

FFT Monthly Summary: August 2024



Bearsted
Code: G82074

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
85	10	1	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:

222
100

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	85	10	1	1	2	1	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	85	10	1	1	2	1	100
Total (%)	85%	10%	1%	1%	2%	1%	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

Practice Score: 'Recommended' Rank

Your Score: 95%

Percentile Rank: 70TH

0%50%100%

0% Score

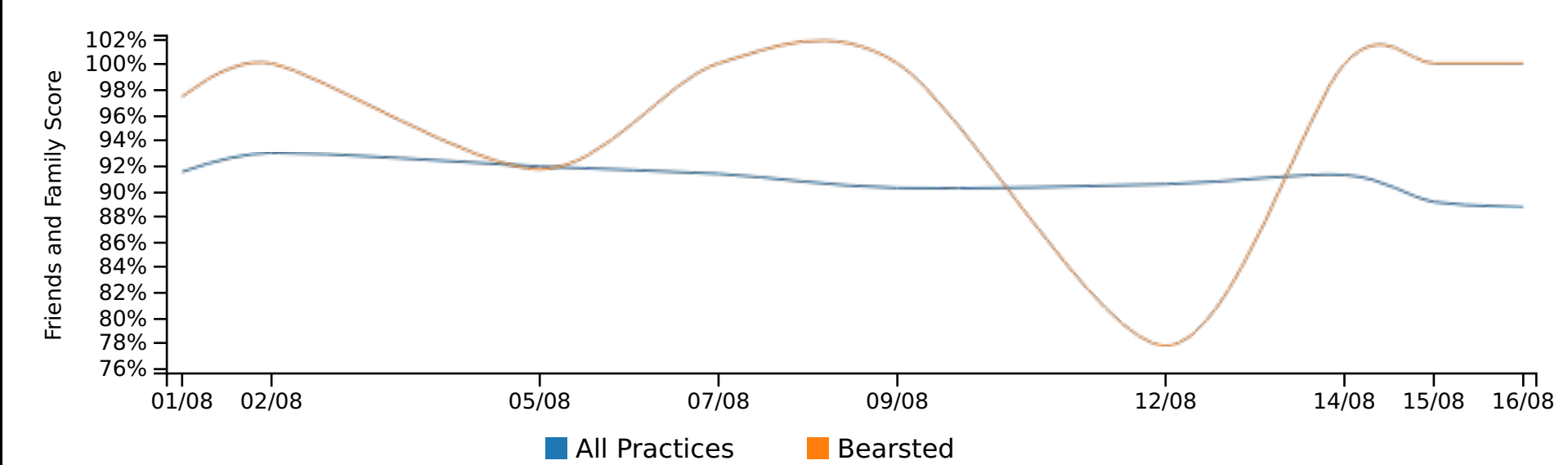
LowerMidHigh Score

95%

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 70th percentile means your practice scored above 70% 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%	94%
Bearsted	100%	94%	96%

Gender

All Practices

91%

91%

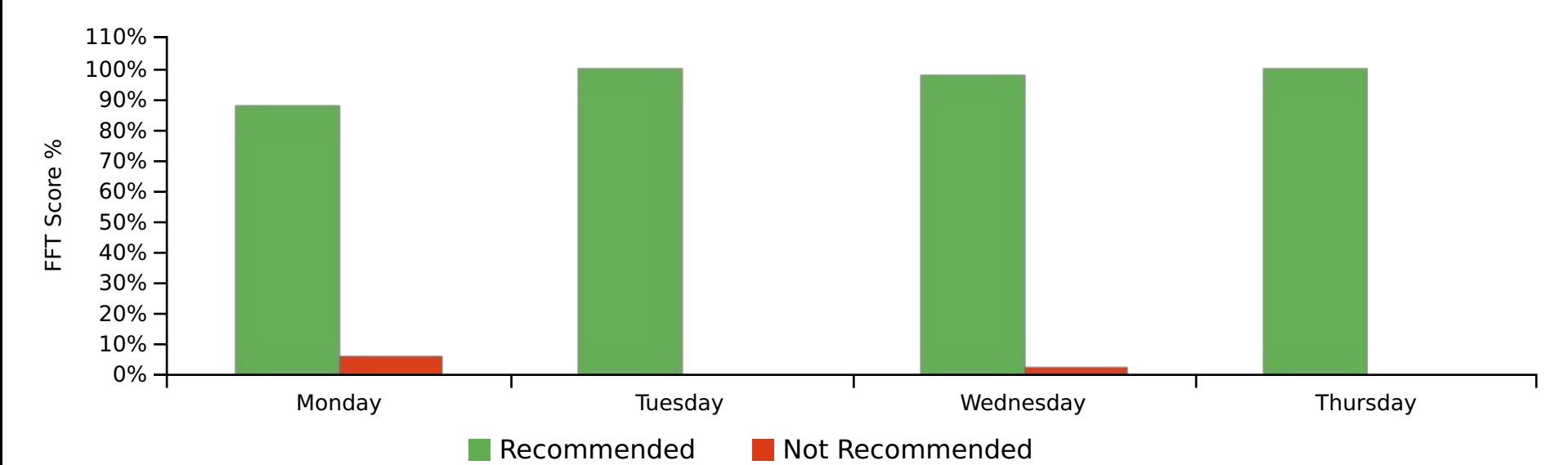
Bearsted

93%

97%

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

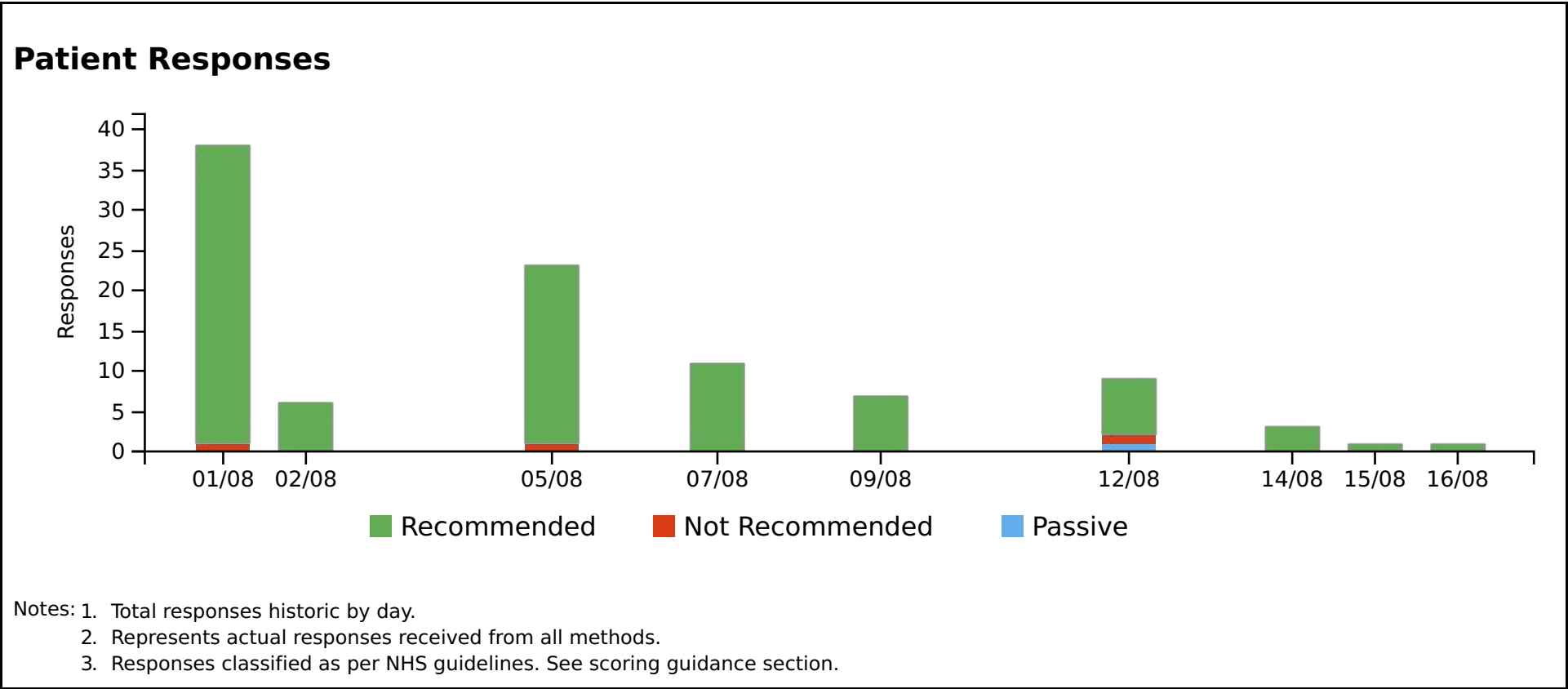
Practice Score: Day of the Week Analysis



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

Tag Cloud

Reception Experience 11
Arrangement of Appointment 19
Reference to Clinician 29

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.

Word cloud containing terms like: quickly, always, good, nice, polite, knowledgeable, efficient, timely, loving, happy, 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

- ✓The gp I saw was friendly and thorough
- ✓Was in and out for two appts- ECG and bloods within 20 mins
- ✓My wife had her leg dressed by Christine Fanning this morning , A first rate job . Thank you
- ✓The new triage system is excellent. I always hear back quite quickly even if I have to wait a long time for an appointment but generally I get what I need within a day and I'm very grateful for that.
- ✓The nurse I saw was very helpful cheery and calming with it.
- ✓Very friendly doctor, running on time xxxx
- ✓Swift response...requested referral agreed.
- ✓Very polite, knowledgeable, helpful, put me at ease
- ✓Was seen on time by GP who was very helpful
- ✓Appointment on time and Dr very helpful.
- ✓Appt was on time. Was in the Surgery no more than 5 mins and had a follow up appt with a specialist within 3 hrs. Gr8 service
- ✓Because you asked me a question and I thought it only polite to answer!!
- ✓Always excellent service
- ✓Appointment easy to book, on time on day and nurse was lovely. Also was happy to extend blood test beyond PSA
- ✓Good overall, excellent midwife service, a bit slow on phonecall and appt bookings
- ✓Smooth process and nice staff
- ✓Kind calm nurse. Appointment given quite quickly. Didn't have to wait to be seen.
- ✓I expected to see the practice much busier on a Monday morning
- ✓Because It was very good the doctor was helpful with reassuring advice
- ✓Because I have never had cause to complain about the services provided by the surgery , I work in one myself so know how hard it is to please everyone.
- ✓Friendly staff
- ✓Prompt reply and seeing doctor
- ✓I was seen promptly by the very pleasant nurse and the blood taken with no fuss.
- ✓Just a good service
- ✓Very efficient nurse
- ✓Dr Dolman was lovely. Very patient, kind and informative. Please pass on my thanks.
- ✓My medical problem was dealt with efficiently by the nurse and doctor.
- ✓Medical staff and receptionists have been consistently helpful and caring.
- ✓Carly very professional from start to finish I was a bit early but she saw me on time.
- ✓All the Healthcare Assistants work very hard and are very accomadating.
- ✓Very helpful, polite and courteous basically great service.
- ✓Messaged doctors at 8.05am and got an appointment same day at 10.30am
- ✓Seen immediately dealt with sympathetically and action taken
- ✓Dr Wani took the time to call me as a follow up and gave me a same day face to face appointment to decide on possible treatment. Called in a second doctor for an opinion.
- ✓Easy to sign in and was seen in a timely manner
- ✓Dr Dolman is always very nice and professional with me and i am always seen within 20-30 minutes from my appointment time which is very good considering the pressure the staff are under
- ✓Spoke to reception & saw nurse quickly.
- ✓10 minute delay on appointment time, hence not full marks!
- ✓I needed blood to be taken and I'm not easy to get blood from. Carly was patient, understanding took enough time to find the right vein.
- ✓Answered quickly and helped rearrange my appointment
- ✓Nurses have been very helpful and Dr Wani was helpful this week whe I was experiencing back pain
- ✓Zoe Plummer was so careful taking my dressing off my knee and such a happy cheerful girl. I was dreading have it off and she was lovely
- ✓Because I don't give a top score unless I receive absolutely exceptional service.
- ✓Appointment reminder good. Nurse professional and friendly. Went in on time
- ✓The clinician was good. I didn't have to wait long. Got parked easily!
- ✓Prompt, problem completely solved, hopefully.

- ✓ You ask me a question I have given my answer
- ✓ *I saw nurse last week and have excellent advice and followed it up with appointment today and further follow up this and next week. Can't fault service, advice and follow up.*
- ✓ Receptionist has always been superb, speedy appointment and friendly staff
- ✓ *All staff are very polite and my appointment was on time.*
- ✓ My appointment was on time, the nurse was very polite, professional & friendly.....Overall a very good experience
- ✓ *Zoe was friendly, helpful in responding to my requests and took my blood very competently.*
- ✓ Very good experience
- ✓ *Appointment on time and the GP new exactly why I had the appointment*
- ✓ Always found the staff very helpful and efficient. They also work well together and will pass concerns to colleagues if that is the most appropriate professional/colleague, and they have then contacted me in a timely manner.
- ✓ *The staff are friendly and helpful. Dr Wani is an excellent doctor.*
- ✓ I was given an appointment within 3 hours. Dr Mortimer was knowledgeable, reassuring and friendly. He is an outstanding G P.
- ✓ *Never had a problem. Doctors and staff listen and are attentive and sympathetic.*
- ✓ Prompt response to online triage enquiry and face to face appointment with a GP the next day
- ✓ *Was not seen at my appointment time even though I signed in before my time*
- ✓ Always helpful and cheerful
- ✓ *Because I found it that way*
- ✓ Was seen by a GP almost on booked time
- ✓ *Very helpfull,patient and understanding.*
- ✓ Excellent friendly service
- ✓ *On time. Courteous, friendly and informative.*
- ✓ Rang office, answered quickly very nice staff member, took info, text received within an hour with an appointment for the same day
- ✓ *The nurse was very kind and understanding.*

Not Recommended

- ✓ Sorry should have been scored 1
- ✓ *Difficulty seeing a doctor and no follow up once seen.*

Passive