

FFT Monthly Summary: April 2024



Bearsted

Code: G82074

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
78	17	2	1	2	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: 235

Responses: 100

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	78	17	2	1	2	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	78	17	2	1	2	0	100
Total (%)	78%	17%	2%	1%	2%	0%	100%

Summary Scores

👍

95%

👎

3%

👉

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:

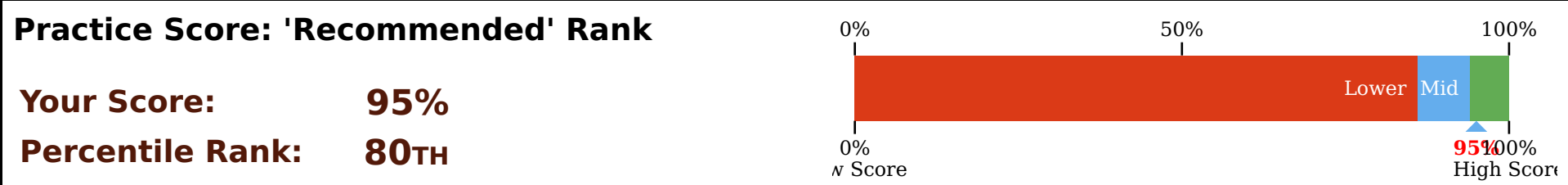
Recommended (%) = $\frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$

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

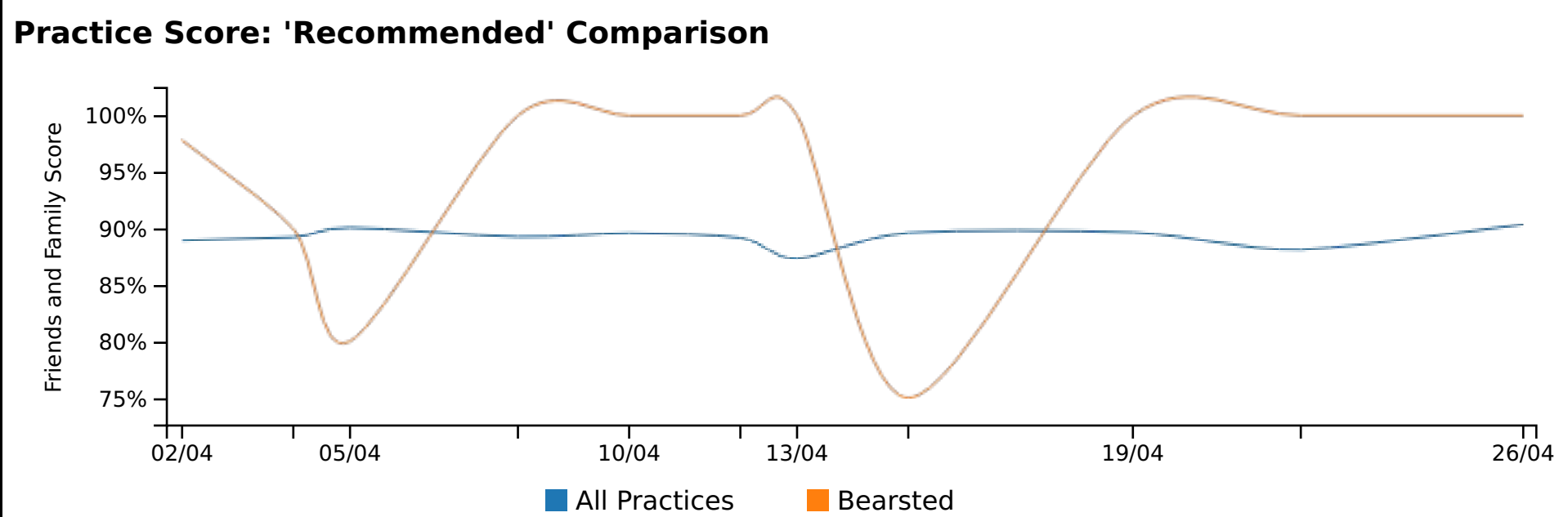
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

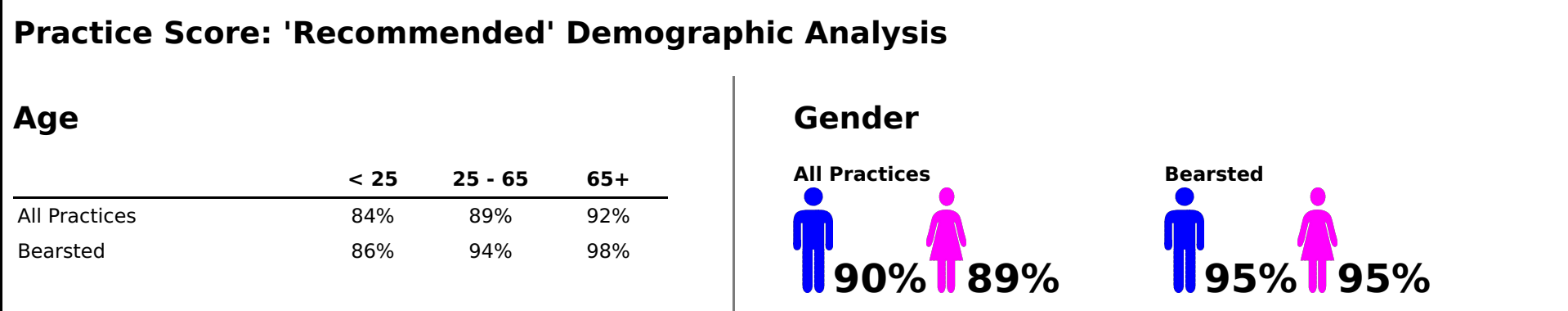
SECTION 3
Practice Scoring



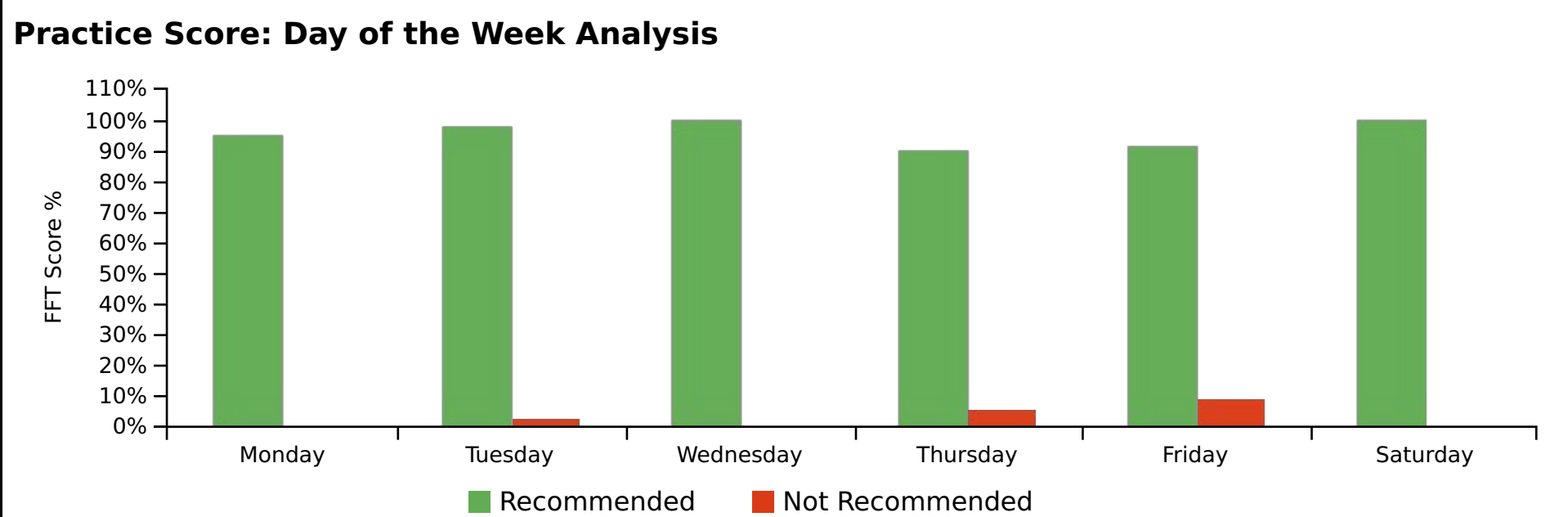
Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 80th percentile means your practice scored above 80% of all practices.



Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.



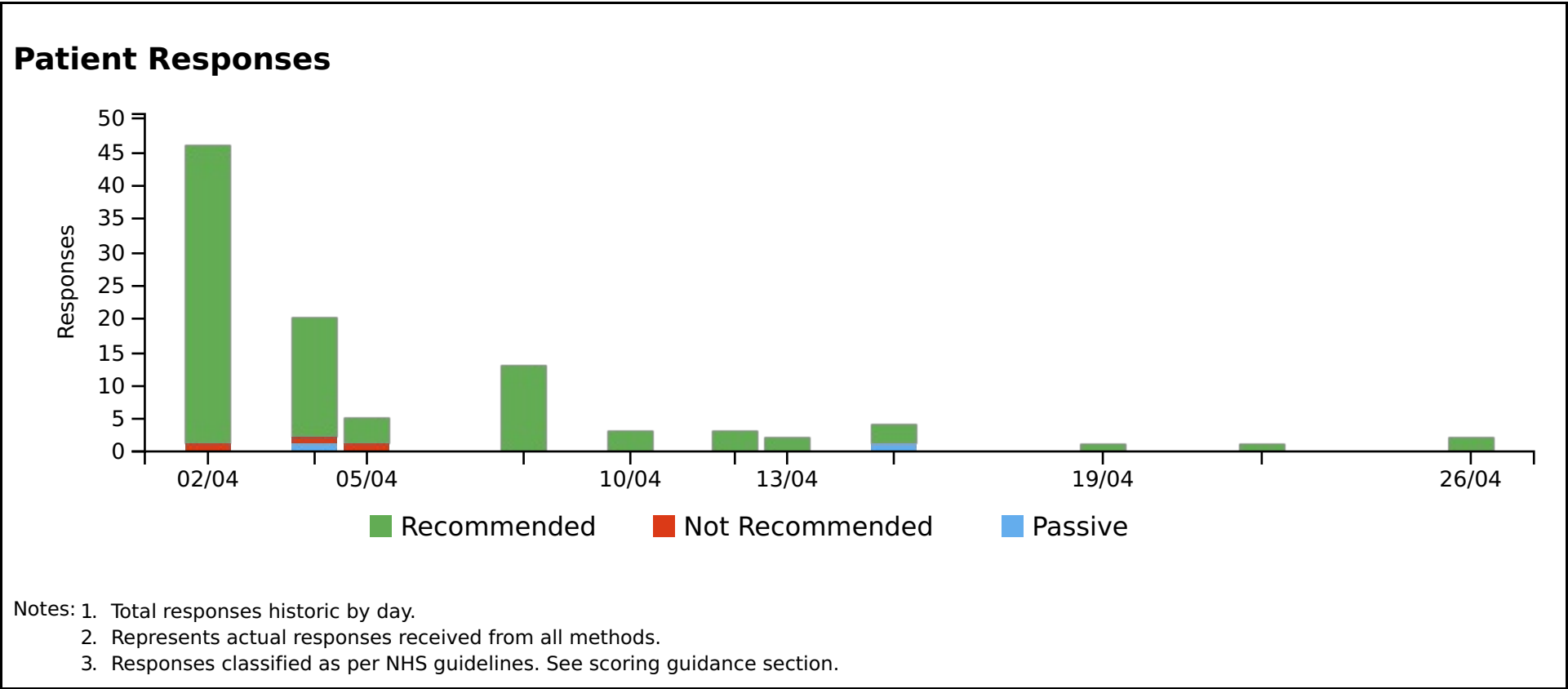
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.



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

Reception Experience	16
Arrangement of Appointment	16
Reference to Clinician	23

- 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

- ✓ Excellent. Took time to listen and listen sympathetic to my concerns. Thank you.
- ✓because the service I received from nurse Zoe was very good!!!
- ✓ I feel that patient service could be improved.
- ✓ No silly triage system used - I called booked and saw an amazing dr - dr yawson top quality !
- ✓ No waiting time straight in out very professional nurse very professional
- ✓ Very informative physio
- ✓ A very good service
- ✓ Quick response to question , lovely helpful staff. I feel in safe hands. Thank you
- ✓ Quick and efficient
- ✓ The Doctor was very understanding and listened to my concerns
- ✓ Easy to book appointments, staff are always very friendly and helpful and never feel like I'm not being listened to
- ✓ Lois explained exactly what the procedure would be and assured me that if I experienced any problems to contact the surgery and she would resolve any issues or worries.
- ✓ Would have been very good but waiting 3 weeks for an appointment was not so good
- ✓ On time. Efficient and pleasant.
- ✓ Just a good experience
- ✓ It was all I expected it to be.
- ✓ very efficient dr warren is very professional but very friendly.
- ✓ Very surprised how quick to get an appointment, not seen this doctor before was very impressed.He was friendly, thorough and very helpful.
- ✓ Went for blood test. Booking by text very easy. Nurse saw me on time. All easy.
- ✓ Always had prompt response - same day -when using on line triage. Excellent.
- ✓ Always an excellent service for me
- ✓ Very quick and efficient.
- ✓ I didn't have to wait, staff member was professional, friendly and polite. Explained everything to me well
- ✓ The nurse was on time, quick and painless bloods and very helpful with my queries
- ✓ I Find all the staff are polite and help.
- ✓ My appointment was punctual, my nurse very caring and professional.
- ✓ Kind approach to my problems
- ✓ Nurse was brilliant - Meghan - top marks. Check in staff very efficient too.
- ✓ Seen on time. Quick and efficient
- ✓ REASSURED AND HAPPY WITH OUTCOME
- ✓ Efficient friendly and informative
- ✓ Polite friendly staff. Appointment on time.
- ✓ Re assured to see a real doctor
- ✓ Quick and polite answer when I phone -given an appointment same day.I had a thorough examination and my situation was explained to me.
- ✓ Online system excellent
- ✓ Reception very polite and blood test nurse so professional, fastd no pain , Thank You so muc
- ✓ Got an appointment very quickly and the doctor was patient and very thorough
- ✓ Always impressed by service. However, told GP that I was Jaundice. Was admitted to hospital as a result of Jaundice before i was able to have blood test
- ✓ Nine times out of ten the service works very well
- ✓ On time, very pleasant and polite HCA. No discomfort.
- ✓ On time, efficient, extremely pleasant and helpful staff. Parking no problem.
- ✓ Very efficient triage system. Treated with respect and empathy . Seen the same day when required.
- ✓ Very quick , efficient and friendly
- ✓ Online triage and booking system, professional and kind staff (medical staff and reception)
- ✓ Side door entry system did not appear to be working for us.
- ✓ Polite and efficient.
- ✓ Seen on time ,good nurse
- ✓ Friendly and informative doctor and staff

- ✓ Efficient and effective. You responded within the hour and I got a same day appointment
- ✓ *I'd covered that with my answer the service is always very good*
- ✓ Um... because they (Bearsted Medical) provide a very good service R U A real person Please answer this question In the above question how many choice did I have More than 6
- ✓ *Got an appointment for same day and asking for repeat prescriptions is so much easier now too*
- ✓ The doctor was very efficient
- ✓ *Got an appointment quickly for a recommended procedure however I feel the process for getting an appointment at unprecedented times is a nightmare. I was treated well today and dealt with quickly but emergencies or illness, when assistance is needed is just too admin heavy to get an appointment*
- ✓ Check in easy, appointment on time and Gp very friendly and helpful.
- ✓ *Went for blood test - running on time - all very efficient*
- ✓ Very prompt and professional consultation and blood test
- ✓ *Doctor spend time examining by injury, I didn't feel rushed and felt i received good care and attention of which was very pleasing and comforting. First visit to this surgery since moving here and I feel very comforted by the care*
- ✓ I came in this morning for a blood test, the waiting room was quiet, I was seen very quickly and all staff were very friendly as always
- ✓ *Waited for 20 minutes after appointment but zoe was very lovely and efficient*
- ✓ I called about the issue and it was a very quick response and appointment
- ✓ *Prompt and caring attention. Only lack of car parking stopped me giving a 1!*
- ✓ The nurses are all very good and relaxed about my ongoing blood tests. The waiting isn't very long if at all. Altogether a pleasant surgery to attend.
- ✓ *Quick appointment easy to arrange on time and friendly staff*
- ✓ I was seen promptly and treated well
- ✓ *The reception staff are always friendly and polite as are all the docthat I have seen, the online services are a great idea and work well.*
- ✓ I found them very helpful
- ✓ *Blood test this morning. Zoe was very pleasant.*
- ✓ Appointment given quick, thorough check, staff friendly, and appear helpful all the time.
- ✓ *Because I was not kept waiting and my blood test was carried out quickly and painlessly without any fuss. I felt safe and in good hands!!*
- ✓ Very impressed with quick response and had a face to face appt with dr moss who was very understanding and Relaxed during the consultation which helped me to feel at ease
- ✓ *Professional. Organised. Prompt. Good manner and easy to talk to*
- ✓ A very efficient practice - today's doctor was very personable - Dr Mortimer - thank you
- ✓ *Had a face to face*
- ✓ Very good experience with nursing staff, would have made score a five except the ECG failed to work at first attempt which meant rebooting system, otherwise no complaints.

Not Recommended

- ✓ No consistency of seeing the same doctor any more if you have an on going issue takes weeks to get an appointment and to be seen
- ✓ *Referred to a physio for my daughter. On arrival told they only deal with people over 16. My daughter is 15. Told she would need to be referred to paediatrics but she is 6 months off 16. Chances are she won't get seen before then and we will have to start the process again. Feels like a complete waste of time with no onward support given*
- ✓ Service when received it was great.Waiting three weeks to get a blood test is the reason I gave a 4.

Passive

- ✓ Staff were 15 minutes late for opening at 730am with patients waiting outside in the cool morning weather and offered no apology or explanation. No matter the industry - this is just poor manners.