

FFT Monthly Summary: December 2024



Bearsted

Code: G82074

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
82	13	2	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:

213

Responses:

100

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	82	13	2	1	2	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	82	13	2	1	2	0	100
Total (%)	82%	13%	2%	1%	2%	0%	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%

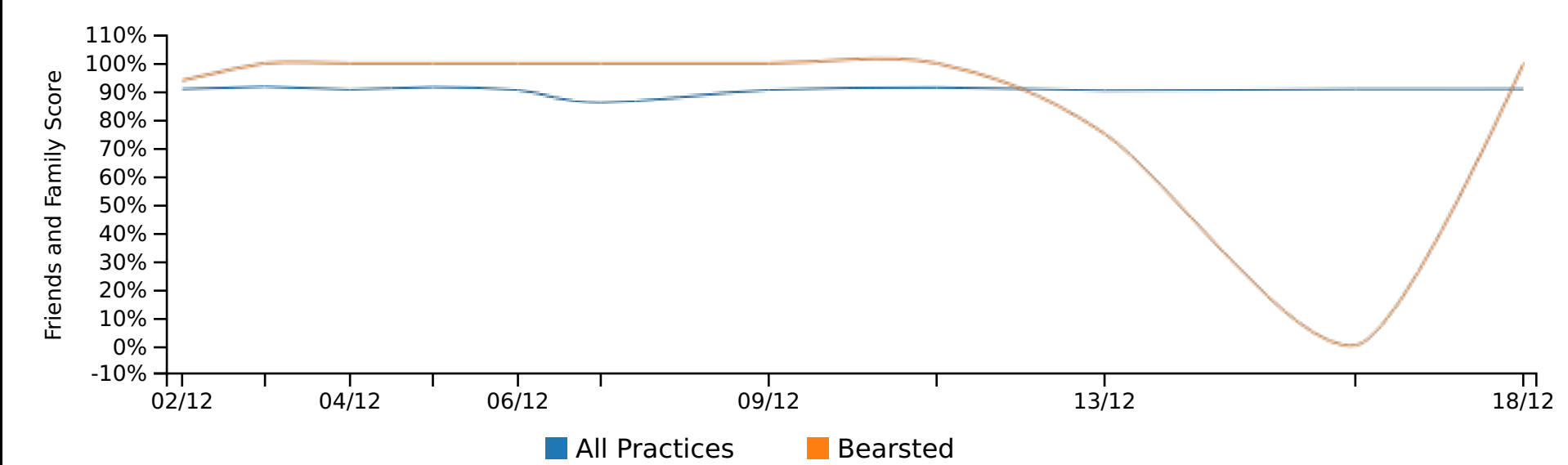
0% Score

LowerMid

95%100% High Score

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%	93%
Bearsted	100%	96%	94%

Gender

All Practices

91%

91%

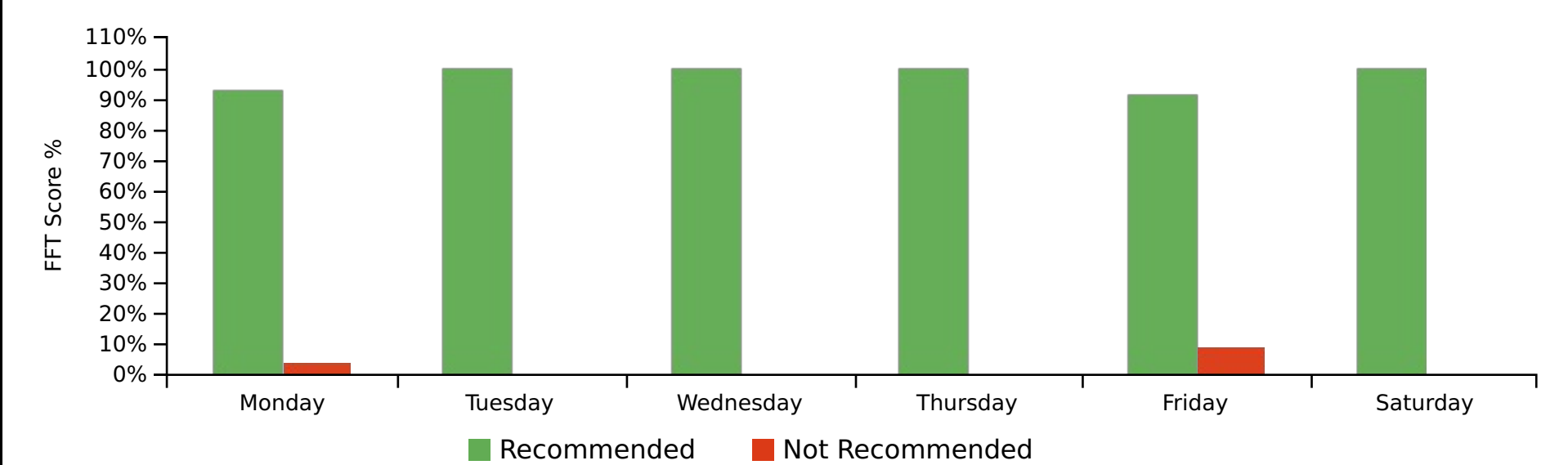
Bearsted

90%

98%

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

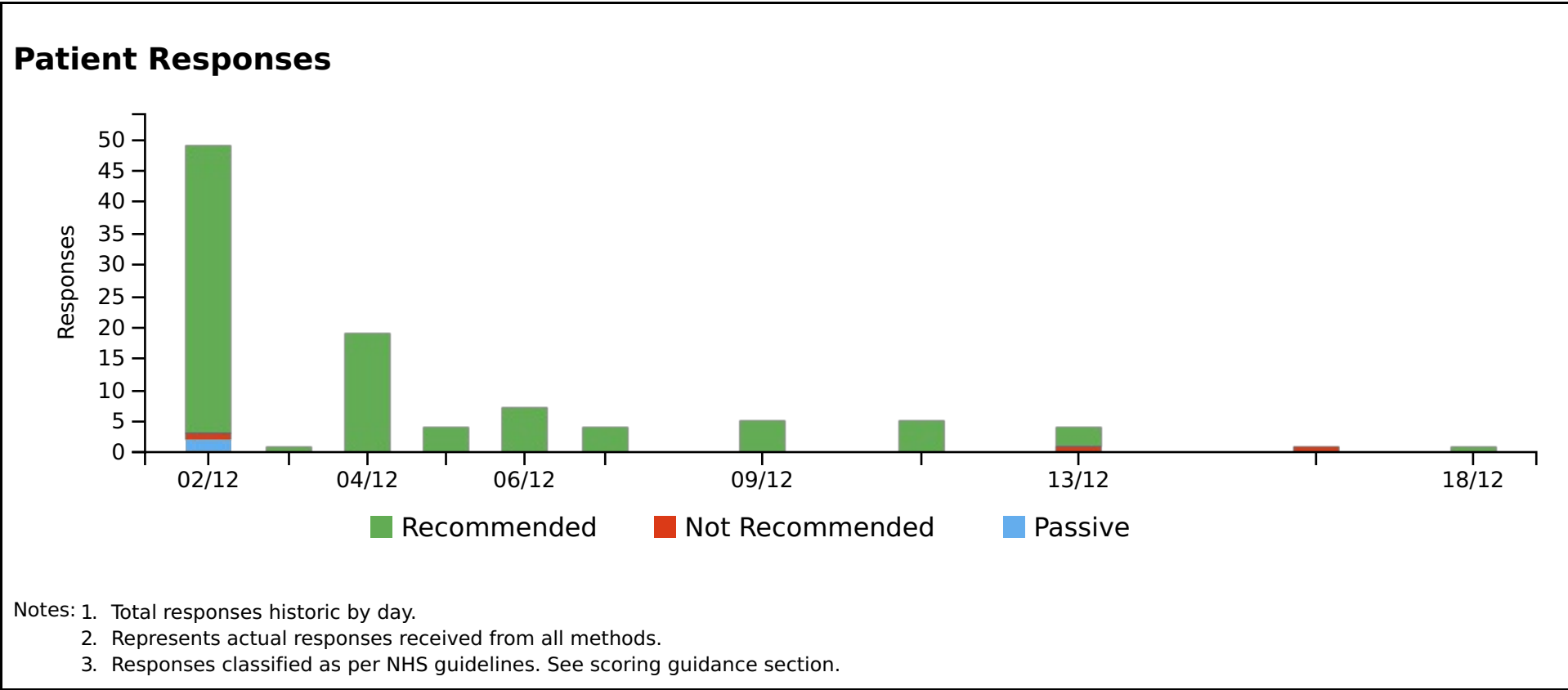
Practice Score: Day of the Week Analysis



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

Theme	Frequency
Reception Experience	10
Arrangement of Appointment	18
Reference to Clinician	24

Tag Cloud

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.

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

- ✓ They are efficient and look after their patients
- ✓ *She took blood and asked questions. She didn't seem to understand I was there.*
- ✓ Came for flu and covid jab, straight in and straight out, very quick and efficient
- ✓ *Because we are very happy the way things were explained and how e we were treated*
- ✓ On Time, he listened and provided thoughtful treatment
- ✓ *Efficient service and nice staff*
- ✓ I can always get an appointment when I need one. I have seen several GP's and clinical staff and they are all extremely knowledgeable and pleasant to deal with. Prescriptions are easy to order on the app. I have never had a bad experience at the surgery.
- ✓ *Always helpful and efficient also friendly.*
- ✓ I was treated by a very kind and understanding GP, namely Aisha.
- ✓ *Easy to book & Dr was very thorough.*
- ✓ Got urgent appointment
- ✓ *Appointment was on time. Dr Horsley listened to my medical problem and was very good at giving me advice and progressing my condition towards a better diagnosis via an x ray.*
- ✓ I answered your question.
- ✓ *Seen by doctor on same day as I contacted them. Dealt with by a lovely doctor*
- ✓ Spoke to a doctor within an hour of requesting an appointment. Arranged blood test now awaiting results
- ✓ *Because Mrs Mercer was the first nurse who took blood on the first attempt, and answered all my questions professionally.*
- ✓ Every appointment ever attended is always at least 15 minutes late. I get there on time or before, but always poor time keeping on the surgery's part. Never an apology or reason why.
- ✓ *Thought the Dr was really thorough and helpful*
- ✓ Have been the surgery for years they always do their very best
- ✓ *My daughter felt the appointment went well*
- ✓ Pleased overall with the service.
- ✓ *Appointment on time nurse very friendly and professional.*
- ✓ Megan administered the vaccine explained things and offered advice which was very much appreciated
- ✓ *They were very pleasant & smiling, no problem at all*
- ✓ Because the service was excellent as it always is
- ✓ *Natalie physiotherapist was really friendly , professional and listened to my concerns and I felt heard and she recommended a way forward.*
- ✓ Quick and efficient
- ✓ *Dr Shuaibu was excellent thorough and kind attentive manner. Assured me she would follow through. Bloods were taken by Hayley Mercer..also great service and in both occasions I was called on time.*
- ✓ Because I was seen more or less straight away by Hayley Mercer. No hanging around.
- ✓ *Quick appointment offered on the day. Appointment was on time and Paramedic was polite, friendly and engaged well with my daughter. Professional and able to clarify my questions and offer good medical advice.*
- ✓ Appt on time and friendly nurse
- ✓ *Prompt, personable nurse and the booking of the appt. Very efficient.*
- ✓ Friendly, efficient and prompt response
- ✓ *Nice staff, appointment was on time, blood test was near painless. Overall great experience.*
- ✓ Listened to my concerns, and sound advice
- ✓ *Appointment was on time and the nurse was lovely*
- ✓ Very quick appt, excellent service
- ✓ *Not long to wait, and seen quickly.*
- ✓ The person I saw was very helpful and listened.
- ✓ *I was in and out quick and the nurse was very pleasant*
- ✓ Exactly on time, both flu & COVID jabs done in less than 5 minutes
- ✓ *Good experience. Efficient. Dr was great. Reception empathetic to my follow up questions*
- ✓ Absolutely brilliant nurse today. Took my bloods and made it so light and breezy. I didn't stress about the needle at all!
- ✓ *Easy to book for blood test & seen on time*
- ✓ The service I have had has been very good, but feel I should have seen a doctor after arriving in the uk , after 18 years in France ,to discuss my health at

age 81

- ✓ *Very prompt and efficient...*
- ✓ Was seen on time and dr to the point. Only criticism is that the appointment seemed a little rushed.
- ✓ *The service was warm,efficient and effective.*
- ✓ Good service with physio
- ✓ *She was friendly, informative and helped me feel at ease today*
- ✓ The lady that I saw didn't rush me, discussed all my concerns and made me feel that if I get worse then I was to return and there was quite a few things she could do to help, which is unusual to feel that someone is really listening to you fears, so 10 out of 10 please let her know Thanks
- ✓ *Zoe P was very caring and careful during my appointment*
- ✓ It was friendly & professional.
- ✓ *The doctor listened to me was very kind and took time to go through things with me, all the staff at the Bearsted practice have been wonderful thank you*
- ✓ Easy to book the appointment Parked fineQuick service in and outNice surgery nice staff
- ✓ *Kept getting text messages to remind me of appointment. Was seen exactly on time. The nurse Mrs Hayley Mercer was lovely. Professional. Efficient. Happy. Friendly.*
- ✓ Friendly, seen soon after my arrival
- ✓ *Always on time, friendly staff. Can't fault them!*
- ✓ Ease and efficiency of appointment system. Courteousness of ALL staff. Person centred consultation with knowledgeable helpful friendly and engaging GP. Made to feel focus of attention. Cannot fault the surgery
- ✓ *Good advice from the GPs*
- ✓ Very easy triage system, prompt responses, friendly staff and wonderful doctor
- ✓ *Consultation was held on time and the procedures very explained snd expectations were met.*

Not Recommended

- ✓ *10 minutes notice to cancel my appointment and no single other person on site that could do my injection which takes 30 seconds!*
- ✓ *It's much harder to get a GP appointment- have to wait weeks for a telephone consultation and hardly ever offered face to face appointment*
- ✓ *This surgery is held together by the support staff. The doctors themselves are lazy/ workshy. It's a very poor practice.*

Passive

- ✓ Long wait for an appointment 6+ weeks,
- ✓ *1 hour late*