

# FFT Monthly Summary: November 2024



Bearsted

Code: G82074

## SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
82	16	1	0	1	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: 220

Responses: 100

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	82	16	1	0	1	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	82	16	1	0	1	0	100
Total (%)	82%	16%	1%	0%	1%	0%	100%

Summary Scores

👍

98%

👎

1%

👉

1%

## 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: 98%

Percentile Rank: 95TH

0%50%100%

0%Score

High Score

LowerMid

98%

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 95th percentile means your practice scored above 95% of all practices.

Practice Score: 'Recommended' Comparison

Date	All Practices	Bearsted
01/11	92%	98%
06/11	91%	100%
08/11	90%	100%
12/11	88%	100%
15/11	91%	100%
11/11	89%	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	86%	90%	93%
Bearsted	100%	96%	100%

Gender

All Practices

91%

91%

Bearsted

98%

98%

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

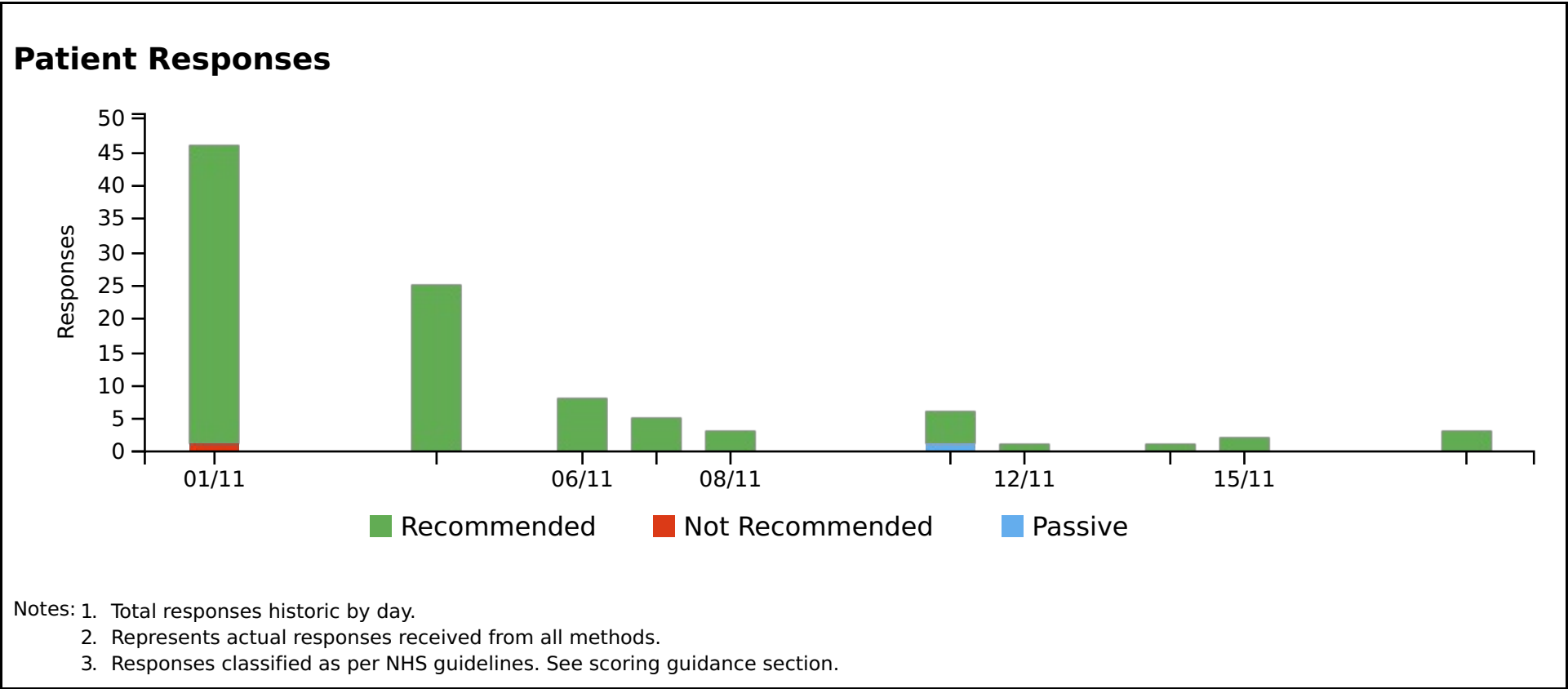
Practice Score: Day of the Week Analysis

Day	Recommended	Not Recommended
Monday	100%	0%
Tuesday	100%	0%
Wednesday	100%	0%
Thursday	100%	0%
Friday	98%	2%

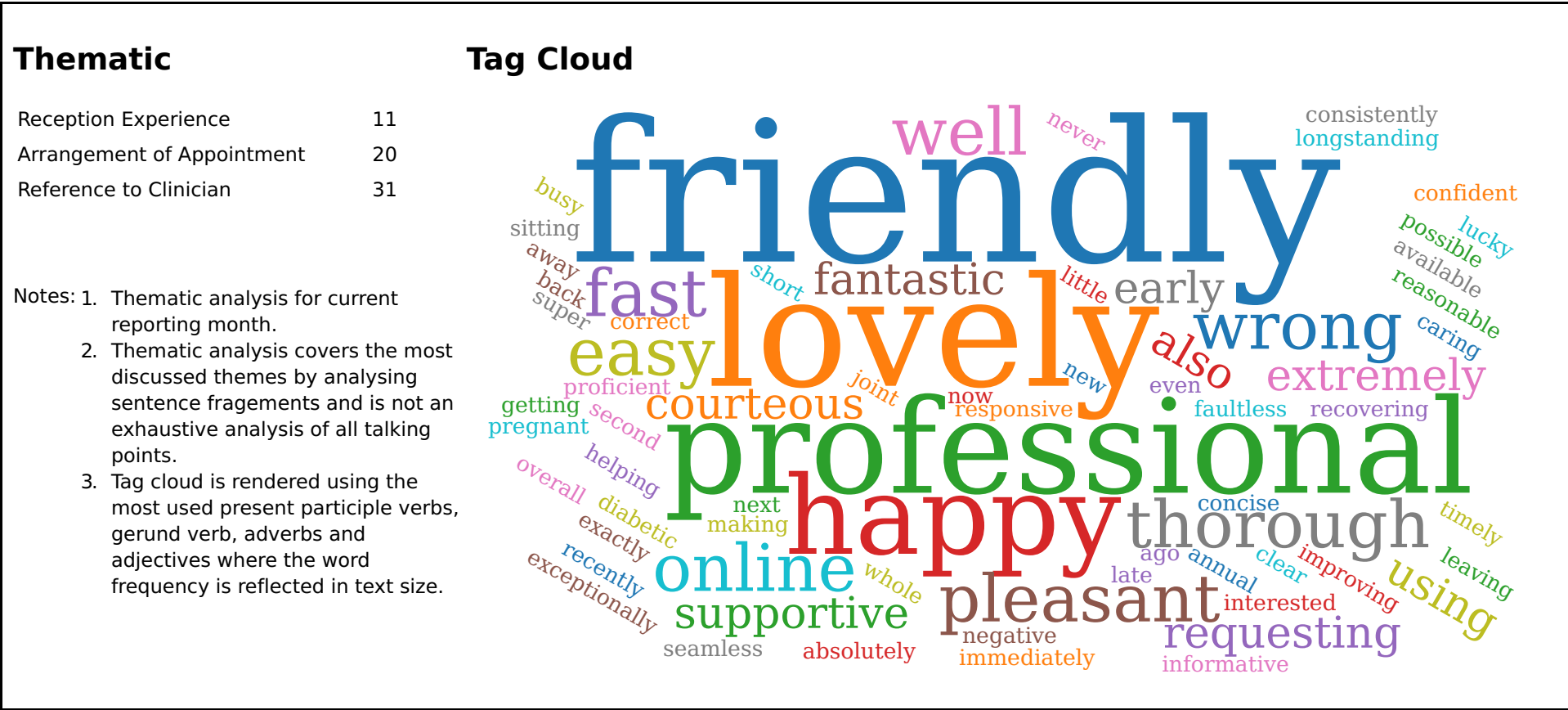
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.  
2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4

Patient Response Analysis



SECTION 5
Patient Free Text Comments: Summary



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

- ✓ No waiting and efficient text reminders.
- ✓ Faultless treatment
- ✓ Because Dr. Williams could tell.by my triage how stressed out as I was and made time to reassure me and but my anxieties to bed for the day. What a great Dr.
- ✓ Fast service, saw a great member of the team, thanks!
- ✓ On time, quick and pleasant, nice helpful nurse
- ✓ In and out the surgery within 5 mins
- ✓ I was seen more or less on time and Mrs Ottaway was very professional, efficient and polite.
- ✓ Quick response, quick appointments, everyone is very nice, polite and caring.
- ✓ I love the triage system. It works so well for our needs. If we need to see someone we always can and the staff are all friendly and kind
- ✓ Was given a face to face same day was examined by doctor who listened to what I said. And was very thorough
- ✓ Dr Al-Salman was as always kind and professional
- ✓ Responsive, kind and they listen and act
- ✓ Quick to be seen, nice staff and doctors and physiotherapist
- ✓ Service was friendly efficient and on time
- ✓ Nurse Lucy Morris was very helpful and I felt I could talk to her without judgment.
- ✓ Efficient and great service on arrival and seen on time
- ✓ Wait time reasonable at 5 mins. Effectiveness of personnel nurse was good but not exceptional.
- ✓ Was and am allways happy with the service from the nurses
- ✓ Diabetic nurse identified a problem and went above and beyond to provide access for me to see a GP for consultation of longstanding issue not related to my annual review. That's what i call a sterling service.
- ✓ Nurses appointment to give blood , in and out within 5 minutes , taken at correct time , very pleasant member of staff
- ✓ It was easy to book a nurse appointment online and Lucy was lovely.
- ✓ Efficient, prompt, helpful service
- ✓ Always prompt service
- ✓ Dr Al Salman was very courteous, informed me of my results and described possible future options. Answered my questions and treated with respect
- ✓ Very courteous and very professional
- ✓ You have always been good from day one. Everyone is so helpful.
- ✓ Appt on time.....nurse friendly & efficient
- ✓ Always so polite, interested in you as if you are their only patient. Prompt, excellent reception staff too
- ✓ Bearsted Medical Practice are very supportive and are helping me through a difficult time with my health, all the staff Medical and non medical are lovely.
- ✓ The medical professionals and staff have been exceptionally proficient and supportive.We have consistently received timely appointments.
- ✓ First 24 hour monitoring was cancelled x
- ✓ Good communications. Appointments on time. But more to the point excellent doctors and nurses.
- ✓ Miss Megan Squires took my bloods she was polite and efficient - painless! Thank you
- ✓ Very good for children always get seen the same day also when pregnant I was always seen the very same day as requesting an appointment. Waiting times for being seen is always good and the new online system is great as saves lots of time.
- ✓ Always looked after and I feel confident with my care.
- ✓ I sent my triage form around 1105 this morning and got a fast response with a face to face appointment at 1600 the same day. The paramedic I saw was so helpful and lovely. I felt that I received the best service leaving with a prescription and advice about what to do if my symptoms got worse. Cannot fault the surgery.
- ✓ For excellent service
- ✓ I got my appointment wrong and didn't turn up so I went into theactice too apologise and booked me another appointment there anden , absolutely friendly professional and the reception staff ar
- ✓ I asked for an appointment at reception. Was told I would get a phonecall in the afternoon. Got a text before I even got home again. The appointment was for that afternoon. Very fast response. Thank you.
- ✓ Explain exactly what was wrong
- ✓ I have never had any issues and concerns with GP. Always happy to listen and explain things when needed xx
- ✓ Doctor was fantastic, very helpful & had a plan of action
- ✓ Dr. Williams is excellent, always listens & is super helpful & making appointment is so easy with the on line system, the practice is always quick to respond

- ✓ *Yes, very good service.*
- ✓ *I needed emergency, short notice nurse care recently and this was organised immediately. Nurses were all fantastic. I have breathing issues at the moment and have had 2 paramedic appointments this week on the day of requesting. I have allergies and getting repeat medication was so difficult. Julia Martin has been exceptional and has sorted everything so now runs smoothly.*
- ✓ *No problem booking a face to face appointment 2 weeks ago. Appointment was on time today. Dr listened to me, advised and referred me with my medical problems and I came away feeling I'd had a very good experience.*
- ✓ *Always all very helpful.*
- ✓ *Because I have only come across good service from the surgery since we first became patients.*
- ✓ *I think the medical practice is run extremely well. The staff are always kind, friendly and very professional...*
- ✓ *Appointment was so easy to make. Filled in the form and within 15 mins we were offered an emergency appointment via text for the same day. Appointment itself was helpful and reassuring.*
- ✓ *Friendly, efficient and overall a pleasant experience*
- ✓ *Lucy was lovely and made me at ease.*
- ✓ *My error, I arrived 45 minutes early and was ok to sit in the waiting room until my time, but Carley was happy to see me early which saved me sitting around. I had my blood taken with Carley who is excellent, you don't know she's taken it and is always very nice to talk to.*
- ✓ *Friendly service, on time and answered my questions.*
- ✓ *Found the doctor helpful and knowledgable. A good bedside manner.*
- ✓ *Very friendly staff*
- ✓ *On time and efficient*
- ✓ *Whole experience was quick painless and efficient.*
- ✓ *I arrived earlier than my appointment time, but saw the doctor before my allotted time. Very pleased with Bearsted practice*
- ✓ *The online booking system was good to record the symptoms and history of my issue. The GP diagnosis was clear and concise. I'm happy that the process to fix my knee joint has been set in motion. Thank you, keep up the good work.*
- ✓ *Prompt and reassuring. Follow up scan to confirm.*
- ✓ *I went into the room on time. Dr was very thorough and I am happy with the next steps needed.*
- ✓ *Would have been a 1 but the appointment was a little late*
- ✓ *I asked to see a nurse at about 10 and was given an appointment for 3.10, very good service and carried out without any fuss.*
- ✓ *Everything went smoothly and can't think of anything negative*
- ✓ *Very informative doctor and a lovely bedside manner*
- ✓ *Seamless and Professional.*
- ✓ *Lovely doctor, although they were busy, I didn't feel rushed. All my questions were answered. Also by using the app, I could see the doctor of my choice.*
- ✓ *Extremely prompt in response & lucky to have an appointment same day. Incredibly polite, kind, reassuring & patient Doctor very thorough & helpful.*
- ✓ *Appointment on time, nurse lovely and welcoming. Well informed and felt at ease.*
- ✓ *Very good service*
- ✓ *Quick response time when using triage*
- ✓ *I am being very looked after by all the nursing staff*
- ✓ *Appointment was on time, very efficient and friendly nurse*

**Not Recommended**

- ✓ *Pressed the wrong button first.the derive was very good. On time,helpful and polite.*

**Passive**

- ✓ *Triage gives no diagnosis, nor advice for improving or recovering from symptoms. So I always have to ring back to ask for this or request to see a doctor on a second triage. The Doctors I have seen are good and appointments are always available within a week.*