

FFT Monthly Summary: January 2024



Bearsted

Code: G82074

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
83	14	2	0	1	0	0	0	0	100	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:

237

Responses:

100

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	83	14	2	0	1	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	83	14	2	0	1	0	100
Total (%)	83%	14%	2%	0%	1%	0%	100%

Summary Scores

97%

1%

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:97%

Percentile Rank:90TH

0%50%100%

0%
Low Score

Mid

High Score

97%

90TH

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 90th percentile means your practice scored above 90% of all practices.

Practice Score: 'Recommended' Comparison

Date	All Practices	Bearsted
02/01	91%	98%
05/01	90%	100%
08/01	90%	88%
10/01	90%	100%
12/01	90%	100%
15/01	89%	100%
18/01	91%	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%	90%	93%
Bearsted	100%	98%	95%

Gender

All Practices

90%

90%

Bearsted

93%

100%

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

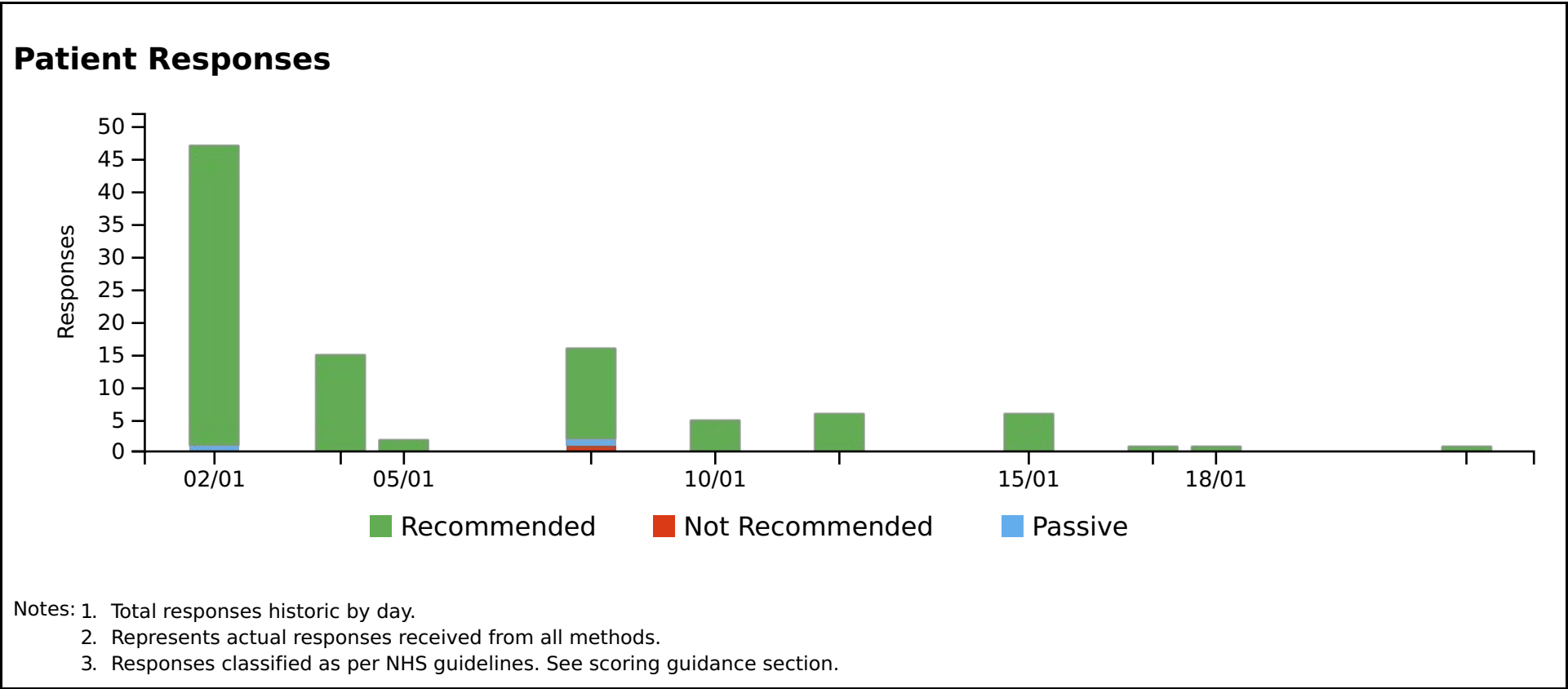
Practice Score: Day of the Week Analysis

Day	Recommended	Not Recommended
Monday	92%	8%
Tuesday	98%	0%
Wednesday	100%	0%
Thursday	100%	0%
Friday	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	5
Arrangement of Appointment	23
Reference to Clinician	29

Notes: 1. Thematic analysis for current reporting month.
 2. Thematic analysis covers the most discussed themes by analysing sentence fragments 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

- ✓ Because the last few times I have contacted the drs I have either had a quick response, a phone call or an appointment and it has felt that someone is listening to concerns. Thanks
- ✓ *Efficient, friendly service on time.*
- ✓ Both doctors, nurses and reception staff have always been so nice whenever i have had to come down to the surgery.
- ✓ *All went well & seen on time .*
- ✓ Because it was easy to book an appointment, saw the GP the same day and the prescription was sent online to the pharmacy for collection later in the day.
- ✓ *Nurse was on time and informative*
- ✓ Because we were seen within 2 hours and the dr was brilliantly and prescribed antibiotics and made other arrangements for both my child and myself.
- ✓ *Every aspect of my visit was very good*
- ✓ Great service, convenient early appointment
- ✓ *Appointment went smoothly, my questions were answered thoroughly, nice friendly manner*
- ✓ Because the nurse who saw me was friendly, helpful, and efficient.
- ✓ *Very good communication by receptionist on phone and helpful as well.. was seen by a nurse at first date possible and hardly any waiting time at the clinic before I was called through for my appointment*
- ✓ Dr Mortimer has been over and above in helping me with my issue.. he has listened, noted and been empathetic. He has kept in contact throughout and keeping his door open which is invaluable and very supportive. I always find the practice good but the service I have recieved over the past few weeks has been second to none. And the new technology has been good also.
- ✓ *I've been with the SURGERY many years and find them very helpful*
- ✓ Doctor was very thorough and helpful.Very pleasant young man.
- ✓ *I feel the online triage system works really well , I got an appointment easily and seen by the lovely paramedic emelia*
- ✓ Prompt response and thorough appointment
- ✓ *On time good service*
- ✓ I think i did. The nurse, miss Rosie was very professional and helpful re - medication and all areas of health and welfare. The young lady in the dispensary was also very helpful and knowledgeable re- medication.
- ✓ *The new online triage system is very efficient.*
- ✓ On time, professional, no fuss and helpful with my queries
- ✓ *Quick, easy, and very polite.*
- ✓ Doctor was very thorough and reassuring. Appointment was prompt
- ✓ *Quick and informative.*
- ✓ It was excellent service
- ✓ *It was just a straight return all over and done in a couple of minutes*
- ✓ I was triaged to speak with Dr Richardson. I raised 3 different concerns of mine with him, and he was extremely patient and helpful. He arranged for me to have an investigative blood test, which I had with Nurse Moss this morning. The appointment was punctual, and she was really friendly and efficient. Well done!
- ✓ *On time & a lovely nurse.*
- ✓ Very quick response to the online form I completed. So pleased to have been able to get a face to face appointment today.
- ✓ *Quick response to inquiry*
- ✓ In and out very quickly
- ✓ *The appointment ran on time, I felt I had the physios full attention and was not being rushed. I only had to wait about 10 days for the appointment but Xmas was in between. He has now referred me for MRI scan today which is great.*
- ✓ Super responsive, Dr Yawson was great, empathetic and had a lovely way with my son. The new triage system and online appointments is slick. Keep up the great work! Ps could also see the years of experience and care that has been built up between one of the doctors (I think Dr Mortimer) with an elderly patient in the waiting room. It was lovely to see.
- ✓ *Appointment on time, and nurse very effective.*
- ✓ On time, friendly and helpful when I needed to book another appointment.
- ✓ *Phone was answered promptly. The lady was polite and efficient as well as very helpful in rearranging an appointment for my elderly mother*
- ✓ Miss Squires was friendly, quick and efficient. Great customer service!
- ✓ *Lucy was very helpful today*
- ✓ Very thorough and understanding
- ✓ *Very helpful and explained everything*

- ✓Lovely doctor thorough examination and quick response
- ✓*Good staff, professional attitude and clear communication.*
- ✓Doctor was on the ball
- ✓*Very good discussion about options of physio and mri scan etc*
- ✓Appointment relatively easy to book. Doctor was very attentive and provided good advice as to the way forward.
- ✓*I was seen very quickly by a polite and friendly nurse. I was in only having a blood test*
- ✓Didn't have to wait long. Got seen to with a cheerful smile. My B12 jab was administered immediately and my next appointment confirmed go be arranged. In and out very quickly.
- ✓*That is my feeling,and up to now ,I always been treated well mannered and ,we're good respectful.thank you M.Gomez*
- ✓Dr Mortimer was amazing with my son, really made me feel at ease and he really wanted to help him and made sure he looked really into the problem and even said he would see him everyday just to make sure he's okay!
- ✓*I was able to book an appointment for the same day.*
- ✓Good service and advice from the nurse
- ✓*Good treatment and kindness ,Thank you very much*
- ✓It was very good
- ✓*You listen. We are involved in decisions made about our care. The triage system has worked well for us and we have been able to access timely appointments.*
- ✓Yes. Everything was v efficient, welcoming and professional. 1st class practice.
- ✓*Was all good. As should be*
- ✓Very good
- ✓*Very quick & efficient online triage service, thank you*
- ✓Excellent service. On time and blood taken very efficiently. Parking was even very quick today.
- ✓*Efficient, friendly, thorough and caring*
- ✓Appointment was a little late. I would have preferred to answer when I knew I had my results easily.
- ✓*Always on time, staff are very caring*
- ✓Pharmacist booked appt to check on cholesterol - all on time - friendly nurse
- ✓*Very helpful & Friendly staff*
- ✓Lucy was very good taking a sample of my blood and made me feel relaxed.
- ✓*Because it was*
- ✓Prompt contact by text after form completed and able to see the Paramedic Practitioner the same day. Emilia was very good with our daughter and diagnosed promptly. Great service today, thank you.
- ✓*Lucy is brilliant and such a fantastic support*
- ✓My nurse I had was very helpful
- ✓*The Nurse I saw for my blood test today was lovely. Very welcoming, professional and very proficient at taking blood.*
- ✓Efficient with reminders and confirmations.
- ✓*On time, efficient and happy people*
- ✓Always helpful and caring.
- ✓*Face to face doctors appointment provided in approximately an hour and took place the same afternoon. Doctor's appointment was impressive and action arranged at once.*
- ✓Fast, helpful service & same day appointment
- ✓*Really quick reply to my medical issue and offered a face to face appointment this Friday*
- ✓The nurse Meg is lovely, made sure I was happy to have the procedure and did it nice and quickly. She always checks in case there is anything else that needs doing while I'm there and I feel listened to and respected.
- ✓*Quick response*
- ✓Nurse very pleasant

Not Recommended

Passive

- ✓Original appt cancelled. Doctor Mortimer was very good however.
- ✓*Haven't been impressed from the recent quality of care from the practice regarding my family's medical issues*