

FFT Monthly Summary: June 2024



Bearsted
Code: G82074

SECTION 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
68	24	5	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: 237

Responses: 100

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	68	24	5	1	2	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	68	24	5	1	2	0	100
Total (%)	68%	24%	5%	1%	2%	0%	100%

Summary Scores

92%

3%

5%

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: 92%

Percentile Rank: 55TH

0%50%100%

0% Score

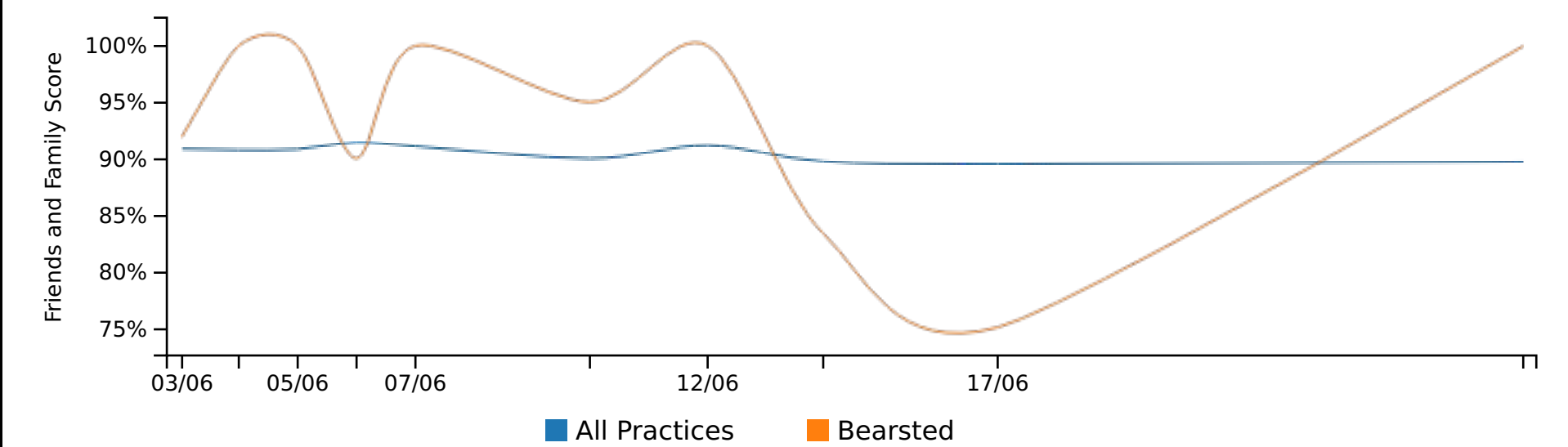
LowerMidHigh Score

92%

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 55th percentile means your practice scored above 55% 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	84%	90%	92%
Bearsted	80%	93%	92%

Gender

All Practices

91%

90%

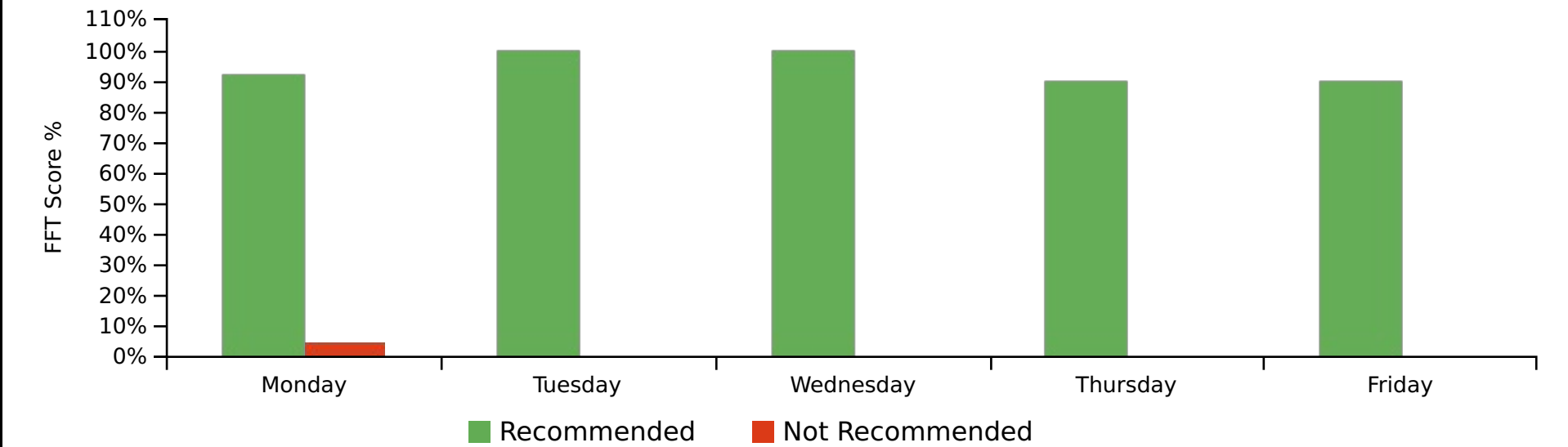
Bearsted

97%

90%

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

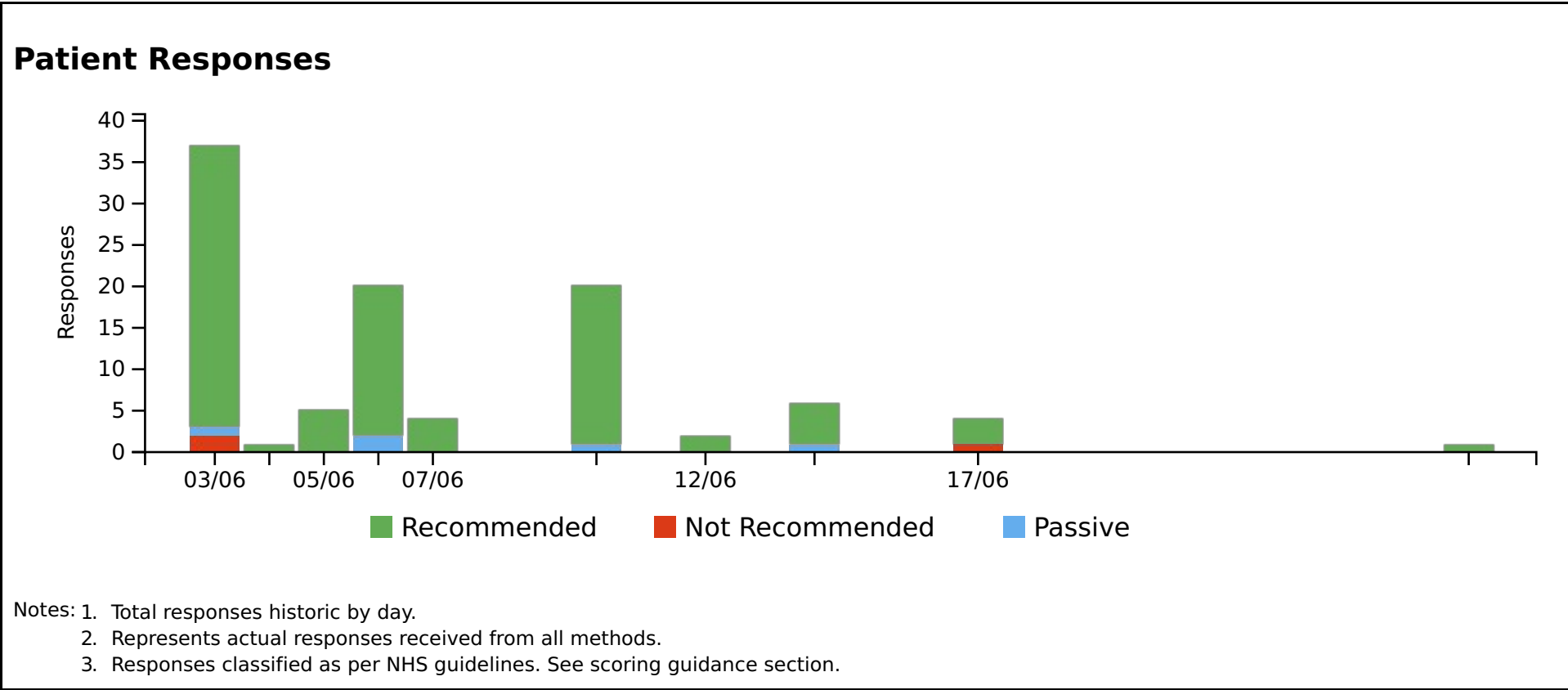
Practice Score: Day of the Week Analysis



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 8
Arrangement of Appointment 22
Reference to Clinician 32
Notes: 1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragements 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
Word cloud containing terms like: long, well, quick, great, always, lovely, back, thorough, caring, happy, much, clear, etc.

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

- ✓ Always found your practice to be caring and understanding
- ✓ Swift response Same day appointment Attentive Care Felt listened to in my appointment
- ✓ The appointment was prompt and on time. Answered all my questions. Gave all the information clearly and explained information well
- ✓ I only waited 5 minutes. The nurse who attended to me was very good. Polite and professional
- ✓ Because I have an appointment for my son with Dr Moss, and she was amazing. I felt that I could trust her as you could see her confidence and know what she was doing. Also, she gave me advice I needed. However, I felt like my son was checked properly. Big thanks to Dr Moss!
- ✓ The appointment came through very quickly, the Dr I saw was very good, personable and efficient, and I didn't have to wait long.
- ✓ Appointment on time.
- ✓ Efficient service , friendly staff and uncomplicated , thank you
- ✓ I've never had any issues with my surgery I have always received the best care from them from the reception staff to the Dr's and nurses
- ✓ Because its such a long wait for an appointment although I know that they will see you urgently if they feel its necessary. There are times when you feel you need to be seen in person rather than describing your symptoms on line.
- ✓ Got an emergency appointment this morning. Good service
- ✓ Quick response from my online request. Saw a lovely paramedic who treated my daughter all within the hour.
- ✓ Seen on time, very friendly and efficient
- ✓ Not sure what you're looking for. Despite the fact that the surgery's systems were down I didn't have to wait very long and Dr Dolman was very professional and dealt with my issues
- ✓ Efficient, professional, courteous as always
- ✓ Appointment on time. Friendly and helpful doctor
- ✓ I was in and out in 15 minutes
- ✓ Gaia was lovely as always. Very kind and caring. I was seen very promptly
- ✓ Yes doctor ok but not Shure about the the system
- ✓ Friendly and efficient
- ✓ Sorry it was very good
- ✓ It was quick and easy
- ✓ I answered 2 because I was pleased to be seen so quickly and Dr Moss was very helpful and put me at ease.
- ✓ Consultation was friendly, informative and professional
- ✓ Always polite and helpful
- ✓ I would have given a very good. But I can't understand why we haven't gone back to walk inns as we are out of covid. Walk inns made life a lot easier
- ✓ Triage system works very well now, always hear back same day!
- ✓ Because its made easy
- ✓ Helpful doctor and same day emergency appointment
- ✓ Friendly efficient service
- ✓ Slow reception
- ✓ Very helpful kind doctor today
- ✓ Have recently been given emergency appointments twice for two different problems which was greatly appreciated. This meant treatment could be started straight away.
- ✓ The room was so small there was no room left to use a bed therefore had the ECG in a chair. I couldn't fault the nurse at all.
- ✓ Easy pleasant Manor helpful
- ✓ Because I was treated with the same respect as always
- ✓ Once we managed to see a doctor the service was very satisfactory
- ✓ On time clear explanation of systems and good service , politeness. Nothing was too much trouble
- ✓ Quick, easy, pleasant people. Although the touch screen wasn't working but that didn't seem to have slowed things down.
- ✓ All the staff are excellent, if it was quicker to see a doctor then I would have answered 1
- ✓ Dr Gurung didnt rush me and was very thorough.
- ✓ I find the staff all of them so friendly and helpful. Service is always on time or near enough and it is always clean
- ✓ I was please with the doctor but not so pleased with the wait for my appointment
- ✓ The reception staff are friendly and helpful. The medical staff are very thorough and listen to you and so far they have been very prompt with further investigations. Thank you
- ✓ Very caring doctor

- ✓ *Dr Dolman, despite being under pressure, still took time to thoroughly talk through my problems and give details of how to go forward.*
- ✓ On time ListenPoliteCaringEverything was good
- ✓ *The doctors are never on time with their appointments*
- ✓ Was given an appointment within an hour of my request. I was seen on time and the Doctor was very helpful. So much better than it used to be when you could wait weeks/ months to see anyone. Well done.
- ✓ *Excellent as usual*
- ✓ Very quick on time in fact early. Lois was very good and professional. Clean well ordered surgery.
- ✓ *Was seen at the time of my appointment, lovely nurse polite and reassuring .*
- ✓ Good response to online requests but long wait for appointments
- ✓ *Always professional, helpful and kind*
- ✓ Great service
- ✓ *Every member of staff I encountered was extremely polite and kind*
- ✓ My problem was explained very well and the examination was thorough.
- ✓ *The triage system works very well - I was dealt with quickly and referred to the Dr. It was friendly and efficient treatment.*
- ✓ It would be great if I get the prescription at the same day . Since the system is down I have to go back Gp tomorrow again
- ✓ *Easy to send a request online. Got an appointment very quickly. Seen by a lovely lady and problem diagnosed and treated.*
- ✓ I have had treatment on my legs and ankle and the staff were very good and professional.
- ✓ *Lovely to see a doctor and he was so nice and made another appointment to check my problem again in 2 weeks x x x*
- ✓ Very efficient
- ✓ *Very good service listened to me and got things sorted very happy with the appointment*
- ✓ You responded to my triage application very quickly (in fact, I nearly didn't make the appointment in time!). Dr. Dolman's consideration, examination, explanation and response to my condition was everything I could have hoped for, at this stage. I am grateful to all for your great response and attention.

Thank you.

- ✓ *On time and friendly service .*
- ✓ Because the service was good
- ✓ *Good service*
- ✓ Great service and all procedures explained clearly
- ✓ *On the phone*
- ✓ I was seen quickly and the nurse was lovely
- ✓ *Seen on time, easy process, very polite nurse, no issues.*

Not Recommended

- ✓ 2 things, the ordering of medication change to a two tier ID is very complicated. Secondly I am a carer for one of your patients and she wants some meds which were taken off her repeats. It is causing some confusion. She has seen a doctor but this morning I received a text on her behalf to make an appointment which we did when we came in on Monday. We are both Confused.
- ✓ *Because you can never get hold of anyone and trying to get an appointment is terrible*

Passive

- ✓ Yes because I waited over an hour. Was complete chaos. Computers down which was no one's fault. But doctor's weren't coming out and calling. Complete shambles.
- ✓ *Its a long wait to see a doctor . It was much better when it was a walk in clinic*
- ✓ Waited 3 weeks for an appointment and by that point symptoms had changed. However the doctor was happy to discuss and allowed me time and patients
- ✓ *The fact that I can't get to see a doctor of my choice face to face within a reasonable time and sometimes not at all, is very poor. But on the extremely rare occasion that I can, it is good.*