

FFT Monthly Summary: April 2023



Bensham Family Practice
Code: A85002

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
38	9	0	1	0	1	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:
Responses:

130
49

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	38	9	0	1	0	1	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	38	9	0	1	0	1	49
Total (%)	78%	18%	0%	2%	0%	2%	100%

Summary Scores

96% 2% 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/>

Practice Score: 'Recommended' Rank

Your Score: 96%

Percentile Rank: 80TH

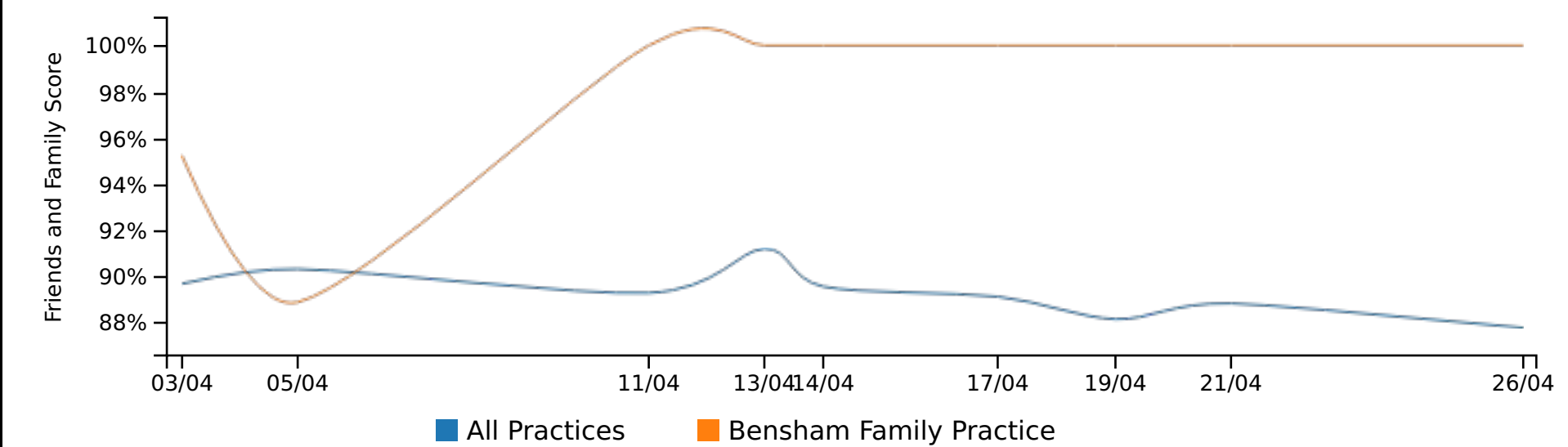
0%50%100%

LowerMid

0% ScoreHigh 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 80th percentile means your practice scored above 80% 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%	91%
Bensham Family Practice	100%	97%	94%

Gender

All Practices

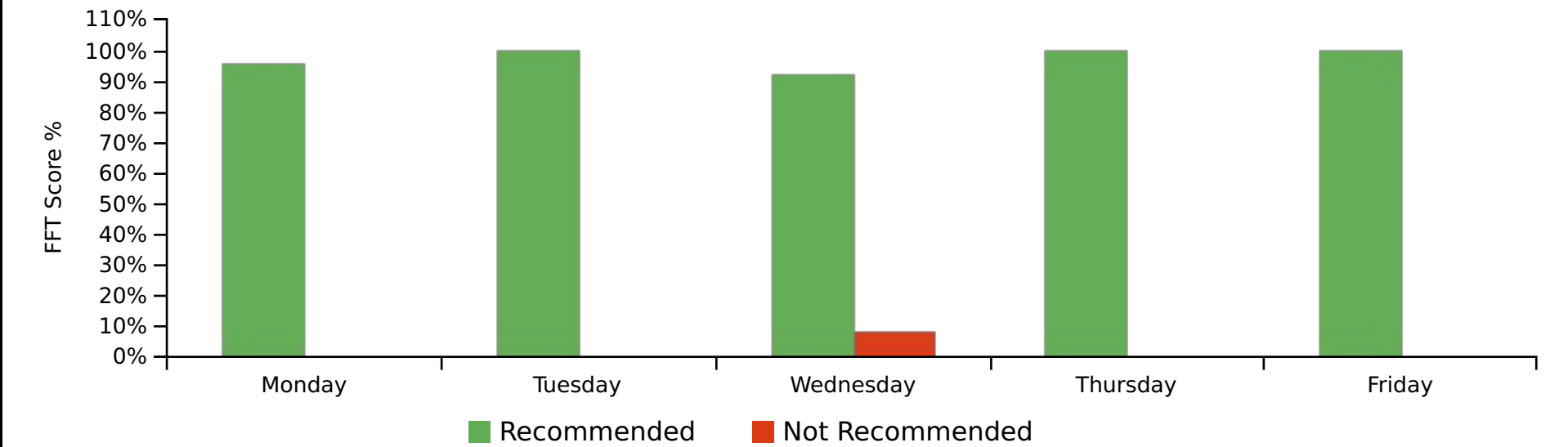
89%90%

Bensham Family Practice

94%97%

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

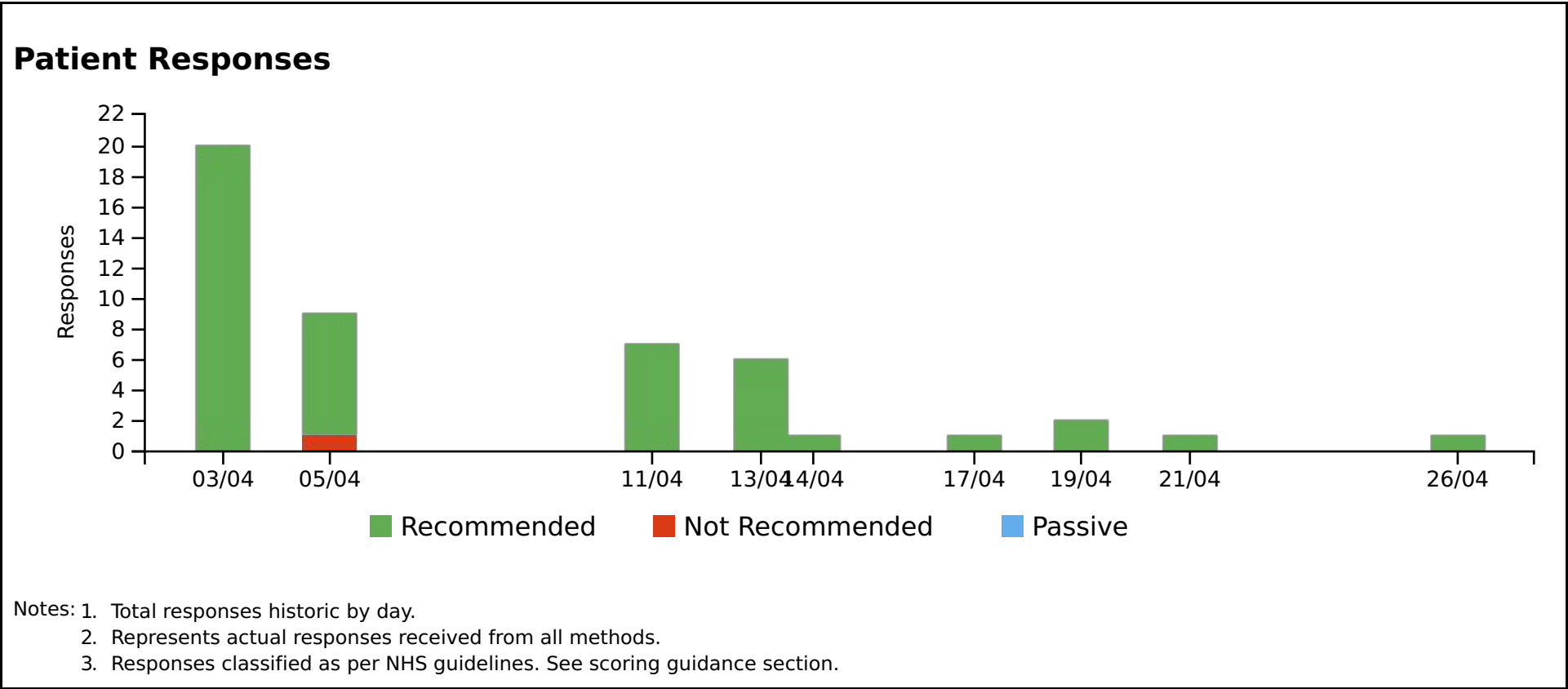
Practice Score: Day of the Week Analysis



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



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

- ✓ Receptionist and doctor and nurse were all amazing..extremely professional..I saw all 3 today and I am very happy
- ✓ Was on hold on phone a couple of times and cut off
- ✓ She was on time very nice and made me comfortable while she took blood x
- ✓ Quick response , reasonable wait time , friendly welcome , genuine willing to help
- ✓ Always"s a good service
- ✓ Very quick today
- ✓ Got appointment straight away & who ever was on fone was very friendly & polite I seen Jill & she also was very good aswell
- ✓ Very prompt response and happy with the service.
- ✓ Service is always very good and staff are always helpful
- ✓ Short wait time and friendly staff.
- ✓ never had any problems gaining appts
- ✓ I got an appointment easily. I saw a very pleasant locum Dr who dealt with my problem at my correct appointment time.
- ✓ The Dr i saw was great and thorough locum very good. Had to wait a while to be seen.
- ✓ Every body so helpful
- ✓ Everyone has always been very understanding when I have been to the practice.
- ✓ I have always had positive experiences with the practice
- ✓ Excellent always
- ✓ Everything was satisfactory
- ✓ The receptionists are always polite and friendly. Nothing is a problem
- ✓ I was seen promptly and treated politely in a friendly manner. I was given a referral to try and help with my problem.
- ✓ The doctor listened and very professional
- ✓ I experienced a very good service from doctor. Thanks
- ✓ I very rarely go too doctors unless absolutely necessary the doctor I had was so friendly caring and very thorough lovely lady
- ✓ About what?
- ✓ Very professional
- ✓ Jon was very helpful and would try to get results of my spirometry test
- ✓ Good session with my counciler
- ✓ That was my experience
- ✓ Very friendly, always helpful, and very patient
- ✓ Friendly staff
- ✓ Pauline on reception is wonderful, she always has such a polite attitude and hearing her on the phone to other patients she is courteous and incredibly discreet. Pip took time to explain my test results to me thoroughly, and made me feel very comfortable during my appointment.
- ✓ Quick appointment, friendly efficient service.
- ✓ Saw on time and john was very pleasant and efficient I was very confident with him

Not Recommended

- ✓ Expecting a call from a Dr and a pharmacist rang.

Passive