

# FFT Monthly Summary: May 2024



Bearsted

Code: G82074

## SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
77	17	3	0	3	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

Surveyed Patients:

215

Responses:

100

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	77	17	3	0	3	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	77	17	3	0	3	0	100
Total (%)	77%	17%	3%	0%	3%	0%	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: 70TH

0%50%100%

0%  
Low Score

94%  
High Score

100%

Lower

Mid

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 70th percentile means your practice scored above 70% of all practices.

Practice Score: 'Recommended' Comparison

Date	All Practices	Bearsted
01/05	90%	93%
02/05	90%	100%
03/05	90%	95%
07/05	90%	94%
09/05	90%	100%
10/05	90%	100%
13/05	90%	100%
15/05	88%	67%
20/05	88%	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%	89%	92%
Bearsted	88%	93%	96%

Gender

All Practices

90%

90%

Bearsted

90%

97%

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

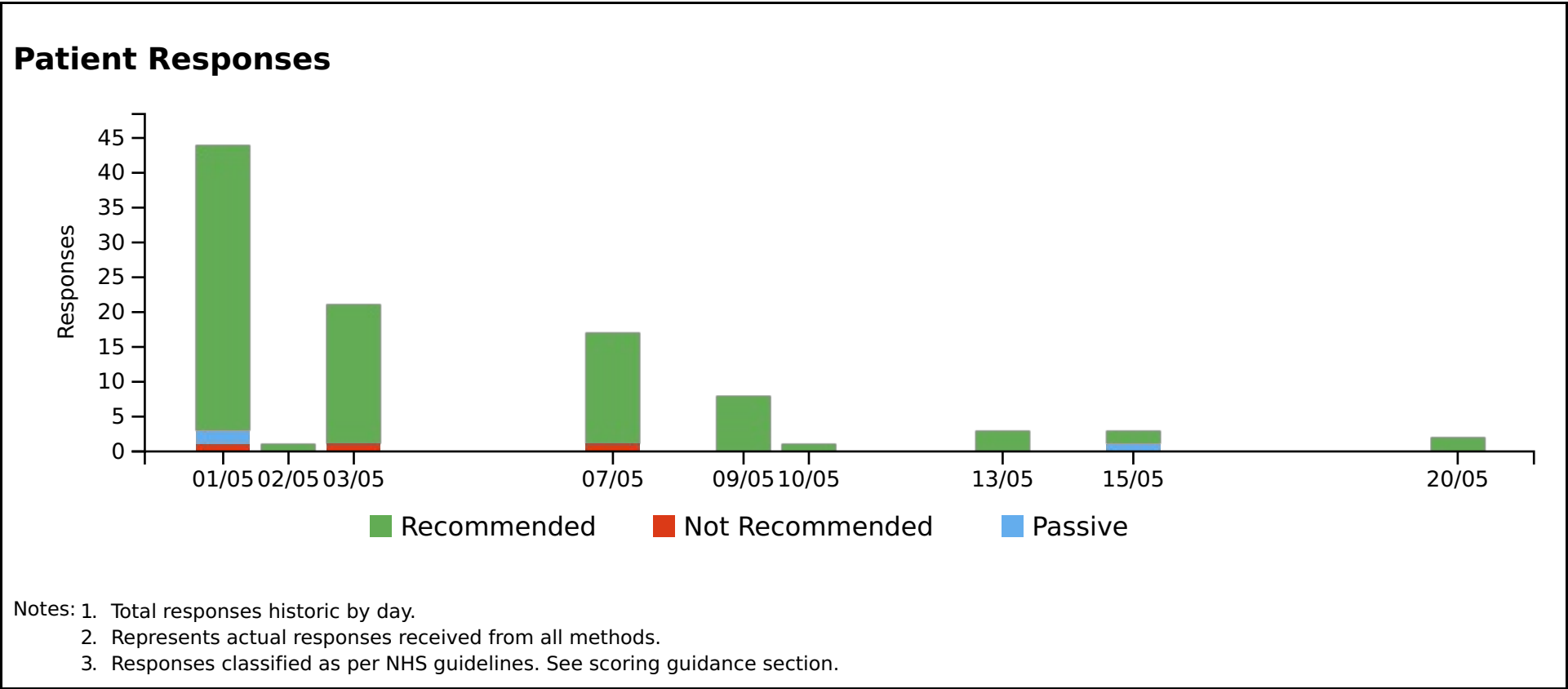
Practice Score: Day of the Week Analysis

Day	Recommended	Not Recommended
Monday	100%	0%
Tuesday	100%	5%
Wednesday	100%	2%
Thursday	100%	0%
Friday	100%	5%

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

[illegible]

## 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 thorough
- ✓ *The nurse spent a lot of time and care with me*
- ✓ Absolutely brilliant the care from the nurses I received was second to none. They are worth their weight in gold. They are caring, professional and totally amazing I came in distressed both yesterday and today and after seeing Lois and Lucy I have left feeling more confident I am extremely grateful
- ✓ *Appointment on time and nurse was very efficient and kind*
- ✓ Quick service I had 3 b2b appt for myself and my daughters and it's all went smoothly and on time
- ✓ *Efficient*
- ✓ Dr Zhang was very thorough and helpful and took her time to explain everything
- ✓ *Nurse was very good but being notified which entrance to get in from in the text message would be useful*
- ✓ Very thorough analysis of my left knee issues followed by remedial advice and exercises as shown on a physiotools exercise program sheet
- ✓ *On time, friendly and efficient lady. Really good.*
- ✓ As I've been today for a blood test etc I was put at ease very good service .
- ✓ *Helpfull staff Good doctor patient consultation*
- ✓ We are able to contact the practice and get a response, which is usually positive.
- ✓ *The doctor listened to what I was saying, he listened to my answers, he took the time to examine me and he explained why he was sending me for a scan and other things. The consultation didn't leave me feeling that he wasn't that bothered by an old lady's troubles.*
- ✓ The Nursing care is excellent. Kind and professional.
- ✓ *Didn't feel the needle go in!*
- ✓ I was seen quickly and the Doctor offered good advice and arranged for some more tests to hopefully progress a diagnosis.
- ✓ *good service x*
- ✓ Recent experience has been better although ear syringe took along time to achieve
- ✓ *Very efficient service. Triage system easy to navigate, urgent appointment slot secured quickly. Knowledgeable GPs offered excellent resolution and advice.*
- ✓ Prompt service. Attentive and efficient practitioner with very pleasant nature.
- ✓ *Doctor listed and was very thorough and helpful*
- ✓ I think all GP surgeries have taken advantage of the Covid situation and made life difficult for patients
- ✓ *Very punctual. Carly was very friendly, courteous and professional*
- ✓ On time, nice staff
- ✓ *I contacted the surgery online this morning with my problem and received a prompt text with a face to face appointment for midday. I attended and saw Dr Milroy who was very professional and kind and dealt with my issue by referring me to Pembury A&E with a suspected upper limb blood clot. Very efficient, i couldn't expect any better treatment.*
- ✓ Megan was super efficient and very professional as always
- ✓ *The reception and nurses are quick and helpful*
- ✓ Speedy attention Inspiring confident doctor
- ✓ *Very fast response by test today and F2F in 2 weeks, but previous sciatica in pain, had to wait 3 weeks to see gp.*
- ✓ My request was dealt with quickly and professionally
- ✓ *From booking blood test to seeing the nurse all very efficient text reminders are great and the nurse extremely friendly so overall very pleased*
- ✓ I was bit early and I got seen straight away the nurse was exceptionally good
- ✓ *Overall number*
- ✓ Mainly to do with the pharmacy ,The older woman is excellent and goes out of her way to sort out any problems.The young lady with long black hair seems to hide from dealing with people. The other day the older lady was charging about getting items checked and signed the other one was it appeared to be hiding. I have had to ask her to get my items.All the staff are run off their feet.There have been several occasions when items had been missed off my order.
- ✓ *My experience was good from contacting the surgery and then face to face with doctor*
- ✓ We really felt that Dr Horsey listened to my explanation and listened to us. Very professional and probably my best interaction with the NHS and I have had a lot.
- ✓ *Doctor was good and helpful it was just the waiting app was 10.50 did not see Doctor until 11.30*
- ✓ The reception staff were polite and efficient. I was in for a blood test and I was seen on time, treated with care and friendliness by Gaia
- ✓ *Quick and good service*
- ✓ Always so caring and helpful
- ✓ *speedy follow up for my old father but for me I need to wait 2 days for the doctor*
- ✓ The interactions I've had with the practice recently have all been perfectly fine.

- ✓ *Seen on time lovely pleasant nurse bloods all done turn around in 5 mins*
- ✓ On time, friendly doctor. Dispensing medication was quick too
- ✓ *Quick efficient and helpful experience*
- ✓ Prompt comprehensive and sensitive treatment
- ✓ *On time appointment, reassuring nurse for 12 year old son*
- ✓ Dr Wani is brilliant gives you plenty of time to discuss your problems.
- ✓ *Friendly*
- ✓ For my non urgent case it was easy booking online and choosing the first available doctor. A great improvement to having to sit for a long time on the phone then wait for a call or appointment. The dr kindly made my follow up appointment with me also saving me having to phone for a follow up appointment which previously I had to do. Very Happy with this procedural change. Thank you
- ✓ *Whilst the surgery was running late, for a couple of reasons including an emergency appointment, the reception team made sure I was updated*
- ✓ Appointment was on time, staff very friendly, everything was explained thoroughly and follow up was booked.
- ✓ *Always very efficient, reassuring and helpful whenever I need thP services for myself and my family. Very pleased to have them a*
- ✓ Appointment and diagnosis the day of contact
- ✓ *Advice was clear- doctor listened carefully to what I told him. I was seen promptly also.*
- ✓ Had a quick response from the website appointment booking service....Got a response after an hour with an appointment the next day.A easy service to useHave had experiences of very good, nice doctors/nurses in the practice.
- ✓ *Really efficient service and all the staff are great. Great community Doctors v*
- ✓ In general good doctors, well run doctor premises receptionist very helpful and understanding the running of the practise.
- ✓ *That was my opinion atm*
- ✓ Excellent service friendly and caring staff
- ✓ *Good service*
- ✓ Very happy overall and the team have been great with my recent health issues.
- ✓ *The consultation was to time.My symptoms submission had already been read.There was a good two-way conversation.The consultation met my expectations in full.*
- ✓ The practice was closed when I arrived. There was no sign to say where to gain entry for my appointment. Quite disappointed on arrival.
- ✓ *Doctor Mortimer is always very kind and always sorts out any problems straight away ! Only waited about 10 mins and I was late due to road closure , best doctor in the practice !!*
- ✓ Was seen very quickly (tho the touch screen sign in was not working))and had blood taken very efficiently.
- ✓ *The reception are very helpful and the doctor I saw today was amazing*
- ✓ Although the computer was not working Gaei the nurse came out to get me with a wonderful smile

## Not Recommended

- ✓ Took blood 1st time. Hardly felt a think
- ✓ *I was told I would go on the triage for the morning but I wasn't it was left and not bothered with. I had to call again and re register*

## Passive

- ✓ Because it was neither great or poor , it took 5 days to get the results of a water sample and I had to call to remind surgery I required an appointment to have my would dressing changed when surgery should have contacted me first so not that impressed
- ✓ *Because you failed to deal with my triage form until I complained 7 days on. Thereafter, the matter was dealt with satisfactorily.*