

# FFT Monthly Summary: September 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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

Surveyed Patients: 143

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: 75TH

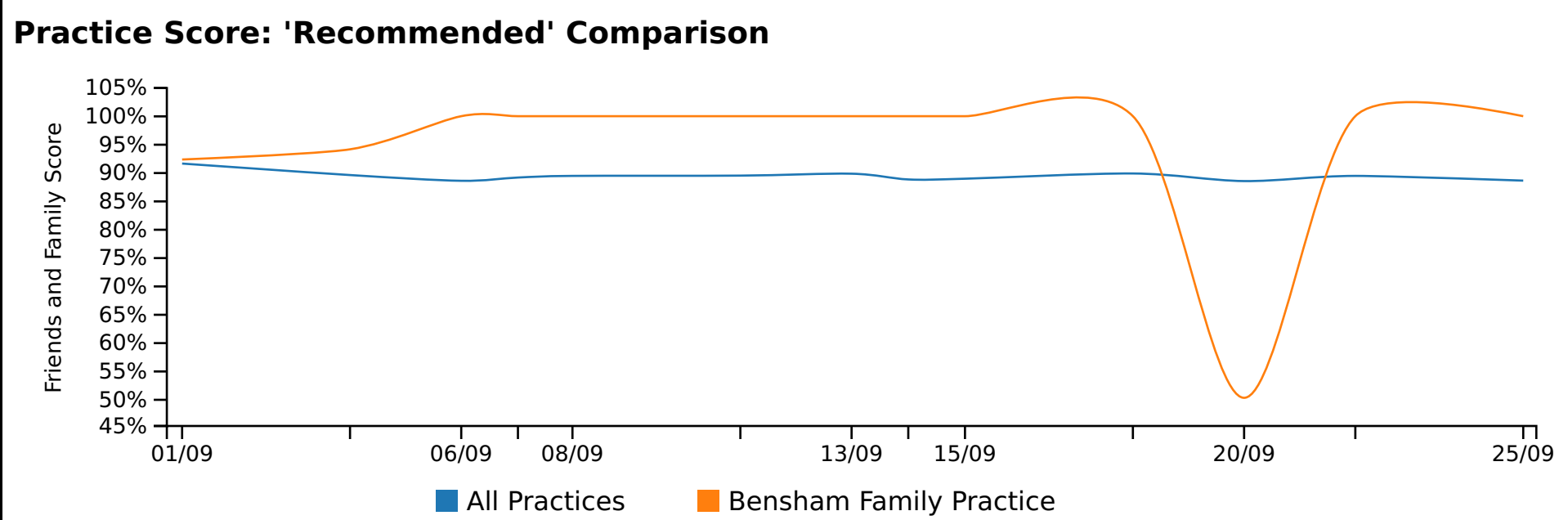
0%50%100%

0% Score

LowerMidHigh Score

94%100%

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 75th percentile means your practice scored above 75% of all practices.



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%	93%
Bensham Family Practice	67%	92%	100%

Gender

All Practices

90%

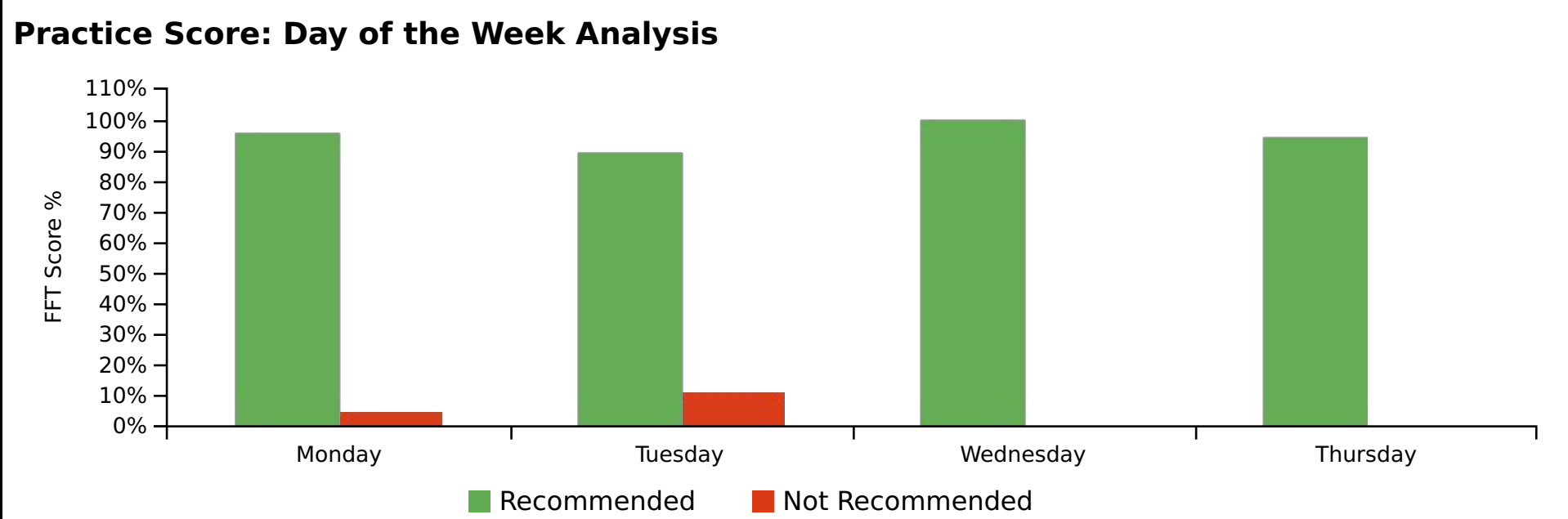
90%

Bensham Family Practice

96%

92%

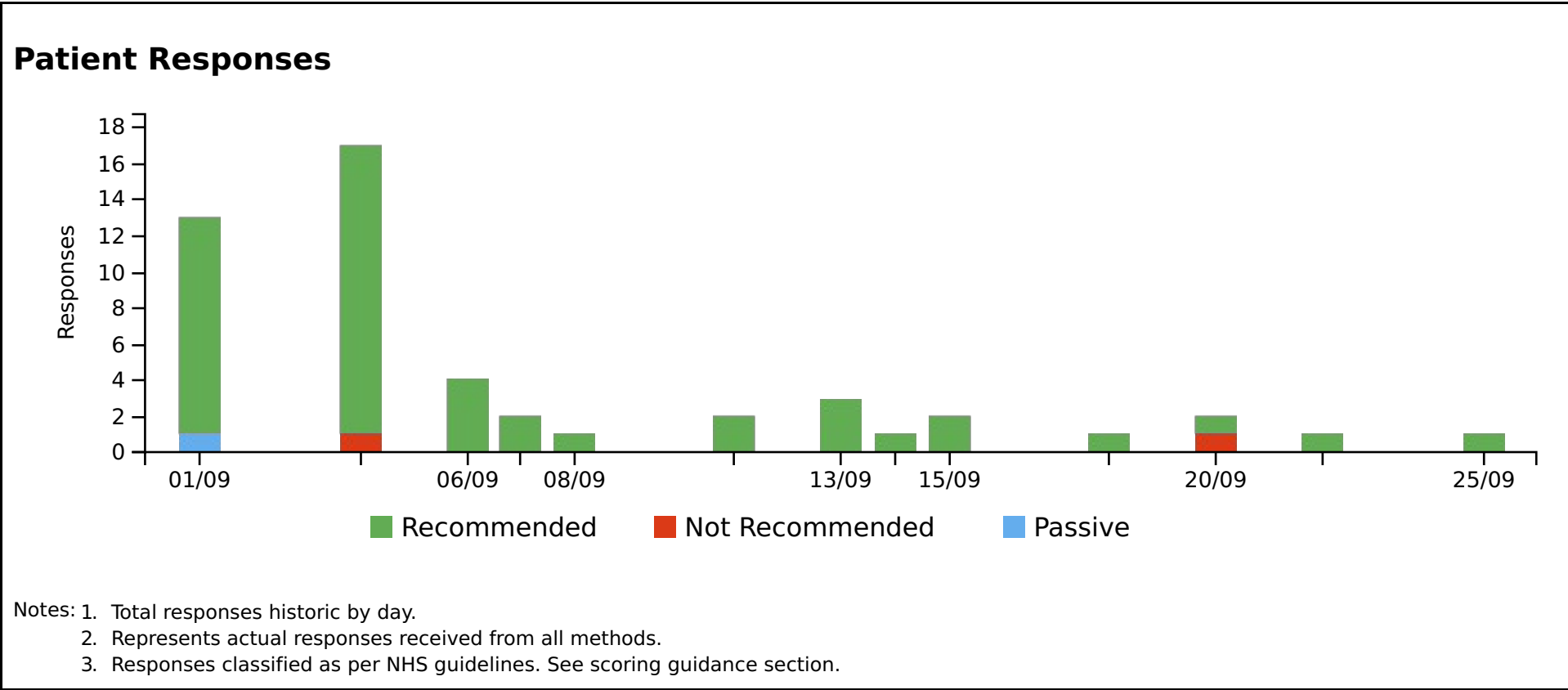
Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.



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

Tag Cloud

Reception Experience 10
Arrangement of Appointment 7
Reference to Clinician 15

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.

friendly, happy, fantastic, excellent, quickly, professional, good, always, helpful, efficient, medical, struggling, thorough, lovely, polite, going, smoothly, caring, empathetic, prior, incredibly, courteous, including, professionally, positive, forward, away, staying, truly, sore, carefully, ever, just, late, well, also, nice, quick, telling, clearly, informative, clinical, thoroughly, easy, clear, personal, however, regular

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

- ✓Because that was the answer that I related too of all the other options, It's not because I enjoyed going there because as you may well know I hate the place with a passion ,( Phobia) However that does not take away from the service
- ✓I find the staff helpfull.
- ✓Yes, Pip was excellent & I had an appointment with Sarah the day prior, for a health check & she was excellent too.I've only ever received great service.Thank you.
- ✓Because the care and support from all staff at Bensham family practice is very good
- ✓Because I did!!
- ✓Reception team always friendly, professional and business like.My appointment was spot on time. The nurse practitioner knew what I had the appointment for. He explained clearly about blood results and why no further action was required. He also listened carefully to other issues and quickly suggested a way forward which we agreed yo. Again the appointment was handled in a professional abd empathetic way .
- ✓Very helpful reception and good doctor response
- ✓I have just had a Medications Review & I found it to be very thorough & questions I had were all answered & good advice was given .
- ✓That's what I think the servos desirved
- ✓The reception staff are fantastic always trying to help me no matter what. Dr's are fantastic too .
- ✓Good balance between personal and professionalism
- ✓Everyone was friendly and doctor listen to me and was quick and informative with my needs
- ✓Prompt appointment, good clinical service, and medical advice,
- ✓Everything went smoothly and Doctor very helpful
- ✓Dr explained everything thoroughly
- ✓Although appointment was 10 minutes late, the nurse specialist was incredibly helpful, courteous & clear in their explanation and acted very professionally throughout.
- ✓Dr listened to me and my concerns
- ✓Because I have find it very friendly and caring and good listener to my health care
- ✓Reception/admin, nursing and medical staff provide an efficient caring service which is second to none.
- ✓Because I got attended quickly
- ✓On time appointment friendly receptionist
- ✓Nice staff on the phone and when you go in and efficient I was in and out no problems
- ✓I always like Dr.Roberts of Bensham. He is a great doctor and truly shows concerns to all of his patients including myself.
- ✓Because the staff was very professional and happy.
- ✓Just had bloods taken no problems
- ✓Because you asked me to. Also I was pleased with doctor I saw - she was lovely. Shame she's not staying !!!!!'
- ✓Because you asked
- ✓Because you asked the question
- ✓Everyone very efficient and professional
- ✓Very good
- ✓Very satisfied with nurse who was very professional
- ✓Dr Roberts called when arranged and was very helpful in telling me about my liver problem and what was going to be done such as regular blood tests
- ✓I have not been to the bensham clinic since 2003 not needed too ... and mrs s Ellis was good to talk to and easy and explain all I needed to know
- ✓Because as always I received very positive response and great advice.
- ✓All of staff and the reception team are friendly polite

Not Recommended

- ✓Can always get appointment but not happy with what dr has said about me son as he has sore throat struggling to eat food and was told to let it run it's cause not happy

Passive

- ✓35 minute wait after my appointment time first time this week. Second appointment 25 minute wait after my appointment time.

