

FFT Monthly Summary: March 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	10	0	0	0	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: 127

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	40	10	0	0	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	40	10	0	0	0	0	50
Total (%)	80%	20%	0%	0%	0%	0%	100%

Summary Scores

👍 100%

👎 0%

👉 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:100%

Percentile Rank:100TH

0%0% Score

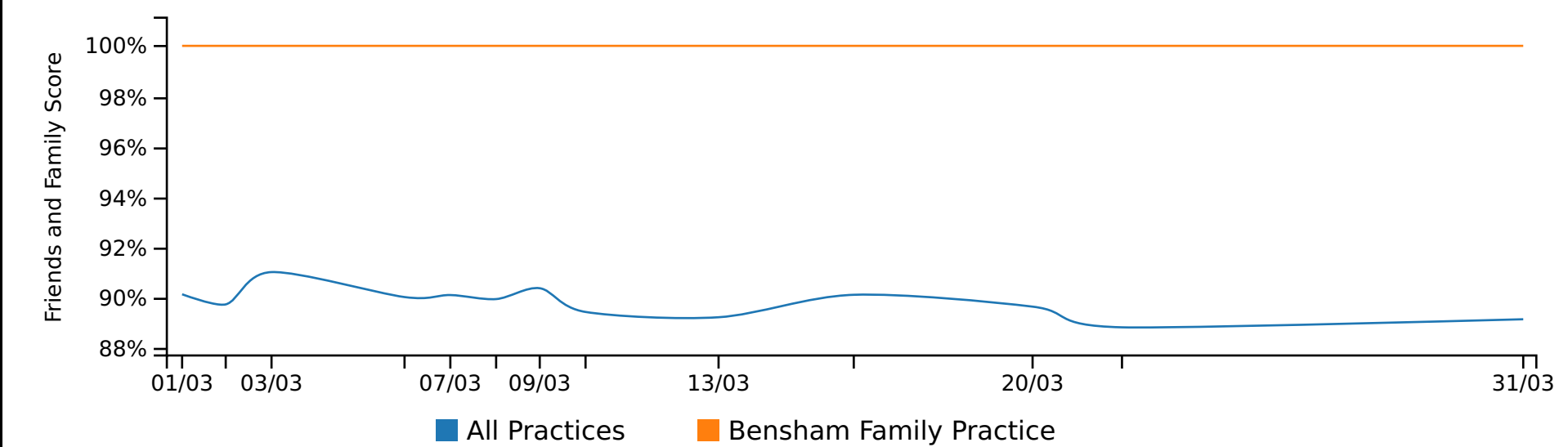
50%

100%High Score

LowerMid

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 100th percentile means your practice scored above 100% 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	85%	89%	92%
Bensham Family Practice	100%	100%	100%

Gender

All Practices

90%

89%

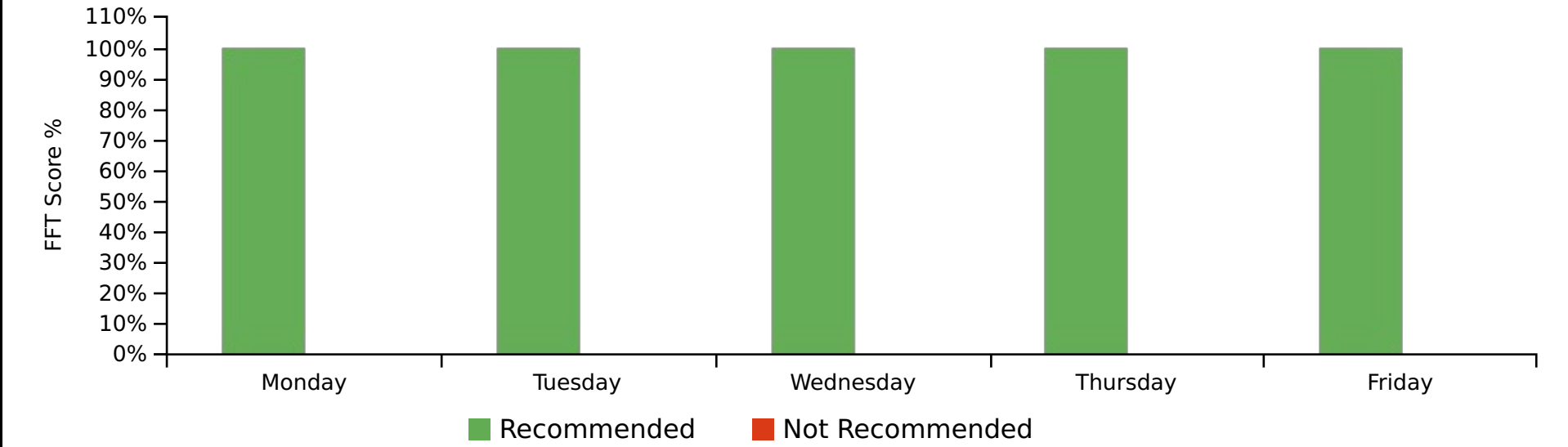
Bensham Family Practice

100%

100%

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

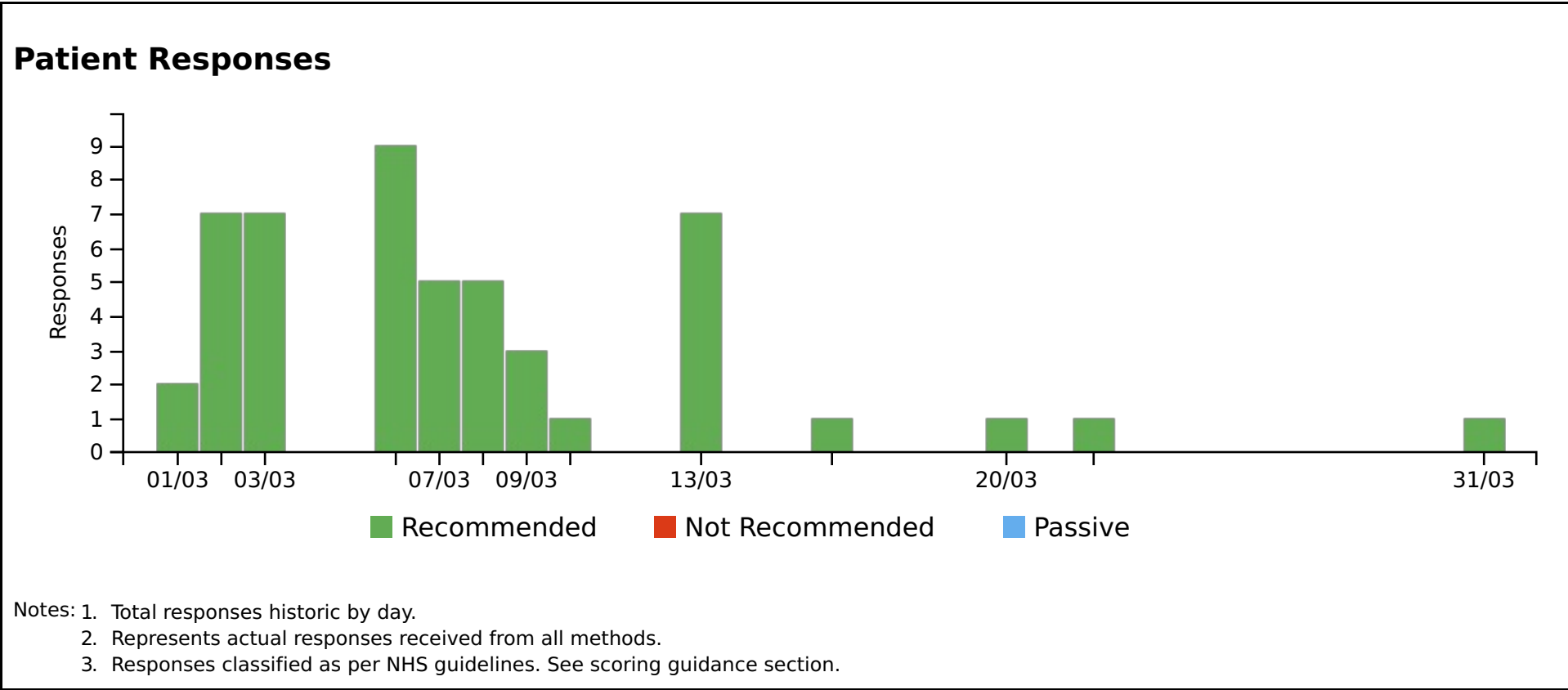
Practice Score: Day of the Week Analysis



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	10
Arrangement of Appointment	6
Reference to Clinician	10

- 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

- ✓ Staff very helpful on phone but sometimes I would like more info of diagnosis.
- ✓ *Dr Roberts is always very attentive, listens to you, does not interrupt or belittle your symptoms.*
- ✓ The doctor listened to me and was helpful. The appointment was on time.
- ✓ *Reception staff fab ,doctors good always get an appt when needed*
- ✓ The message service on the TV in the patient waiting area isn't very audible & can be easily missed.
- ✓ *You more or less kept to appointment time, doctor listened to me, polite, only problem is trying to book appointments with Dr, I understand he is overwor@erworked so I try not to bother him with my problems until they become more serious. @ous.*
- ✓ Phone consultation took place, as arranged, service was informative and explained very well. Happy with outcome.
- ✓ *Caring practice*
- ✓ All staff were very friendly, which made me feel at ease. I felt like we found solutions to my problems.
- ✓ *My experience at the surgery was very pleasant and I was seen to promptly.*
- ✓ Staffs are very keen and helpful
- ✓ *Have always had good service,all the year's I have been attending the surgery.*
- ✓ Because I got an appointment and treatment
- ✓ *Prompt and got what I required quickly and easily*
- ✓ It would have been very good if a general health check would include a general screening when taking a blood test , not just a cholesterol and diabetes check
- ✓ *Good service*
- ✓ I was seen to pretty quickly and I was giving excellent advice off the doc
- ✓ *Very pleasant reception punctual appointment and professional attention what more can I say*
- ✓ Found receptionist pleasant, and the doctor was really helpful
- ✓ *I am lucky enough to get appointments when I need them.*
- ✓ Very good doctor and helpful
- ✓ *I thought the service was good and Jill listened to what was wrong with me*
- ✓ Very reassuring during my consultation!
- ✓ *Because that is my overall opinion.*
- ✓ Pharmacist Andy was very knowlegeable and considerate and I felt he had my best interests in mind.
- ✓ *Receptionist are always pleasant I feel that doctors listern and treat me as a person not a number*
- ✓ Because Andrew is a great bloke.
- ✓ *Always helpful and respond quickly without any issues I feel the practice help you feel listened too also*
- ✓ Everything was great from start to finish I've never had any problems
- ✓ *Very good consultation and good follow up as wrll*
- ✓ The doctor listened & was very patient with me he helped me 100% I left the surgery feeling so much better
- ✓ *I think Jill is great and usually through. I expkained symptoms, but nothing physically checked. I would have expect a temp check throat inspection etc*
- ✓ Joan needed help and got it
- ✓ *I can't say very good until it is possible to book a GP appointment in advance. Not all problems are urgent and, for some, it is very difficult to be ale@e alert at 8 am to phone.@hone.*
- ✓ Staff were and are always helpful bloods checked on 10.3.23 called back in 13.3.33 action taken
- ✓ *Pip the nurse is lovely and very thorough as was dr Robert's when I saw him last week and they are both investigating why I'm not well at the moment.*
- ✓ Quick and efficient service, staff very friendly, no problems at all
- ✓ *Friendly practice, no problem getting appts*
- ✓ Excellent service. Always. I cannot praise the staff enough at this practice!
- X ~~*Kind and friendly staff and receptionist always very helpful*~~

Not Recommended

Passive

