

# FFT Monthly Summary: July 2024



Bearsted

Code: G82074

## SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
80	13	3	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

Surveyed Patients:

247

Responses:

100

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	80	13	3	1	2	1	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	80	13	3	1	2	1	100
Total (%)	80%	13%	3%	1%	2%	1%	100%

Summary Scores

👍

93%

👎

3%

👉

4%

## 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: 93%

Percentile Rank: 60TH

0%50%100%

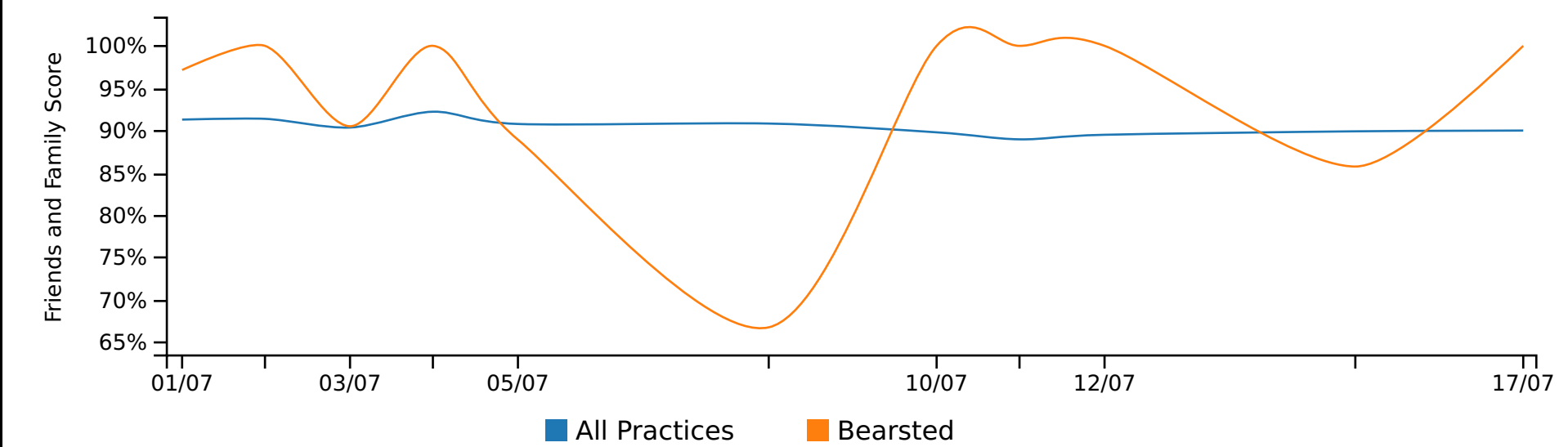
0% Score

LowerMidHigh Score

93%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 60th percentile means your practice scored above 60% 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%	90%	93%
Bearsted	89%	95%	92%

Gender

All Practices

91%

90%

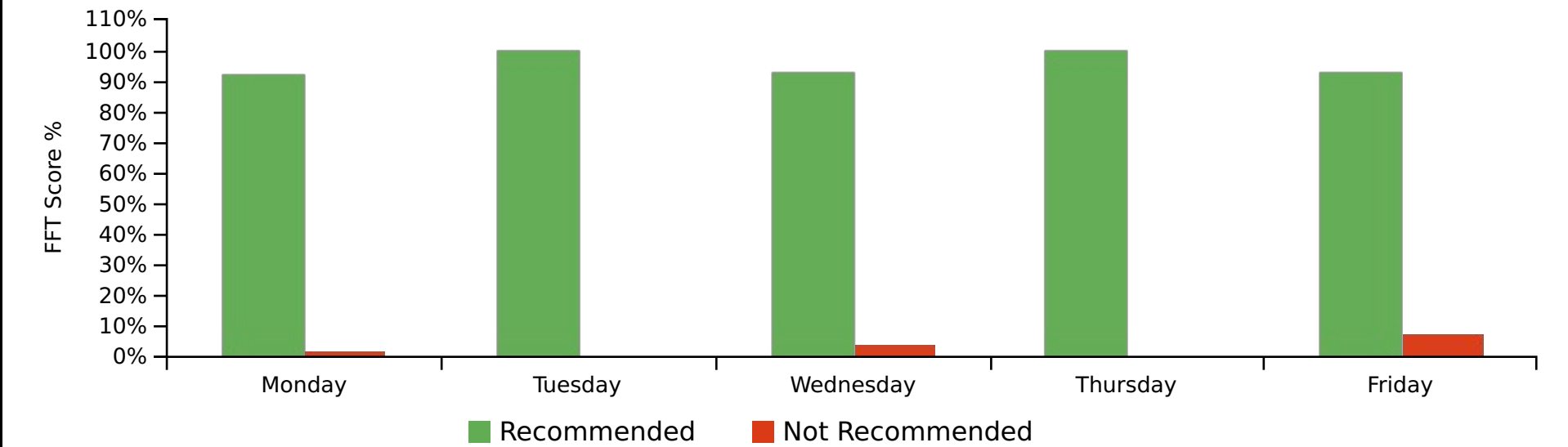
Bearsted

97%

91%

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

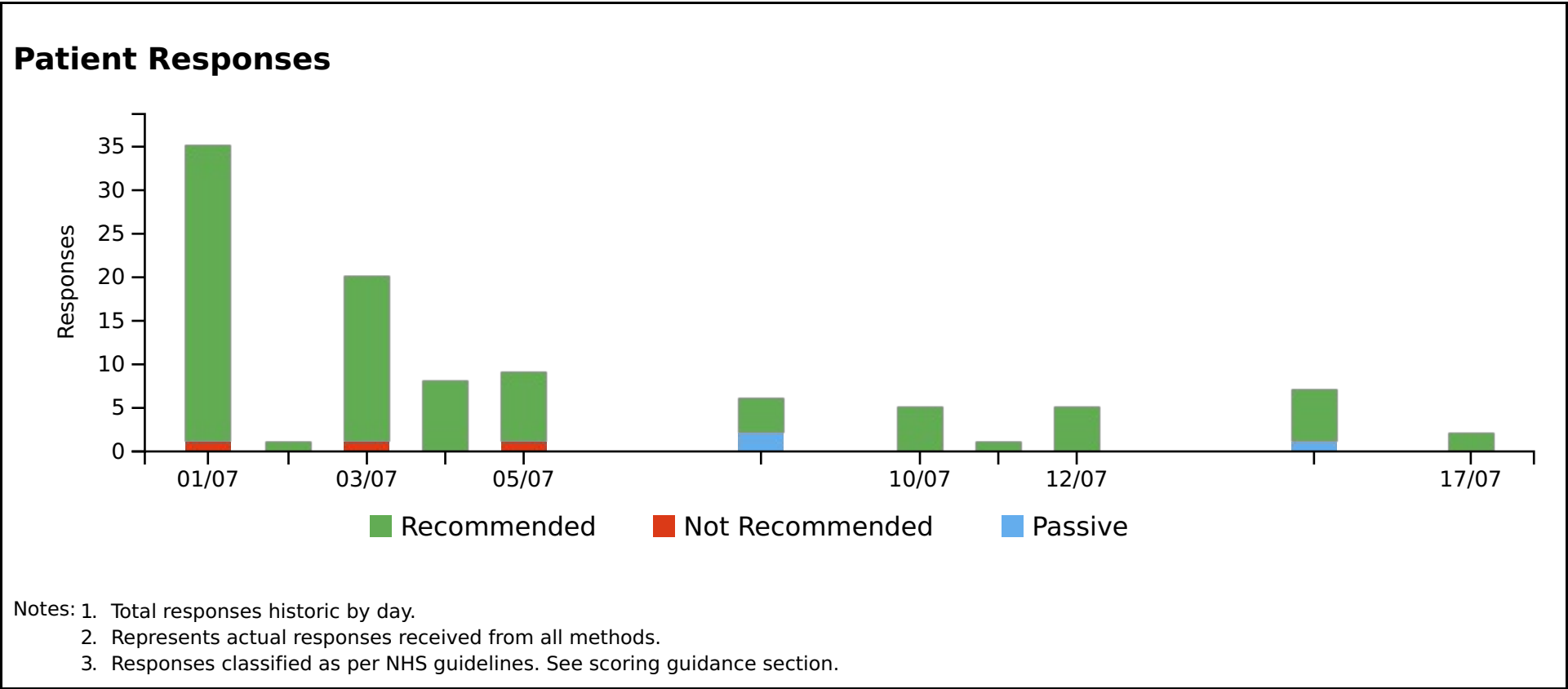
Practice Score: Day of the Week Analysis



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	14
Arrangement of Appointment	16
Reference to Clinician	35

- 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

- ✓ Great service. On time
- ✓ *Efficient service and on time for appointment*
- ✓ Very quick, efficient and caring
- ✓ *All staff helpful and friendly,*
- ✓ The care that is provided by everyone (Dr Mortimer, Practice nurses, pharmacy & reception staff) is first class and very much appreciated
- ✓ *Appointment with doctor was good today he was very thorough and I would be happy to see him again. But there was a long wait for the appointment and arranging my prescriptions is stressful.*
- ✓ Very fast service
- ✓ *Simple online process, quick appointment when needed. Friendly and knowledgeable doctor*
- ✓ Reception staff and nurse seen were all very efficient and friendly. No queuing/waiting - went into appt. On time
- ✓ *Dr Wani was very helpful and thorough. He helped put me at ease.*
- ✓ Quick and easy. And I even got a parking space!
- ✓ *Today, Miss Lois Williams took my blood sample, and she was exceptionally kind and courteous. She drew the blood very carefully, and I did not feel in at all. Thank you for making the experience so comfortable*
- ✓ Efficient and on time appointment
- ✓ *Easy and relaxed*
- ✓ Nurses friendly and organised
- ✓ *My little boy was seen so quickly today after my contact this afternoon. I have always found the surgery to be very accommodating and I have always been happy with the care that myself and my children have received. I have always found the staff to be kind and helpful.*
- ✓ Appt on time and easy
- ✓ *I was very worried about a medical issue but the surgery arranged for me to have an emergency appointment with a lady doctor that same morning. The doctor was very thorough and kind. I was so grateful to be able to speak to a doctor so quickly. Excellent service.*
- ✓ Clinician was on time and I was dealt with very efficiently
- ✓ *Excellent service*
- ✓ Very efficient manner at Reception, caring telephone advice, friendly instantly reliable service from Nurse Christine thank you
- ✓ *Wait was long but the doctor was very good*
- ✓ Would be very good if seen on time but was a little late and also doctor did not weigh me as concerned about not putting on weight
- ✓ *So polite, friendly staff who go the extra mile as well as the doctors*
- ✓ I was given a good explanation of why I was called in for bloods to be taken. The procedure was painless and very professional.
- ✓ *Because everyone is polite and helpful*
- ✓ Easy booking system. Great early morning blood tests to help with those who work
- ✓ *Dr Gurung was very thorough in examining me, listened & took his time in reading up on my Spanish paperwork after I became ill whilst on Holiday & had a shock diagnosis of Mild Heart Failure..He has requested Urgent Bloods & ECG for me..I'm grateful for his support at this difficult time*
- ✓ I booked my appointment the day before. The appointment was on time, the nurse was lovely and very professional. My appointment was for an injection so I was in and out within 5mins
- ✓ *Quick and efficient and running on time*
- ✓ Examination and discussion of my condition with Dr Dolman more informative and useful than previous visits .
- ✓ *Very informative, sent follow on information. I just need to help my anxiety*
- ✓ Prompt polite and explained the tests and what they were for
- ✓ *Dr we saw was very helpful and knew why we had an app*
- ✓ Everything was smooth, from the initial call, triage and obtaining the appointment - through to the appointment itself. Dr. Dolman was extremely pleasant, I was at ease & I felt she had empathy with my condition.
- ✓ *Staff pleasant and welcoming. Appt on time.*
- ✓ Diabetic Nurse was very good helpful and clear
- ✓ *Dr Warren was very efficient, polite and gave me reassurance as well as explaining what would flag as a concern and not a concern.*
- ✓ caring members of staff who listen and respond with kindness, online forms/triage works very well
- ✓ *The service was on time, efficient and very friendly.*
- ✓ I gave this because I actually got to speak to a doctor and have an appointment for my daughter. Normally it's a text message and if symptoms persist call back in two weeks which is not very helpful when I needed a doctor's help last time. I do not call the doctors unless I really need to. Thank you x
- ✓ *Megan was friendly and professional and managed to take my smear with no problems at all where other nurses have struggled. Being a practice nurse*

myself, seems very strange from being on the receiving end! Thank you

- ✓ I missed a message for an appointment for yesterday I didn't see the message and thought it was today. The receptionist went and saw somebody and managed to get an appointment for the paramedic for a couple of hours later. Very good service.
- ✓ *I went in ahead of appt time, she was v friendly and approachable and explanatory.*
- ✓ Appointment on time, very efficient and very kind
- ✓ *Excellent service*
- ✓ Seen promptly with face to face appointment
- ✓ *Because from start to finish after contacting the surgery this morning via the texting service everything went quickly and smoothly. The doctor was welcoming, professional and put my mind at rest and gave me some good advice and suggested certain follow ups in regard to the condition we discussed this morning. The receptionist was also welcoming and very professional both times this morning when I presented myself at the reception desk. An excellent experience all round.*
- ✓ I have never experienced the level of professionalism and care I experience with this practice. Every person who has dealt with me has done so with time, care & understanding.
- ✓ *Dr Mohamed was very thorough, caring and helpful. Best experience at Bearsted I've had.*
- ✓ I've been with the practice now for over 13 yrs & the service from receptionist to nurses & Drs are exemplary, they are so kind & caring it's a 1st class practice .
- ✓ *The nurse explained things in detail*
- ✓ Polite friendly and efficient service.
- ✓ *Sorry, the answer is 4. Florance, my midwife was wonderful. She is amazing. I would give a 1. However, the GP care I had was very poor, I would o say negl*
- ✓ Fast and efficient
- ✓ *Dropped my phone so didn't see it!*
- ✓ Because it is always first class
- ✓ *I gave such a rating because starting from arranging the entire appointment all the staff of Bearsted were very friendly and provided appropriate help. Especially during the physical examination, Miss Zoe Plummer was professional and patiently completed the entire examination for me. I deeply appreciate it. Thank you.*
- ✓ Nice nurse
- ✓ *Was easy to book and staff helpful and efficient. Follow up advice easy to follow*
- ✓ The service has been very good
- ✓ *Dr Al-Salman is excellent*
- ✓ Whenever I've called for myself or my father the service from reception staff is helpful clear of what I've needed to do & triage is a great way of booking & explaining tge concerns
- ✓ *An excellent professional encounter with the nurse. The appointment (admin.) however took approx. 3 weeks.*
- ✓ Everything was perfect
- ✓ *Because the nurse was so lovely and understanding*
- ✓ Good service
- ✓ *Nice people and quick and efficient service.*
- ✓ I was listened to , and felt the GP was doing his best to solve my health issues .
- ✓ *GP's are always very kind and compassionate. They take their time to understand the health issues and get to the bottom of it.*
- ✓ Appt on time , efficiently done and out. Painless all round
- ✓ *Very professional service from miss zoe Plummer*
- ✓ Carly was friendly, efficient and took the blood painlessly!

**Not Recommended**

- ✓ It's difficult to get appointments . We got to go through a few process to book an appointment which is so much harder and time taking than the walk-in one. Once we go through the process then we will be waiting for the dates, it's not easy as we think we need an appointment today and get it in the same dayThose process-writing/explaining problems is not easy for people who has poor writing skills Thank you
- ✓ *I was really disappointed because I didn't get any answers and was sent away without tests*
- ✓ On time explained everything and generally very helpful. Also got same day appointment which i was impressed by

**Passive**

- ✓ The nurse appointments work well. In general I feel detached from the practice as getting to see a Doctor face to face takes considerable time. Also I don't feel that I 'have' a GP -,there seems to be little rationale for which Dr you get to see.
- ✓ *Recently I had to wait 3 weeks for telephone consultation for am on going medical problem*
- ✓ Clocking in machine not working. Nurse unable to take blood for blood test