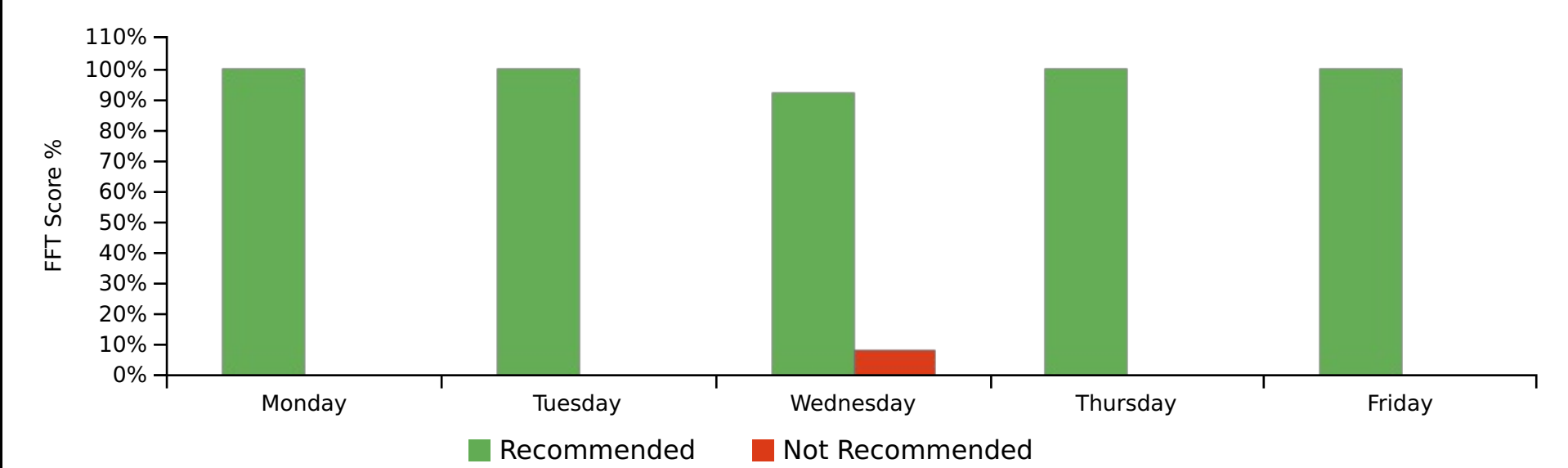
All Practices

91% 90%

Bensham Family Practice

96% 100%

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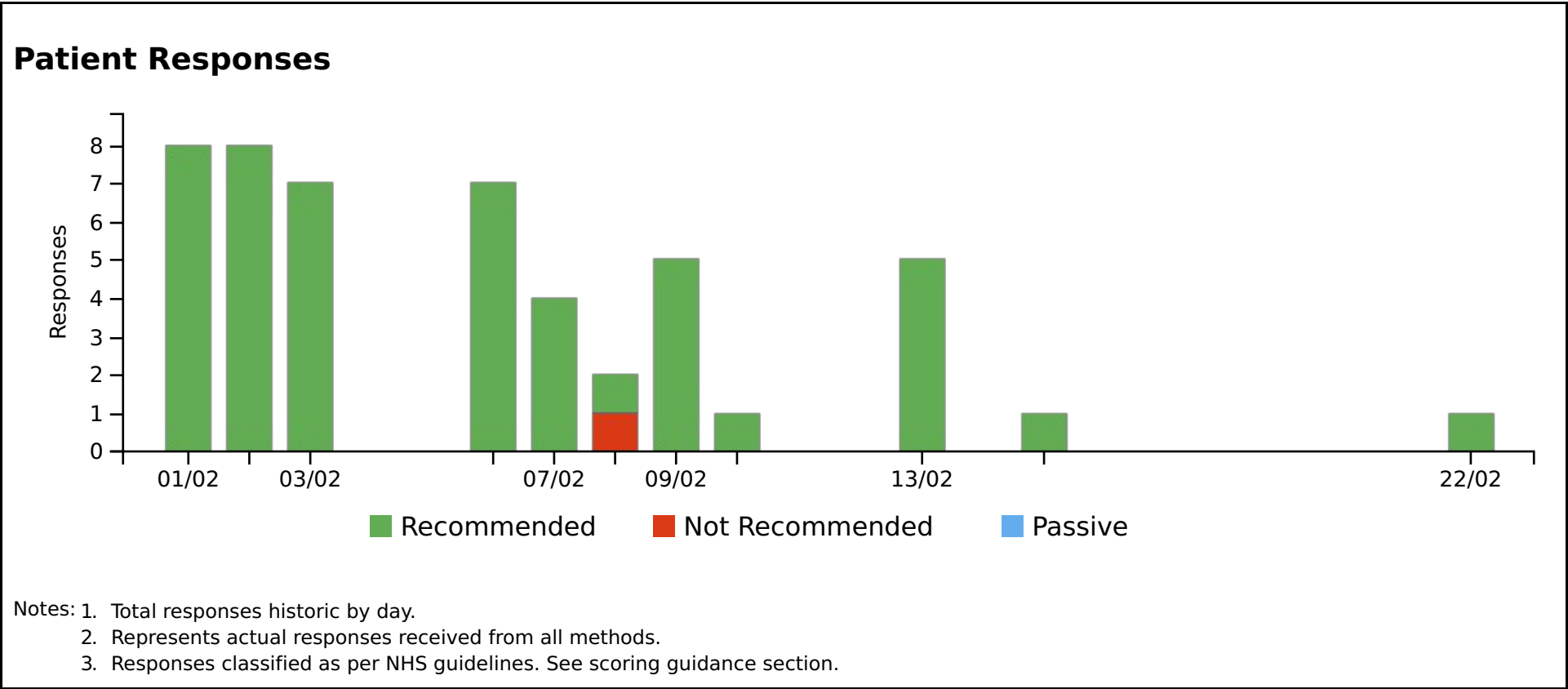2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis

FFT Score % (y-axis): 0% – 110%
x-axis: Monday, Tuesday, Wednesday, Thursday, Friday

■ Recommended ■ Not 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.

Patient Responses

Notes: 1. Total responses historic by day.
2. Represents actual responses received from all methods.
3. Responses classified as per NHS guidelines. See scoring guidance section.

Patient Free Text Comments: Summary

Thematic

Reception Experience	9
Arrangement of Appointment	8
Reference to Clinician	13

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

✓Reception always friendly and welcoming, Doctors and Nurses , explain everything to you in away you.can understand, there is never any rush always have t@ave time for you.@ you.

✓ *Never ever had problem always on time lovely dr and staff*

✓Every one very helpful and smiling. Appointment service very efficient.

✓ *Prompt service. Polite reception. Appointment was on time. Nurse was helpful. I left happy with appointment*

✓Seen to on time, pleasant greeting by receptionist and nurse was very professional

✓ *Because the are all helpful and pleasant whenever yo u phone or attend the surgery*

✓Because they look after us.

✓ *They gave treatment like friendly manner, and gave appointments in correct time*

✓Polite, friendly manner. Explained in detail my results.

✓ *Because the staff are always pleasant*

✓Appointment was on time and I was sorted quickly

✓ *Quick appointment to see the doctor*

✓The doctor was extremely informative and his diagnosis and help made me feel less worried and more positive

✓ *John the practioner was good at explaining things that were important*

✓Relaxed telephone appointment

✓ *Jon was very good and professional very sympathetic to my medical problems gave me some antibiotics for chest infection and also a rescue pack (for the @ the next time if I had received this in January as a replacement for the pack I used I would not have had to waste Jon's time) @ime*

✓Jon is very pleasant he listened while I explained what was wrong and I felt totally at ease

✓ *The doctor and practitioner I see listen all of the time*

✓While having to use ramp with walker it was abit uneven by door and seats inside to low to sit on

✓ *Rang me on time And answered all my questions and booked follow up referral for me*

✓Apointment was on time. Reception staff friendly and considerate and polite. Doctor was proffesional and a good listener and gave a very good service.

✓ *Because it's true 1*

✓Pleasant polite reception staff. Prompt appointment and friendly doctor

✓ *The service is good*

✓First time I have met this doctor and she was very helpful and friendly

✓ *Good service*

✓I have always gotten a very efficient friendly service from doctors and staff.

✓ *Dr. Robert has been very helpful to my family. Anytime we go to the GP the service is always quick and great.*

✓Everyone is very helpfull everytime

✓ *I was early for my appointment but didn't get in till ten minutes after my appointment time, these things happen I suppose.*

✓Very professional

✓ *Great service all the time*

✓Always helpful and pleasant

✓ *Seen Dr Roberts - he is always kind friendly and supporting with any problems. Front desk staff, Nikki, and the other blond lady both very helpful on th@on the phone and in person with a few queries I had. I never really get a bad service from any of them @them*

Not Recommended

✓because he gave me no help about y my knee was numb through day and hot through night just said get the physio to ring me about it

Passive