

FFT Monthly Summary: February 2024



Bearsted

Code: G82074

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
79	9	7	3	1	1	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:

244

Responses:

100

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	79	9	7	3	1	1	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	79	9	7	3	1	1	100
Total (%)	79%	9%	7%	3%	1%	1%	100%

Summary Scores

88%

4%

8%

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:88%

Percentile Rank:35TH

0%50%100%

0%100%

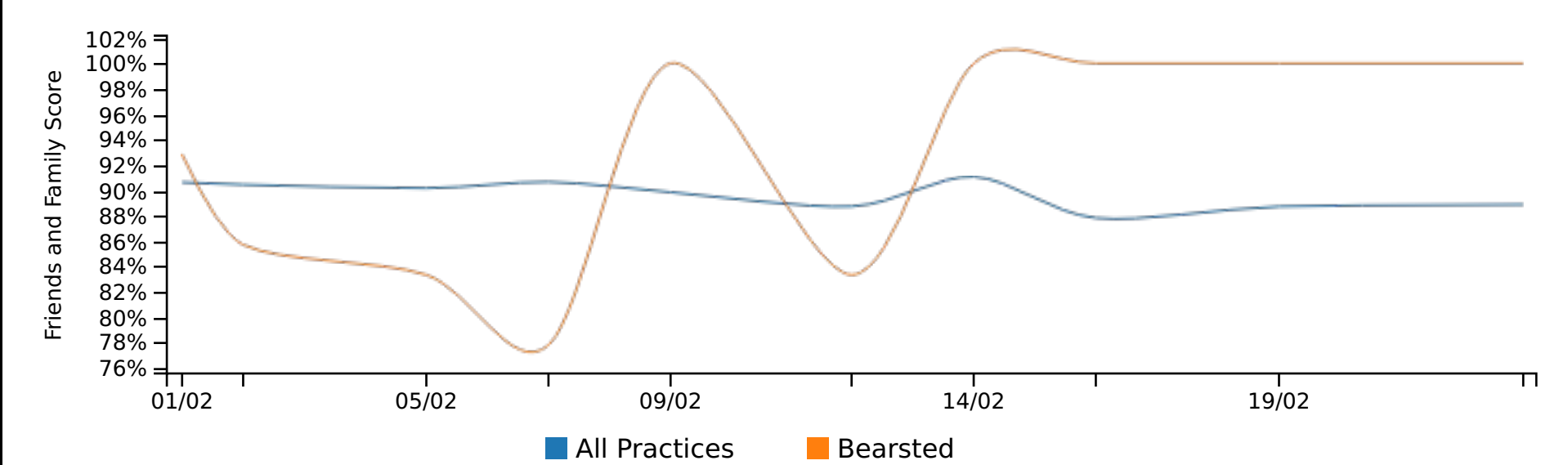
LowerMidHigh

ScoreScore

88%

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 35th percentile means your practice scored above 35% of all practices.

Practice Score: 'Recommended' Comparison



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%	93%
Bearsted	94%	84%	90%

Gender

All Practices

90%

90%

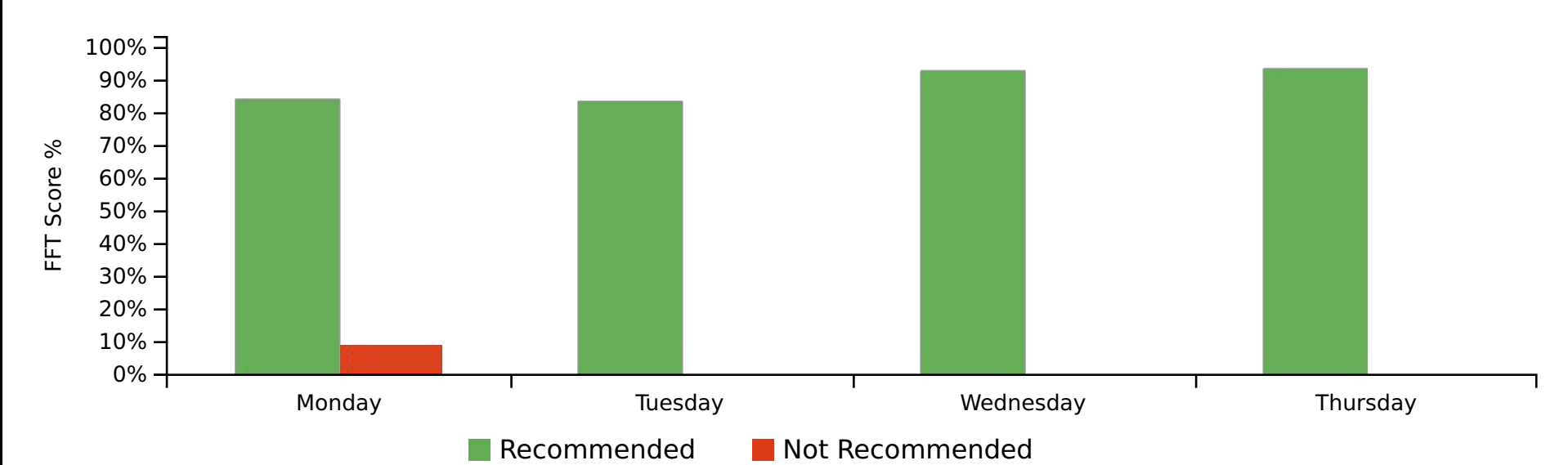
Bearsted

79%

93%

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

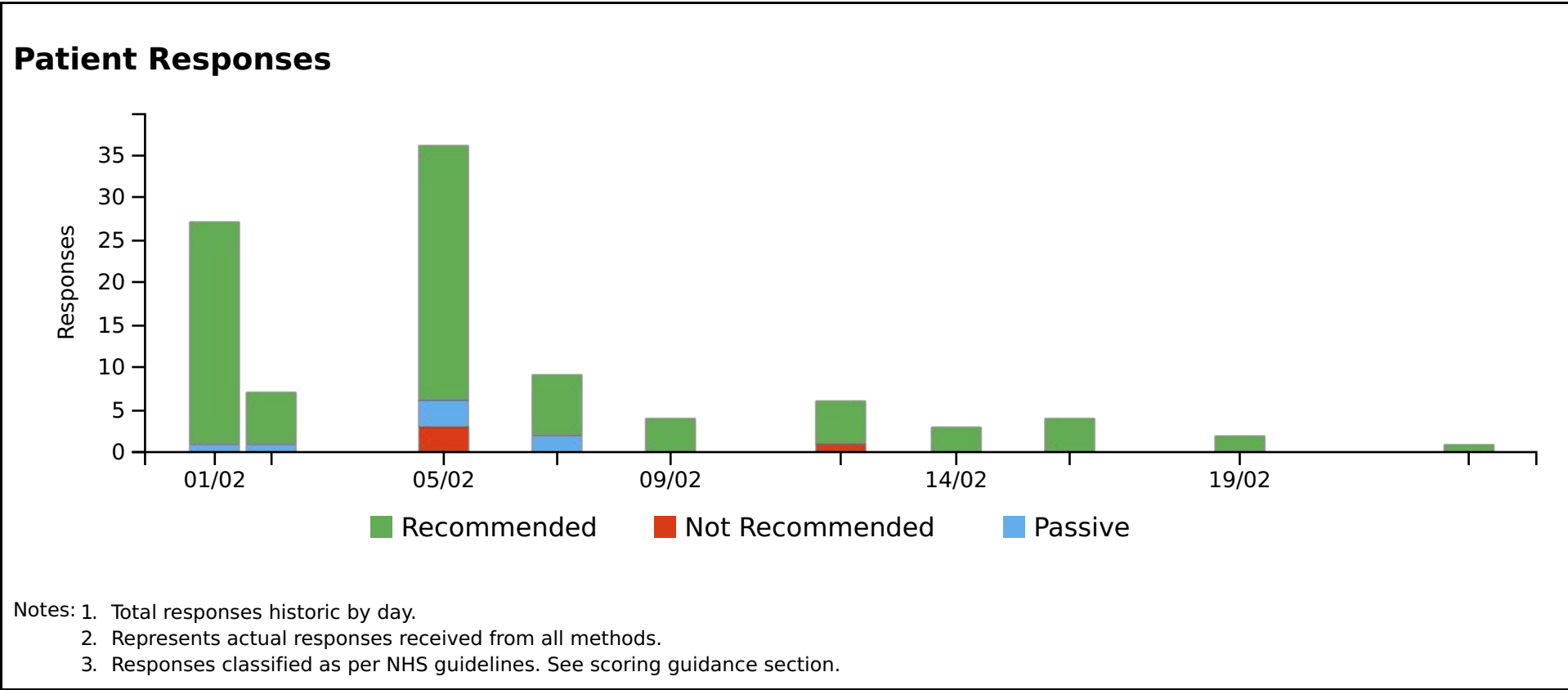
Practice Score: Day of the Week Analysis



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	7
Arrangement of Appointment	19
Reference to Clinician	26

- 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 t r helpfull x
- ✓ *Good service*
- ✓ My problem my solved and my dr was extremely helpful, kind and accommodating
- ✓ *I had a lot of issues to discuss with doctor and she was so accommodating, listened and dealt with each issue for me. Bearsted is the best medical practice I have ever used. You all do a great job and thank you*
- ✓ On time and polite
- ✓ *Because it is a very good and professional practice*
- ✓ The telephone waitThe appointment and the visit was very good
- ✓ *Dr Mortimer understanding and took time to listen*
- ✓ It's very helpful for us
- ✓ *Good service and compassionate*
- ✓ Dr Mortimer was friendly, approachable and caring. He surveyed my ankle injury and gave positive next steps. All the gps I have met at my short time at Bearsted have been lovely along with the reception staff also. Thank you.
- ✓ *Dr Moss was running on time. She gave me plenty of time to discuss my symptoms and came up with a sensible plan to go away with. Very happy with my experience. Thank you Dr Moss.*
- ✓ It's a well run surgery. No fuss. Appointment system works well, great Availability for patients. Polite/welcoming surgery.
- ✓ *Expect it is the way the surgery has to be run these days*
- ✓ To get GP appointment and prescription easy.hospital referral smoothly.receptionists are problems solving. Atmosphere friendly
- ✓ *The nurses were excellent*
- ✓ Easy to go online for initial triage but had to wait a long time for appt. Apt didn't really help with any pain x x
- ✓ *My appointment was on time, the nurse was professional and maintained my privacy and dignity whilst being friendly and approachable.*
- ✓ The midwife and the midwife trainee were kind and helpful. We went through all my questions, one by one, with no rush. Great experience overall.
- ✓ *Dr Mortimer was brilliant as usual and I didn't have to wait too long.*
- ✓ I was seen before my appointment time, the practitioner was extremely welcoming, compassionate and answered all my questions. She also arranged for me to be referred to ENT.
- ✓ *Happy with my appointment on time*
- ✓ Dr Wani was very knowledgeable and gave me good advice. Very pleasant person too
- ✓ *Very impressed with the Assistant Nurse who took my blood sample. She explained the process and next steps very well.*
- ✓ Completed online triage got an appointment very quickly
- ✓ *Caring GP, fast service*
- ✓ It was efficient, timely and nurse Gaia was great
- ✓ *I was late for my appointment and the receptionist helped me to see the nurse a little later. The trainee nurse was very efficient and nicely engaged in conversation, accepting my apologies also!*
- ✓ Very kind staff very helpful and reassuring specially when it comes to children
- ✓ *Most of my concerns were looked at but not resolved yet.*
- ✓ Good staff at the practice. Doctor understood my concerns and fully explained my condition and implications to me. Result, peace of mind.Thank you
- ✓ *I received prompt response to my concerns.*
- ✓ Nurse Megan was fantastic! Absolutely amazing, so friendly and explained everything very clearly. She was gentle and compassionate, and deserves a special mention so please let her know she is wonderful. The reason I havent said 5 is because my appointment was at 8am but I wasn't seen on time which was frustrating given it was so early on in the day (and delays aren't expected that early).
- ✓ *Quick appointment booked and friendly doctor*
- ✓ All went well and Zoe was brilliant with my blood test
- ✓ *Nice people, no pain, quick*
- ✓ It was on time, the appointment efficient.
- ✓ *Efficient and friendly*
- ✓ Because it was very good
- ✓ *Appointment on time and completed pleasantly and efficiently*
- ✓ Triaged and seen quickly.
- ✓ *Very happy with the speed of response and communication*
- ✓ Very good

- ✓ *Treatment has worked very well and appointments were arranged at very suitable times.*
- ✓ Same day appointment, on time and great staff
- ✓ *Excellent Doctor who has been seeing my husband...*
- ✓ Triage system is great and very quick response
- ✓ *The doctor was very pleasant and reassuring. There had been a muddle as I should have seen a nurse for my blood test but he said he'd do it so I didn't have to come back again.*
- ✓ Was pleased to be seen at short notice with having to fly out of the country
- ✓ *Zoe Plummer always a smile has been attending my left leg since before Christmas. Thank you.*
- ✓ Good practice
- ✓ *Lovely lady*
- ✓ Early appointment, looked after as I was early and as usual Zoe my nurse was charming.
- ✓ *Dr Warren was very helpful*
- ✓ Zoe was very friendly which made the experience pleasant. For me it was down to Zoe's welcoming and friendly personality.
- ✓ *Because I always get a quick response. I have always been given an appointment for a doctor/paramedic to see my child. They have always been professional and made me feel comfortable.*
- ✓ Was seen quickly and Lucy was polite and helpful
- ✓ *After filling in a triage form I received a face to face appointment. This was on time and the doctor was very good. He listened to me, and took time to explain the change in medication. Overall an excellent experience*
- ✓ The service I get from BMP is always so swift and well organised as well as being greeted by friendly faces who are willing to help.
- ✓ *Good Efficient service*
- ✓ The paramedic doctor/nurse Emilia is fantastic always helpful and understanding.
- ✓ *I /very good*

Not Recommended

- ✓ *Because I specifically asked for a phone call response and received a text instead, which I did not receive until after the appt time on the text. Having then rung the surgery and promised a call back, I received another text advising that no appt could be made for me today. Not at all happy.*
- ✓ *Yes*

Passive

- ✓ *Because generally they are very good but the triage system is not very user friendly. It's sometimes extremely hard to see a doctor when you need to*
- ✓ *I meant to press 2 but hit 3, normally pleased with the service*
- ✓ Blood test was fine but had to wait over 10 minutes. Also when I arrived the front doors weren't open so had to go to side door and the lady who grme was so rude. Made me feel uncomfortable. She then went to check without a word to me then came back and said they are open now and slammed the d was taught manners cost nothing and a bit of politeness is always nice. Just for the next person who is greeted in the same
- ✓ *Appointment on time, straight forward. Always confused why the surgery is empty, but car park full.*