# FFT Monthly Summary: May 2023

**Bensham Family Practice**
**Code: A85002**

## SECTION 1
## CQRS Reporting

### CQRS Reporting

| FFT001 | FFT002 | FFT003 | FFT004 | FFT005 | FFT006 | FFT007 | FFT008 | FFT009 | FFT010 | FFT011 | FFT012 |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 43 | 7 | 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:**     **147**

**Responses:**     **50**

| | Very good | Good | Neither good nor poor | Poor | Very poor | Don't know | Total |
|---|---|---|---|---|---|---|---|
| SMS - Autopoll | 43 | 7 | 0 | 0 | 0 | 0 | **50** |
| SMS - User Initiated | | | | | | | |
| Tablet/App | | | | | | | |
| Web/E-mail | | | | | | | |
| Manual Upload | | | | | | | |
| **Total** | **43** | **7** | **0** | **0** | **0** | **0** | **50** |
| *Total (%)* | *86%* | *14%* | *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:

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

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

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:** **100%**

**Percentile Rank:** **100TH**

0%          50%          100%

Lower | Mid

0%                                    **100%**
*N* Score                            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 100th percentile means your practice scored above 100% of all practices.

## Practice Score: 'Recommended' Comparison



**■ 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 | 84% | 89% | 92% |
| Bensham Family Practice | 100% | 100% | 100% |

### Gender

**All Practices**

**90% 90%**

**Bensham Family Practice**

**100% 100%**

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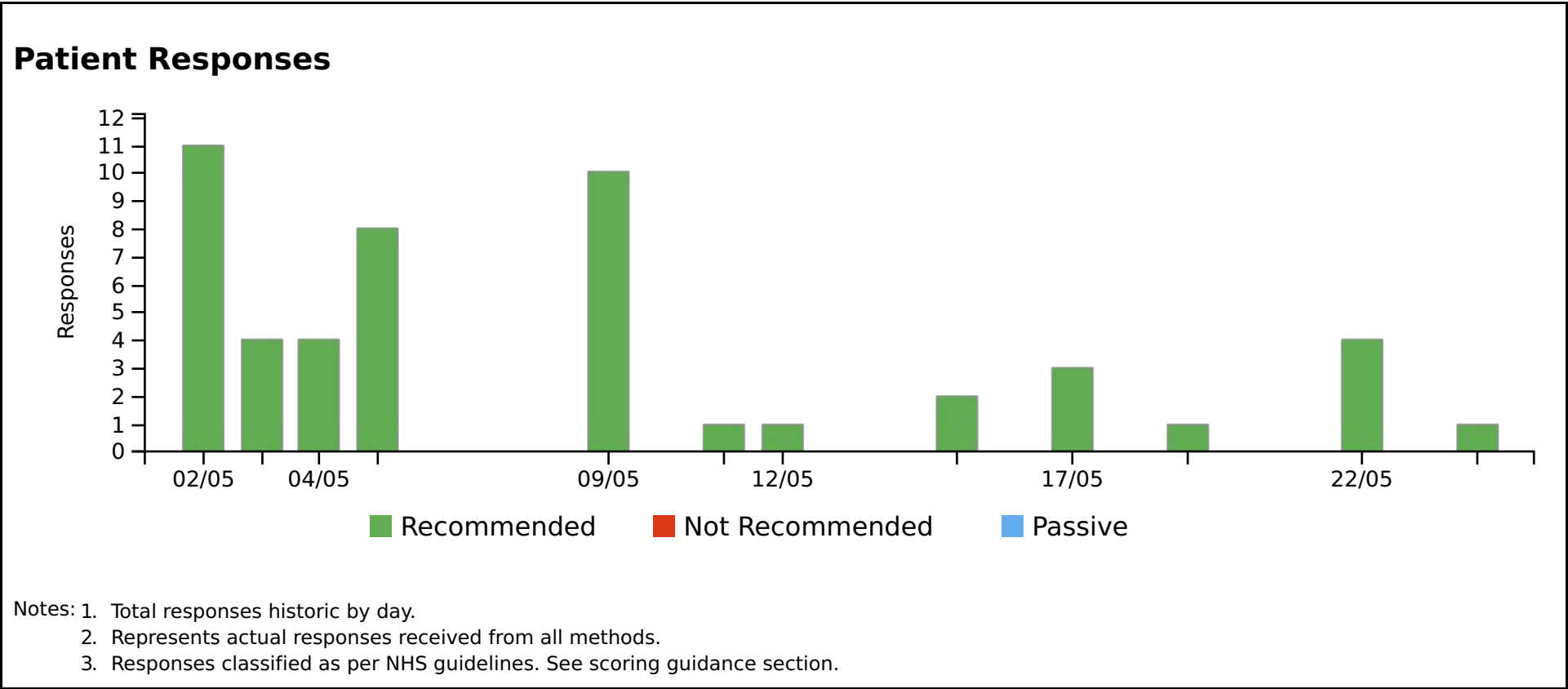2. Score calculated as per NHS requirements. See scoring guidance section.

## Practice Score: Day of the Week Analysis



**■ 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

Tag Cloud

| | |
|---|---|
| Reception Experience | 7 |
| Arrangement of Appointment | 4 |
| Reference to Clinician | 9 |

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.

excellent  secondly  entering  clearly  polite  professional  always  efficient  positive  properly  able  late  quick  calling  ready  lovely  quite  well  much  past  happy  efficiently  good  overall  actually  now  running  ever  easy  helpful  effective  great  really  respectful

## 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

✓As always
✓*Because I was well pleased with the service of the receptionist and Jill nurse practitioner whether I needed a house x call thank you*
✓Friendly advice with the lovely nurse medication to help my symptoms
✓*Staff and nurse practitioner polite. Good effective service received*
✓coz they r very good in the care that i recieve from all of them
✓*I am always able to get an appointment from calling up first thing when it opens, receptionists and doctors all help you as much as they can*
✓Because u asked me a quastion and i answerd
✓*Always helpful*
✓Prompt and quick as I work nites
✓*Jon explained everything to me in a way that made me understand it properly*
✓Got appointments quite quick
✓*I was happy with the service provided*
✓Very helpful an understanding plus give really good advice an very polite
✓*Reassured me explained clearly no Issues and let me know any problems with my chest again contact the surgery*
✓Friendly prompt and efficient thank you
✓*Friendly and great interaction we had. Easy communication.*
✓Always been very good with me ,x now when I need them there their for me
✓*Had to wait past my appointment time.*
✓Very helpful and professional
✓*I was given much more information and assistance than ever before.*
✓The service I received today was excellent
✓*Jill was lovely and actually help me with my problem*
✓Yes from reception always very helpfull polite ready to help if they can nurses same gave 100per cent to doctors I've been with surgery all my life always best treatment
✓*My experience there has always been good and positive*
✓From entering the practice staff were friendly and nurses were very helpful
✓*Polite proffesial staff always prepared to listen and advise*
✓Every time I have had a problem it has been dealt with efficiently
✓*ALL QUERIES ANSWERED AND EXPLANATIONS GIVENPROFESSIONAL AND FRIENDLY*
✓Because the medicine prescribed to me has helped my condition to get better secondly i share any problems related to my disease with my doctor . He answers all my questions with respect and well and they consider the best decisions for my treatment . thank you from you
✓*The doctors are very good and all the staff are friendly*
✓Because the service was very good
✓*Very polite, and respectful of my needs*
✓Efficient service, good recall system.
✓*Appointments were running late but good overall*
✓I thought it was

### Not Recommended

### Passive