

FFT Monthly Summary: June 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	7	1	1	1	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: 106

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	40	7	1	1	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	40	7	1	1	1	0	50
Total (%)	80%	14%	2%	2%	2%	0%	100%

Summary Scores

94%

4%

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/>

SECTION 3
Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: 94%

Percentile Rank: 70TH

0%50%100%

0%
Low Score

Mid

100%
High Score

94%

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 70th percentile means your practice scored above 70% of all practices.

Practice Score: 'Recommended' Comparison

Date	All Practices	Bensham Family Practice
01/06	90%	90%
05/06	90%	100%
09/06	90%	100%
14/06	90%	5%
19/06	90%	100%
21/06	90%	100%

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%	97%	88%

Gender

All Practices

90%

90%

Bensham Family Practice

92%

96%

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

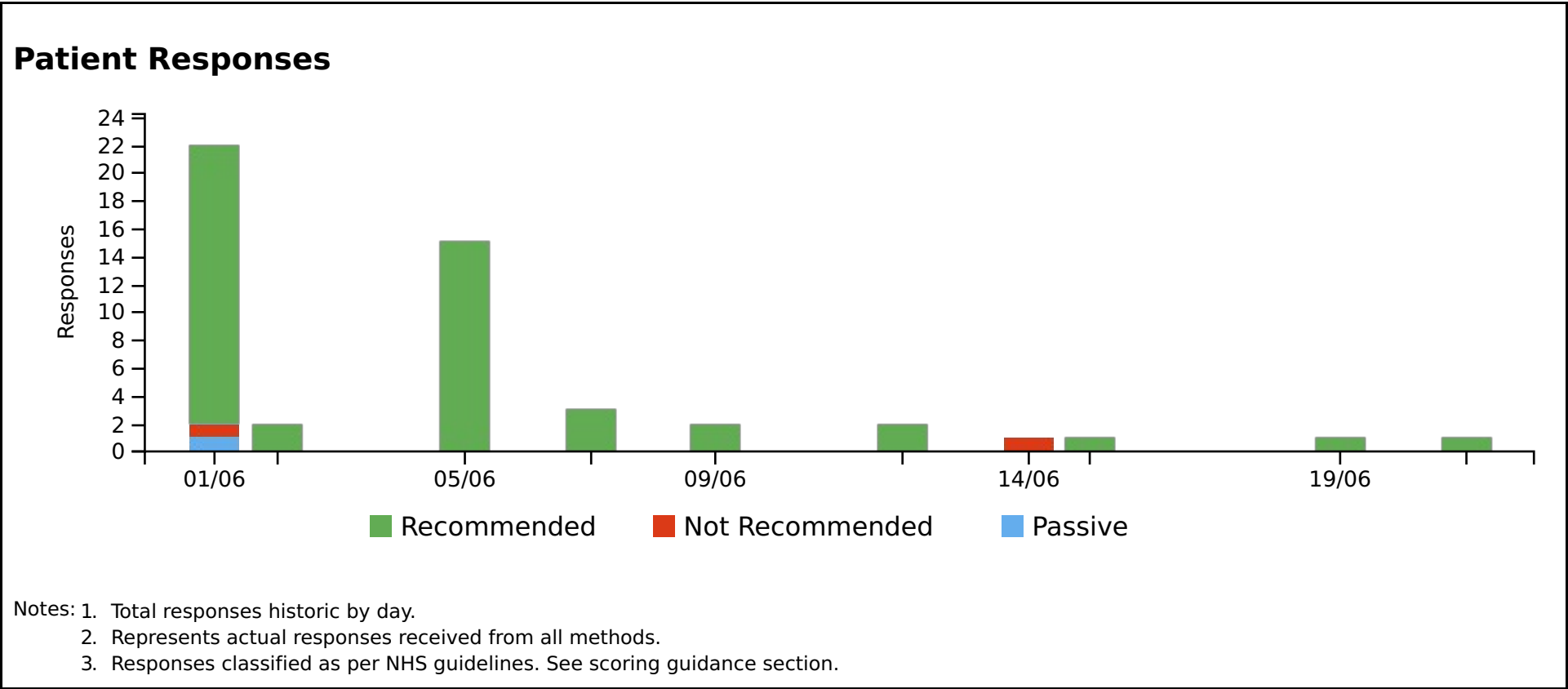
Practice Score: Day of the Week Analysis

Day	Recommended	Not Recommended
Monday	100%	0%
Tuesday	80%	20%
Wednesday	90%	5%
Thursday	100%	0%

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	9
Arrangement of Appointment	9
Reference to Clinician	12

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.

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

- ✓No I'm lying in the sun at this time
- ✓The reception staff are always friendly and helpful. I have never had any problems getting appointments. I was seen today very quickly and efficiently. The service for me has always been very good.
- ✓Happy with the call
- ✓I always get good treatment or information
- ✓It was easy to get though to reception and make an appointment. doctor was helpful and informative.
- ✓The doctor listened to my concerns and was very thorough in her assessment. She was very friendly and approachable
- ✓Have been to Surgery a few times over the last few weeks and can't fault the service
- ✓Felt heard and had a very positive experience with outcome with DR Roberts
- ✓Very helpful staff. Appointment spot on.
- ✓Appointment was not rushed Felt I was talked with and not at
- ✓Excellent practice to be with, been pt for 40years
- ✓Always receive good experience at the practice, but often delayed. I booked in 7.45 due to work commitments, but delayed 10 minutes
- ✓Good helpful understanding discussion with GP
- ✓Brilliant service from the notifications to the reception. Practice nurse I saw was fantastic.
- ✓Everyone was excellent as usual
- ✓Took time to talk to and calm down an anxious patient
- ✓Seems to be run efficiently and you're health looked after
- ✓Fast diagnosis
- ✓Doctor went into detail and very helpful Receptionist very welcoming and cheerful
- ✓Pleasant helpful reception staff and nurse was amazing with my little girl having her pre school booster made it as pleasant and comfortable as possible thank you
- ✓Superb sevice as always All staff very helpful and pleasant
- ✓I find when I've got an app everyone is very nice
- ✓My appointment was late by 15mins,apart from that it was very good as it usually is.
- ✓I was seen to very quickly
- ✓Excellent service from reception to doctor .
- ✓Nurse who I saw for blood tests today was very nice, appointment was on time and didn't take long.
- ✓Satisfied with the service
- ✓He list a lot and give sounds judgment to manage/ resolve and health concerns.
- ✓Only problem was appointment time was 10:45 but did not see doctor until 11:10 otherwise everything was great
- ✓I would've given a higher score if making an appointment was easier than what it is.
- ✓The doctor was absolutely amazing he listened to me he was caring and also new exactly what I needed also very polite
- ✓Felt staff very supportive and helpful.
- ✓Good response and fantastic service. Nice people around

Not Recommended

- ✓The appointment was near enough on time. Dr Roberts is always very polite, courteous and professional.

Passive

- ✓50 mins. wait. 5mins chat.