

FFT Monthly Summary: March 2024



Bearsted
Code: G82074

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
76	18	2	1	2	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:
Responses:

238
100

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	76	18	2	1	2	1	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	76	18	2	1	2	1	100
Total (%)	76%	18%	2%	1%	2%	1%	100%

Summary Scores

94%

3%

3%

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

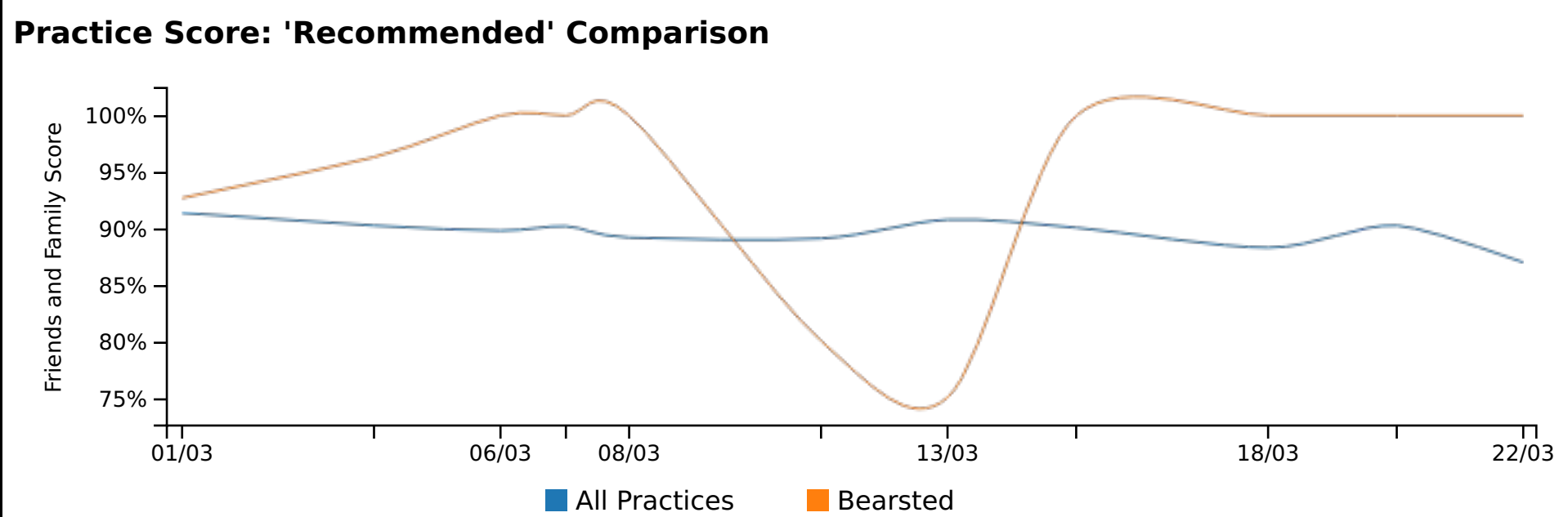
0%50%100%

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%
Bearsted	100%	98%	88%

Gender

All Practices

90%

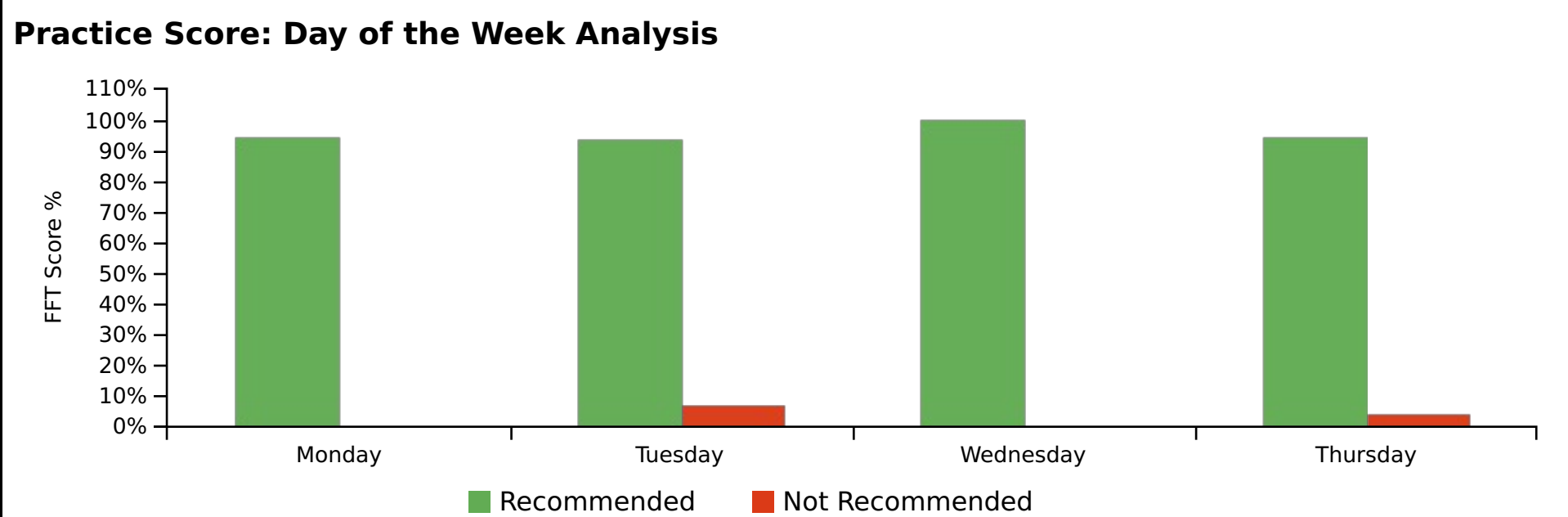
90%

Bearsted

98%

91%

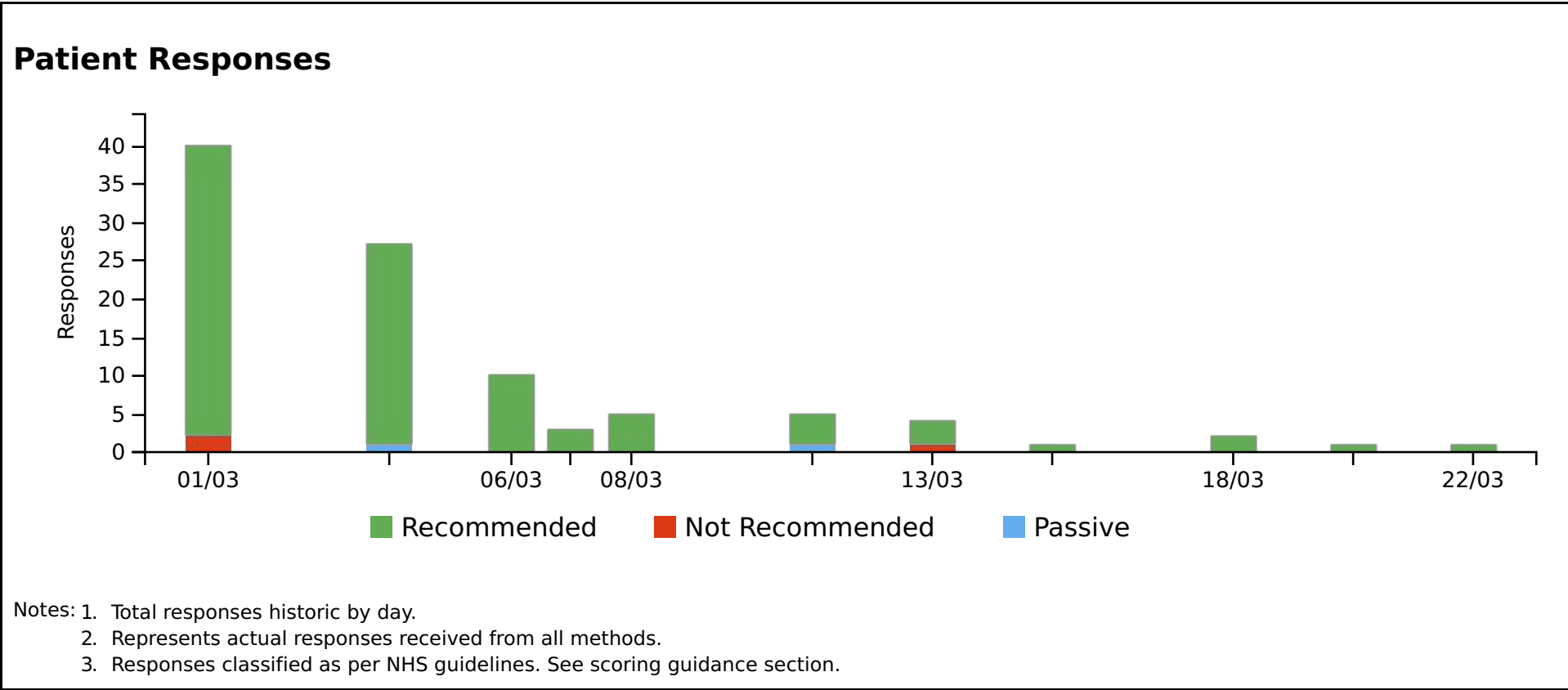
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.



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



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

- ✓Very good attitude and explanation by the GP I visited today. Overall not very happy with the Bearsted Surgery but some of the GP's / doctors working there are brilliant, this is the only reason I have good review.
- ✓Doctor Dolman was helpful and informative which helped me make a decision to start a new treatment . The appointment was also on time !
- ✓GPs are very approachable and holistic in their approach
- ✓Nurse Megan has to be the best nurse I've ever seen. She made me feel so calm and at ease all whilst being so professional.
- ✓Zoe was polite & friendly and I was seen at my appointed time
- ✓Excellent communication, quick to respond and the doctor was lovely with my son
- ✓Requested to see a Dr and did.
- ✓Excellent triage process and resultant appointment straight after.
- ✓Very plesant and professional
- ✓GP was highly professional, knowledgeable and efficient. Fantastic patient experience.
- ✓Very nice doctor
- ✓Very nice doctor, listened, didn't have to fight for a prescription
- ✓Quick and efficient - amazing personal approach from Gaia
- ✓Ease of booking blood test and carried out today efficiently
- ✓It was good service
- ✓Overall GP practice experience,anonymous survey form
- ✓I had a blood test this morning. On time and done well. Generally they do their best in difficult circumstances.
- ✓I always receive great appointments
- ✓Got the appointment on the day. Dr Mohammad was extremely helpful
- ✓Very efficient and prompt
- ✓Because I thought it was GOOD
- ✓The doctors are nice and they don't use us. The online appointment system is easy to use and the surgery is kept well.
- ✓From getting in touch with the surgery, I got an appointment and got to see a doctor the same day
- ✓Being able to choose day and early morning slot
- ✓Very quick response from initial request & Emilia was very efficient & thorough
- ✓Called in earlyWaiting room quiet Nurse effecient and pleasant
- ✓My doctor was excellent as always and didn't rush my appointment. The receptionist I see afterwards was also excellent and polite whilst arranging appointments for me
- ✓Because everyone in the practice is trying to be a very helpful and the triage system is working well for me.
- ✓It was easy to access the triage, I got a swift response with appointment offered same day. And all the medication I was prescribed was in stock ready to take today.
- ✓Lady on the phone very helpful seen very quickly by the doctor, and very happy with her prognosis
- ✓I was very impressed with:1. the speed of getting an appointment. I first telephoned the surgery at about 10.30 and was offered an appointment at 11.40 2. the accuracy and comprehensive nature of the triage report provided by the receptionist to the GP and3. the rapid, efficient, accurate and friendly manner in which Dr Moss diagnosed my ailments and prescribed a prescription for me.All this was excellent beyond words. Denis Spooner
- ✓Very pleasant staff today and I was dealt with very quickly
- ✓Drs and reception great but pharmacy efficiency often left lacking
- ✓Polite, friendly and efficient
- ✓Didn't have to wait too long, doctor listened to my compliant and dealt with it appropriately.
- ✓Seen right on time. Staff were great. Everything was clear. Couldn't fault anything.
- ✓Staff were really helpful and polite. Gaia was the nurse I saw and she was brilliant. I need to increase my fitness and lose weight due to a recent diagnosis., and I was disappointed that you no longer refer patients onto the healthy living schemeWhich I feel would have helped me with my goal. This was the only reason for not giving the top score. Overall I am really happy with the practice
- ✓Because it was made easy
- ✓I was seen quickly for an item that concerned me and the doctor was professional and kind and took time to explain what would happen next and provide and fact-based reassurance.
- ✓Dr Dolman was very good explained everything and put me at ease with the anxiety I was feeling... discussed the tests requiredso all in all a good experience
- ✓I didn't give a 1 due to waiting 2 months for a blood test but nurse was fantastic as no waiting and taking blood was a good experience.

- ✓ *Friendly and she was good at taking the blood*
- ✓ Very nice polite staff and nurses
- ✓ *Got me in to see dr today and have antibiotics to help infection.*
- ✓ Fast quick blood test
- ✓ *Help was given with booking an online appt with Triage. New system is too complicated.*
- ✓ The doctor was very efficient.
- ✓ *The nurse was experienced and made the whole process of a blood test very easy. I also asked a complicated question, that she asked a doctor about and got me a same day answer.*
- ✓ My GP service always goes above and beyond to deliver the best service they can, very happy with my surgery.
- ✓ *the nurse was very friendly and reassuring, explaining what would be happening fully.*
- ✓ Appointment on time, pleasant nurse.
- ✓ *I did not have any trouble securing an appointment and the GP I saw was pleasant, thorough and helpful.*
- ✓ Appointment was rescheduled but advised. Text message and online portal all worked well. Nurse was kind and helpful.
- ✓ *It was quick and efficient*
- ✓ Friendly, fast efficient.
- ✓ *I was seen on time, the nurse politely and efficiently took the blood sample.*
- ✓ My husband has been heavily involved with the Practice over the last few weeks due to an urgent referral and he can only but praise the way everything has been conducted with speed care and efficiency
- ✓ *The overall experience is just perfect in every department. Thank you so much.....*
- ✓ Because the personnel are always good to deal with. The main problem is the difficulty in contacting the surgery and seeing my doctor,
- ✓ *The receptionist are very kind and helpful.*
- ✓ Nurse was very kind, informative and helpful. Reception staff friendly and welcoming
- ✓ *Because the nurse was very attentive and very helpful*

Not Recommended

- ✓ Doctor Moss didn't call me at 10.35 today
- ✓ *Sorry, I meant 1!! misread the numbers!*
- ✓ I am anonymous like you

Passive

- ✓ Because I had to wait well past my early morning appointment.