FFT Monthly Summary: August 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: 156

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:

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

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

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% — N Score

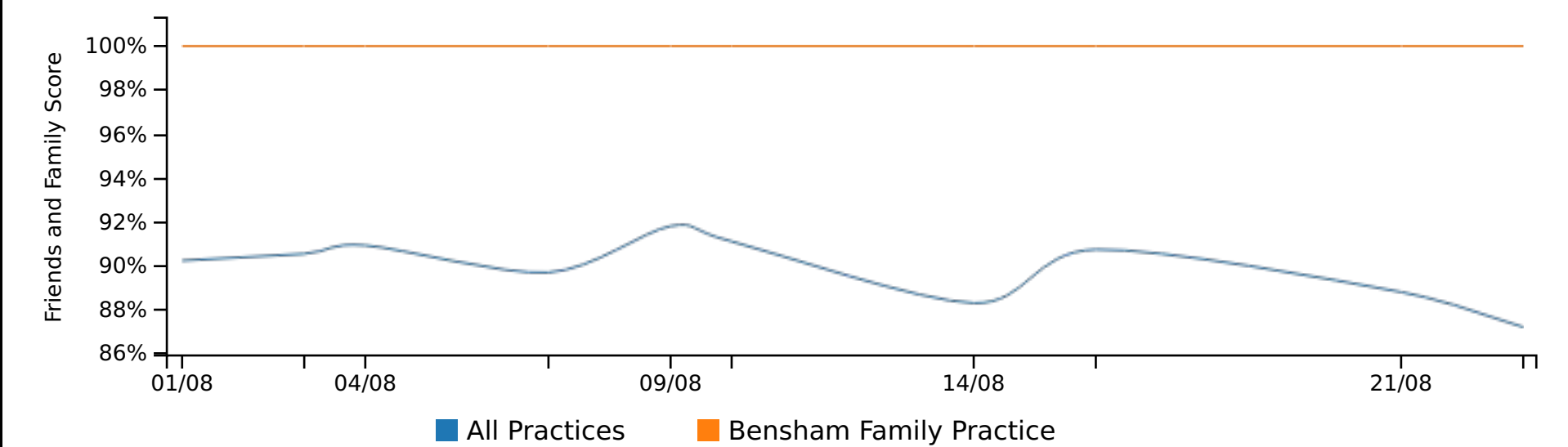**100%**
High Score

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

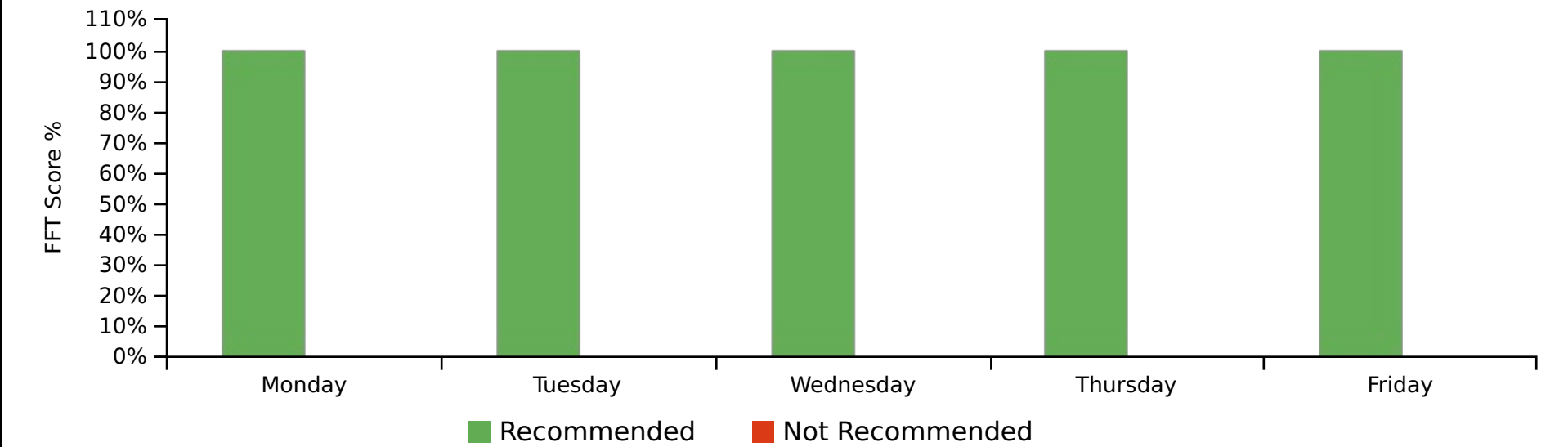|	< 25	25 - 65	65+
All Practices	85%	89%	92%
Bensham Family Practice	100%	100%	100%

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.
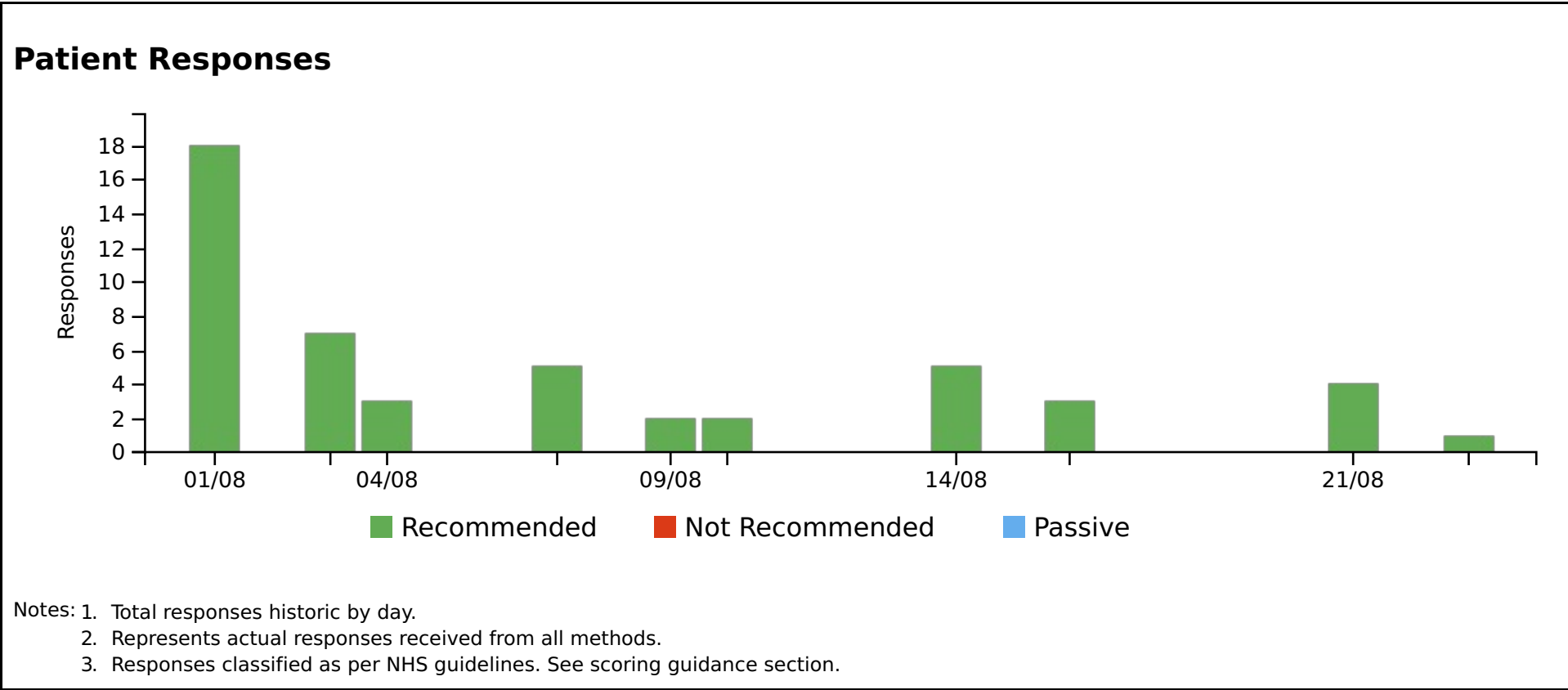

Practice Score: Day of the Week Analysis

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.

SECTION 5
Patient Free Text Comments: Summary

Thematic

Reception Experience	8
Arrangement of Appointment	4
Reference to Clinician	8

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

✓Please and caring staff, nurses, practitioners and doctors
✓*Rang up at 8 this morning & got appointment for 11. So it was good*
✓Efficiency
✓*bcoz wen i ring up i always get a polite answer and prompt appointment if needed*
✓The receptionist is always friendly and Sarah Ellis is always lovely and kind when I have my bloods done
✓*Because you sent an SMS, asking me.*
✓From the moment you enter the surgery you are greeted by friendly reception staff. GPs and nursing staff are very pleasant and informative and make you feel at ease, nothing is a bother to them.
✓*Because i thought it's still not back to what it used to be going to see your GP*
✓Yes recepist very polite helpfull always there to help nurse pip excellent always makes you feel relaxed lovely personally
✓*GP practice nurse very good when I asked questions they explained everything to me with satisfaction*
✓Got in straight away. Staff helpful and polite.
✓*Because they great with every thing*
✓Informative and good communicator
✓*Was only in five minutes and seen to before my appointment time*
✓Put things into perspective
✓*Jill was very good, engaging, listening and understanding*
✓Because my doctors nurses excellent service everytime I attend
✓*Because I got treated with respect and dignity thought the staff listened and understood me and give good advice.thanks*
✓Everyone very professional and caring made to feel relaxed
✓*Great receptionists and lovely nurses/doctors*
✓Jon is always helpful and 8nformed and the online booking is easy
✓*Prompt quick service*
✓People in the surgery are helpful and whenever I call they talk to you as if they have known you for years. Can't fault them.
✓*It's been a very long time since I have been able to get an appointment to see a doctor or nurse*
✓Delayed 15 minutes
✓*Service was prompt and very helpful*
✓Very good app
✓*Felt they have listened to my concerns and seen my children when needed*
✓Very helpful and pleasant staff
✓*Person I spoke to was very professional and attended to my needs thank you*
✓Overall every time I've been or phone good response
✓*Staff are very helpful and pleasant*
✓Just feels like they are really looking after there patients
✓*Very helpful and quick*
✓Very helpful
✓*Dr roberts. Very sympathetic to what I've been going through and very attentive*

Not Recommended

Passive