

FFT Monthly Summary: April 2024

Sandwich Medical Practice
Code: G82063



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
85	8	4	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:	251						
Responses:	100						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	85	8	4	1	2	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	85	8	4	1	2	0	100
Total (%)	85%	8%	4%	1%	2%	0%	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:

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

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

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

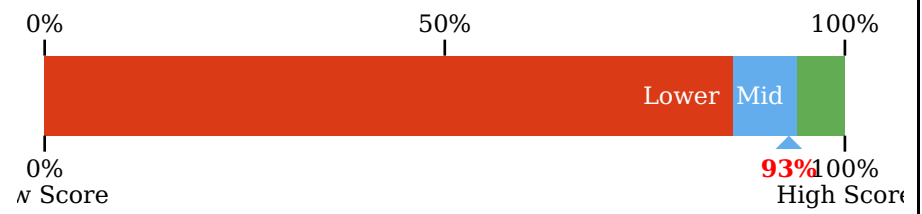
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

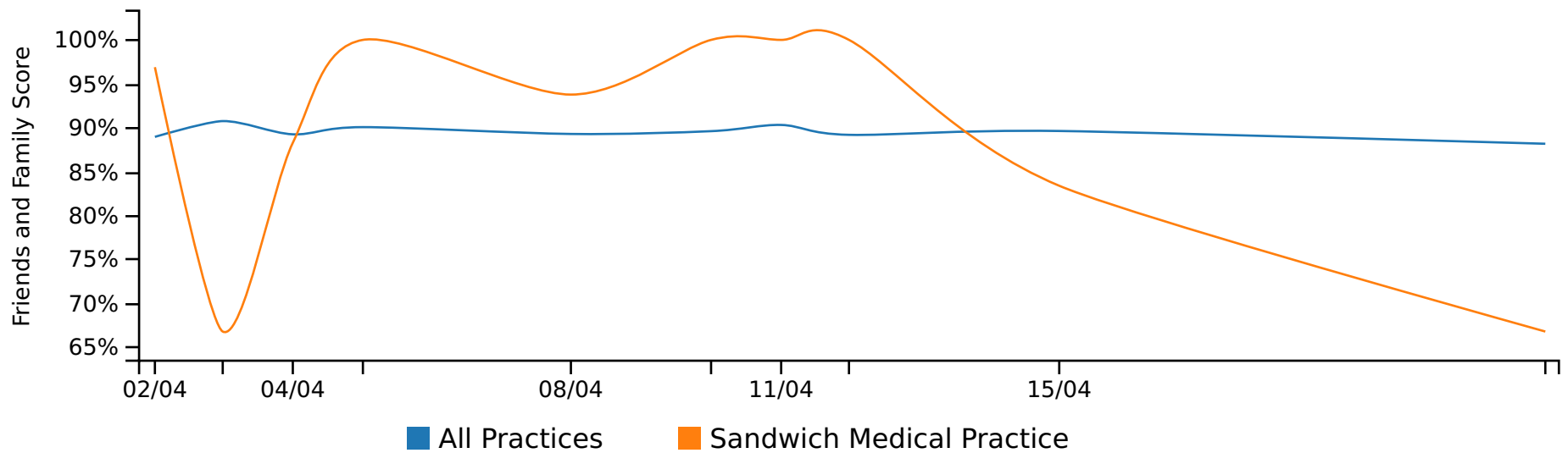
Your Score: 93%

Percentile Rank: 65TH



- 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 65th percentile means your practice scored above 65% of all practices.

Practice Score: 'Recommended' Comparison



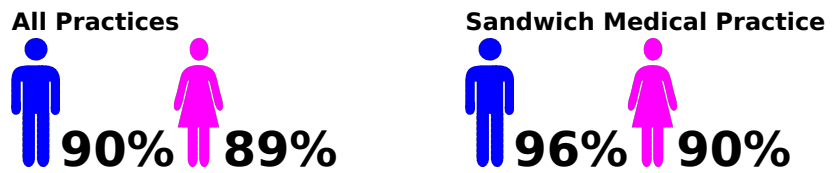
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

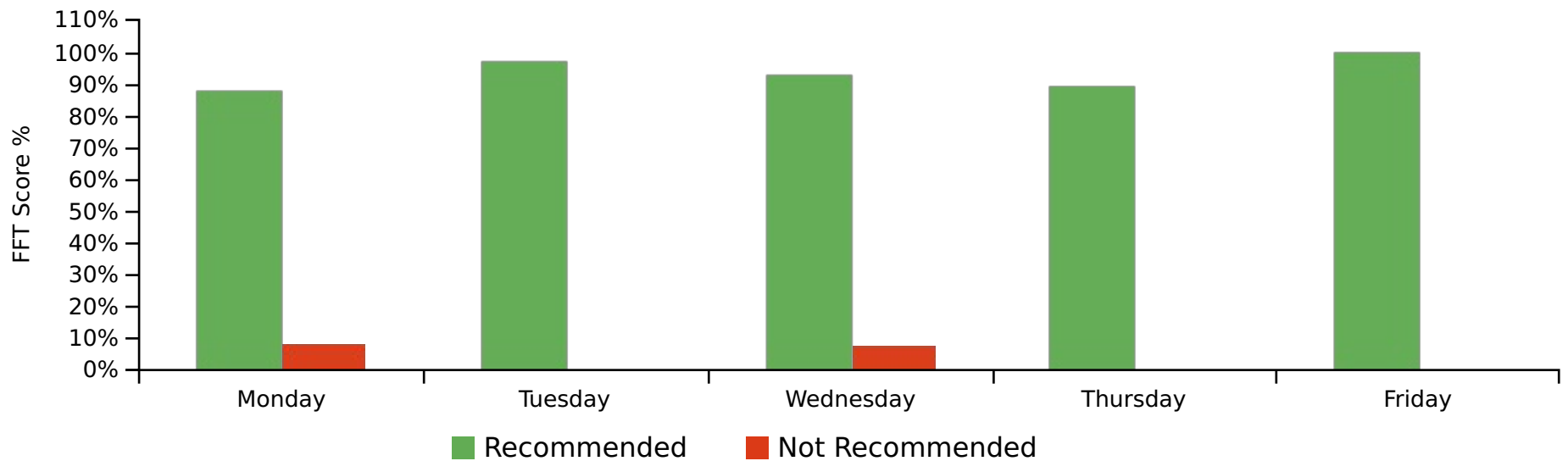
	< 25	25 - 65	65+
All Practices	84%	89%	92%
Sandwich Medical Practice	100%	91%	96%

Gender



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

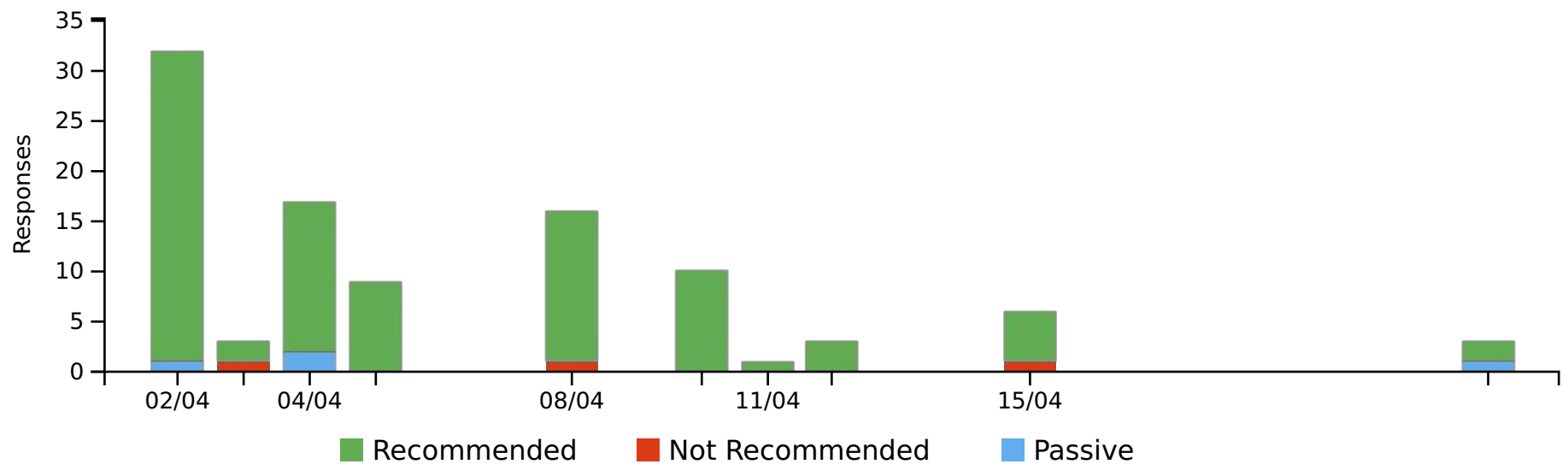
Practice Score: Day of the Week Analysis



- 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

Patient Responses



- Notes: 1. Total responses historic by day.
2. Represents actual responses received from all methods.
3. Responses classified as per NHS guidelines. See scoring guidance section.

- ✓ *I had a diabetes blood test which was painless and quick. All the staff are pleasant. Top marks.*
- ✓ *Well deaerved*
- ✓ *Very efficient, friendly service*
- ✓ *I gave it because when I got to the surgery I did not get a chance to sit down as I was called in right away*
- ✓ *The nurse was on time she was really helpful and answered my questions and also managed to get a doctor to look at one of my feet.*
- ✓ *On time and first class service*
- ✓ *My husband was able to get a same day GP appointment for me which was a huge relief after being in hospital over the weekend. Dr Alex was really knowledgeable and reassuring. I left very happy with all the information he provided and the care I received*
- ✓ *Staff were great. Appointment on time.*
- ✓ *Alex is both professional and efficient*
- ✓ *Most of the staff are kind and professional which is so important The surgery is very cleanSome access to care is a little limited but I understand how busy it is(although in my opinion there should be self care from more patients)Thank you*
- ✓ *Very good response in booking appointments eg., waiting times.*
- ✓ *I asked several questions and she went to the trouble of finding answers and phoned me back very impressed*
- ✓ *Because you asked.*
- ✓ *Victoria was very good and helpful.*
- ✓ *Waiting time was short, nurse was lovely, approachable and gave lots of good advice*
- ✓ *Very polite and efficient experience Thanks*
- ✓ *Because you asked about the service. The woman on reception was also very helpful*
- ✓ *Waiting time was short and Anita the nurse was very professional and polite.*
- ✓ *Quick efficient service and seen on time.*
- ✓ *Seen promptly. In and out for a blood test very quickly*
- ✓ *The nurse was engaging and very helpful and on time*
- ✓ *Very polite And informative*
- ✓ *Friendly receptionists and medical staff, efficient and thorough service. Clean and well kept facilities. Always a calm experience.*
- ✓ *Superb performance*
- ✓ *Very polite people and great medical advice*
- ✓ *Personal service, very competent nurse.*
- ✓ *Very helpful with two problems and made appropriate referrals.*

Not Recommended

- ✓ *Good service, short waiting time*
- ✓ *The routine blood test was very painful, I have never experienced pain like that from having a blood test. My arm is very sore.*
- ✓ *Appt cancelled. This can happen but lack of communication re this and lie about contact us is unacceptable and rude. There seems to be one rule for patients re punctuality & communication & behaviour and a complete opposite one for and from staff.*

Passive

- ✓ *Nurse was nice. Hit and miss on getting an appointment. Doctor likely gave me an ear infection from not changing the tip on the ear thermometer.*
- ✓ *Service was fine and problem diagnosed but appointment was 30 mins late. I have worked at hospitals and know appointments run over, which is fine, but a heads up on late running would be appreciated on arrival. As it happens i had nothing else planned today, but, i might have and it would have put a spanner in the works*
- ✓ *Because as soon as nurse Paul saw me he said I brother my foot. His a great nurse am super happy I saw him. So yes am very happy.*