

FFT Monthly Summary: October 2024

Bearsted
Code: G82074

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
77	19	3	1	0	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 cqrs servicedesk@gdit.com. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients: 227
Responses: 100

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	77	19	3	1	0	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	77	19	3	1	0	0	100
Total (%)	77%	19%	3%	1%	0%	0%	100%

Summary Scores

 96%  1%  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:

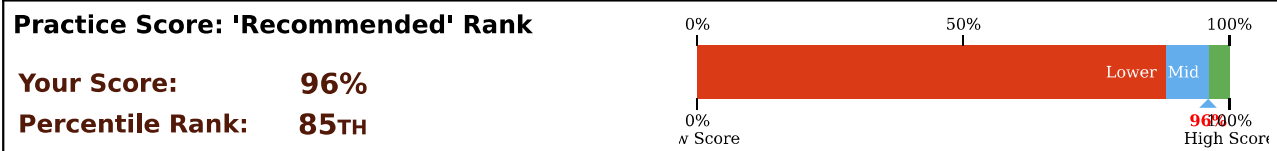
$$\text{Recommended (\%)} = \frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

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

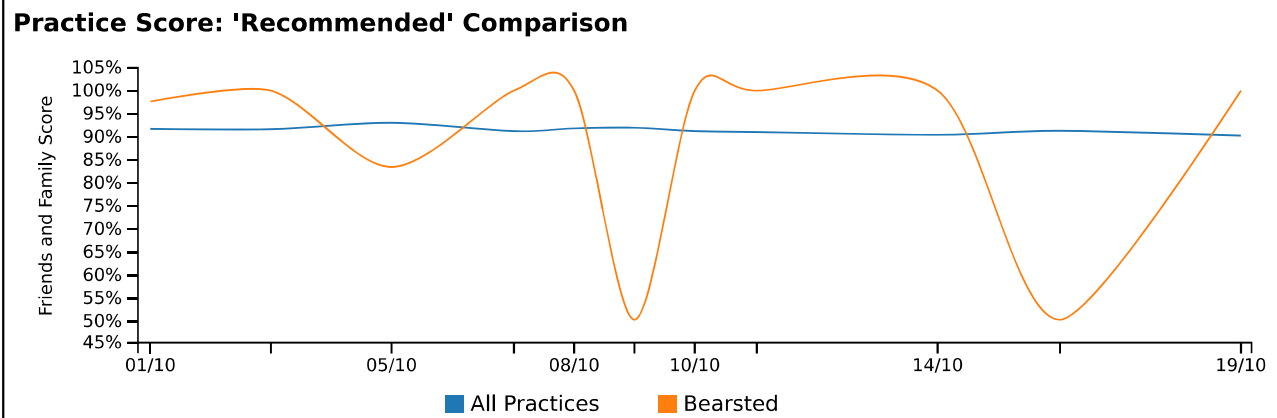
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

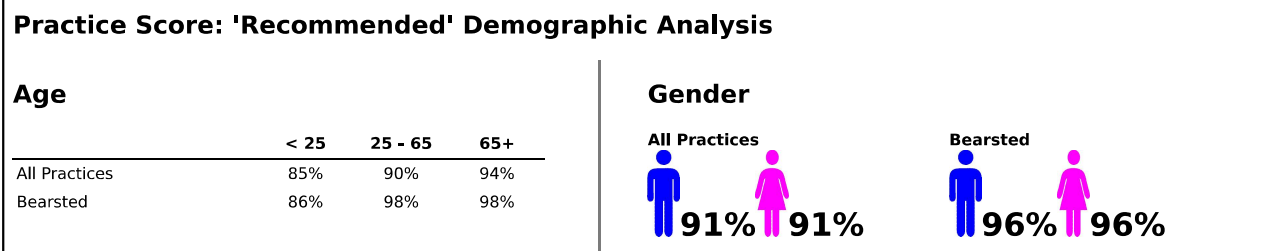
SECTION 3
Practice Scoring



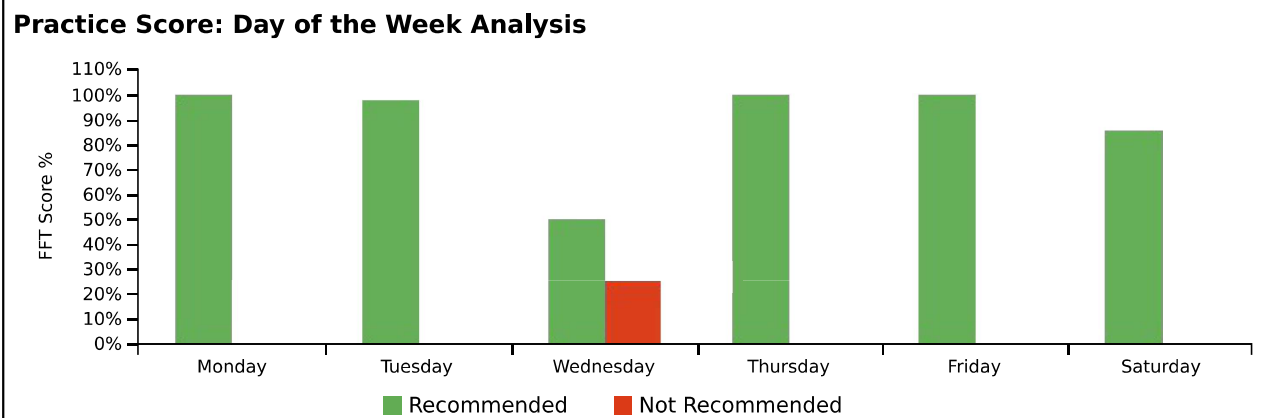
Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 85th percentile means your practice scored above 85% of all practices.



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

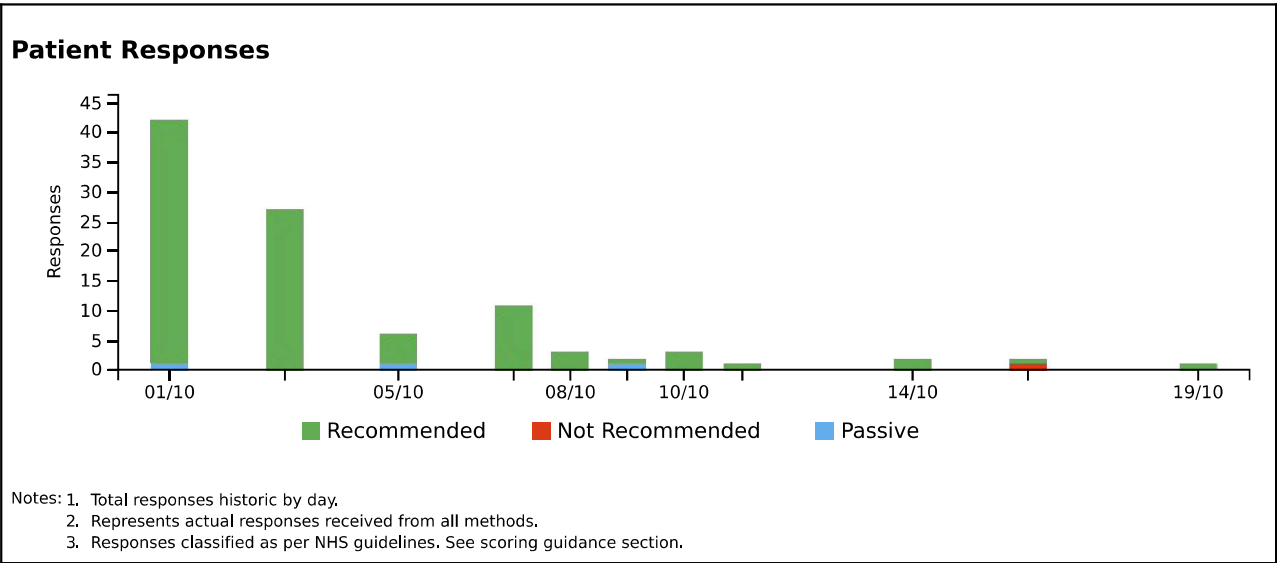


Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.



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	18
Arrangement of Appointment	16
Reference to Clinician	27

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

- ✓ I find the practice excellent except for follow up. I have had a chest infection for over 2 months and still have irritation and a sporadic cough but no results from a sputum test and chest xray.
- ✓ *Kind and helpful at reception. The nurses that treat me are wonderful - always kind and professional.*
- ✓ Very good care given, relatively easy to get appointments
- ✓ *Same day appointment with compassionate gp*
- ✓ It's a good practice
- ✓ *I was satisfied with the service I got*
- ✓ On time, very pleasant lady. Super service.
- ✓ *I was seen on time by the nurse, she was very polite and explained my results so I could understand what they meant. It was well done.*
- ✓ I feel very privileged to have access to the medical care at BMP and over the years both myself and my husband have received the best care. I don't want to ever move home because I don't want to move GPs!
- ✓ *The Practice Paramedic was so thorough, really appreciate it*
- ✓ Just a very efficient blood test done, with no worry of waiting very long.
- ✓ *My consultation resulted in a positive outcome. I was very satisfied*
- ✓ Because you asked.
- ✓ *I saw a very caring dr who explained everything very well and I left very relieved.*
- ✓ Very helpful and friendly staff.
- ✓ *Was good fast service*
- ✓ Your receptionists are amazing and so helpful and the nurses I have dealt with are so professional but also friendly
- ✓ *Always get excellent service/advice from receptionists and doctors*
- ✓ Dr Al Salam was patient efficient
- ✓ *Service today was timely and efficient*
- ✓ Cause the service was very good .
- ✓ *Very polite*
- ✓ The Paramedic I saw was absolutely brilliant
- ✓ *I got a quick reply with an appointment for the same day. Got a prescription which the local pharmacy said the product wasn't available, the receptionist got a new prescription written out within a few minutes. Although I did try phoning the surgery to get a new prescription but was 5th in line, so it was quicker to drive back to the surgery rather than wait in the phone queue. I find the triage system works well.*
- ✓ Because the person I saw was very helpful, efficient and explained everything clearly
- ✓ *Good communication and friendly staff.*
- ✓ Very nice Dr Mortimer who knows who we are !!
- ✓ *Prompt and excellent attention by the Doctor*
- ✓ Always a prompt response. No waiting time and appointment given. Always taken seriously
- ✓ *I didn't feel like I was being rushed. The doctor had the time to listen to how I was feeling which I appreciate it.*
- ✓ Because I was running late but they still saw me. Very kind and helpful.
- ✓ *Nurse who took my blood was just brilliant, kind and very pleasant.*
- ✓ Prompt reply to enquiry, next day appointment and seen at the exact time of appointment
- ✓ *Familiar and understanding, unrushed and clear explanations of proposed actions*
- ✓ Very friendly and professional
- ✓ *He always gives great advice and never makes you feel like you are wasting his time. Fab GP*
- ✓ I've been treated very well so far, I hope you're able to get to the bottom of my situation
- ✓ *Got an appointment on the same day as I've been feeling unwell for a week now, really quick and helpful*
- ✓ Very quick and painless having the jabs
- ✓ *You mean you're not happy with a very good review?*
- ✓ Had blood tests/vaccinations and very pleasant service. Telephone call from doctor tomorrow regarding my medication. Feel looked after.
- ✓ *Prompt appointment, friendly HCA and very competent. Helpful pleasant receptionist.*
- ✓ Because the service i have received is very good i cannot fault it
- ✓ *I was seen promptly, courteously, and thoroughly. I was advised on next steps and timings. Good experience.*
- ✓ My doctor was very nice and very understanding

- ✓ *I was seen quickly by a Doctor the same day who spent time going through my symptoms and was very kind and caring. I felt my concerns were taken seriously. I was offered a follow up consultation by the Dr which really helped to reassure me.*
- ✓ *Wonderful service. Very compassionate & understanding and caring.*
- ✓ *On time*
- ✓ *Because that the truth*
- ✓ *The dr we saw was very through for my daughter*
- ✓ *Quick response and equally quick action*
- ✓ *Very friendly and polite staff. Appointments are always on time. Doctors have been excellent in explains stuff*
- ✓ *Well it makes a difference to the people who not waiting a lounge time*
- ✓ *I would have put very good but have had problems with my prescriptions. I am still waiting for my Lormatazepam. I have spoken to a receptionist about this. Yours is a new practice for me and I never had a problem with my previous one. Otherwise I have found your practice very good.*
- ✓ *Easy to book appointments online, I had blood drawn today and it was quick , always lovely friendly staff*
- ✓ *Felt listened to and happy with the outcome of the visit*
- ✓ *Excellent service, prompt and friendly*
- ✓ *Quick to get an appointment and very efficient nurse*
- ✓ *Recently I visited practice twice, everything was done quick and in professional manner, staff is very friendly and make you feel comfortable.*
- ✓ *Always pleasant, professional and friendly staff.*
- ✓ *Everything went very well and worked out really well, however, having explained to the receptionist that the nurse I just saw recommended I immediately arrange a face to face doctor's appointment I was surprised to be asked to go through the triage system.*
- ✓ *The nurse was very pleasant helpful and made feel at ease!*
- ✓ *Receptionist very polite and helpful*
- ✓ *Same day appointment, very efficient.*
- ✓ *The doctor was very helpful*
- ✓ *Who is this?*
- ✓ *Triage process works well, quick to respond, easy to book an appointment, doctors and nurses are all lovely*
- ✓ *Find staff very helpful and polite.*
- ✓ *In time, friendly staff, very helpful , credit to the nhs*
- ✓ *V well organised kind doctor and got covid jab too*
- ✓ *very courteous service and quick*
- ✓ *Yes it's because I've been with your surgery since 2018 and I've never ever had many problems if I ever had a problem then you quickly sort it out without any hassle would not want to go another surgery you're the best surgery I've been to apart from when I was little 10/10 in my book*
- ✓ *I appreciate you offer an excellent service with the challenges you face . But I do find that once a text has been sent by the Doctor there isn't the possibility of replying to it . This means you either have to call the surgery or write a letter . I feel that sometimes you need to be able to explain more fully regarding the problem .*
- ✓ *The process and appointment structure and politeness of staff when having to discuss concerns are appreciated and professional.*
- ✓ *My appointment for my blood test was on time and carried out by Zoe efficiently and friendly.*
- ✓ *Dr Moss listens to you, Is very understanding*

Not Recommended

- ✓ *I booked my twins for their preschool boosters, however nobody told me at the point of booking that this vaccine is at 3 years and 4 months, so we came for the appointment and wasted everyone's time because we were told we couldn't have the vaccine as we were 10 days before the twins turn 3 y 4 months. I got my husband to take time off work and come all the way to help.*

Passive

- ✓ *Would have been better if the walk in clinic was still available*
- ✓ *It was an accident I meant to select 2. The medical staff are great however the admin staff are difficult to deal with as they provide different answers to the same question.*
- ✓ *It was ok thanks*