

FFT Monthly Summary: June 2024

Sandwich Medical Practice
Code: G82063



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
81	15	1	0	3	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:	205						
Responses:	100						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	81	15	1	0	3	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	81	15	1	0	3	0	100
Total (%)	81%	15%	1%	0%	3%	0%	100%

Summary Scores

👍 96% 👎 3% 🗳️ 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:

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

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

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

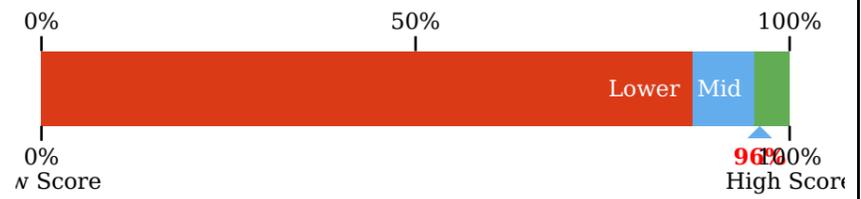
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

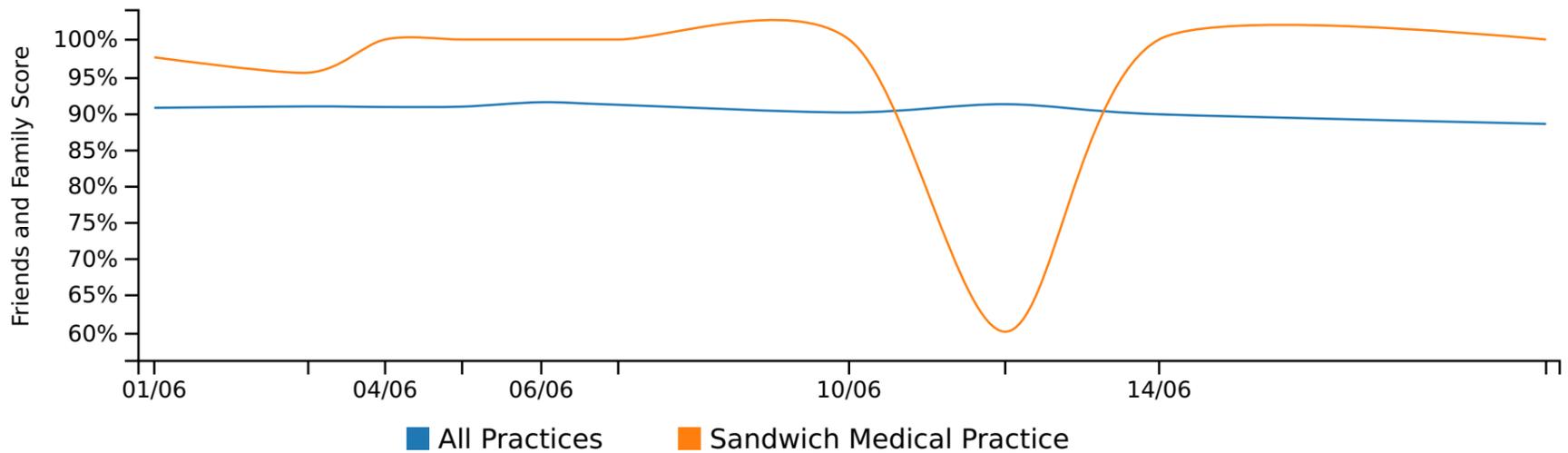
Your Score: 96%

Percentile Rank: 85TH



- 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.

Practice Score: 'Recommended' Comparison



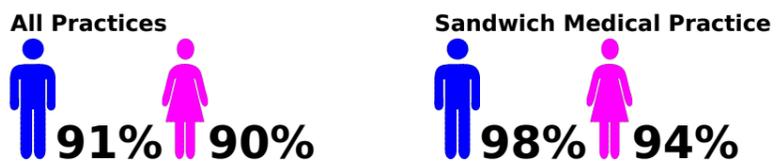
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

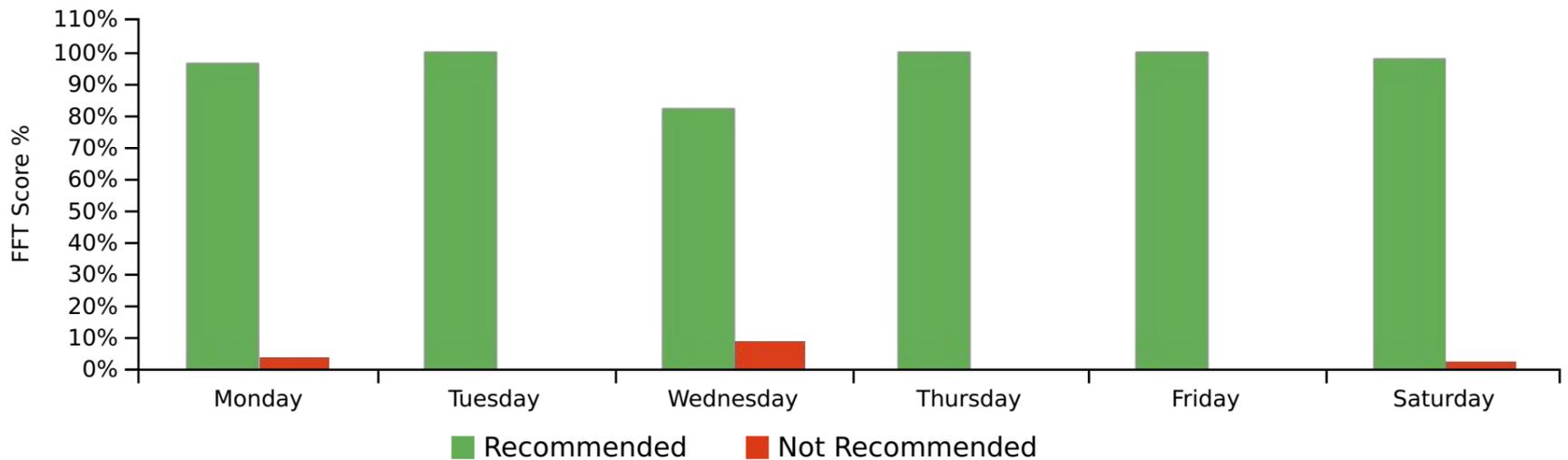
	< 25	25 - 65	65+
All Practices	84%	90%	92%
Sandwich Medical Practice	100%	94%	97%

Gender



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

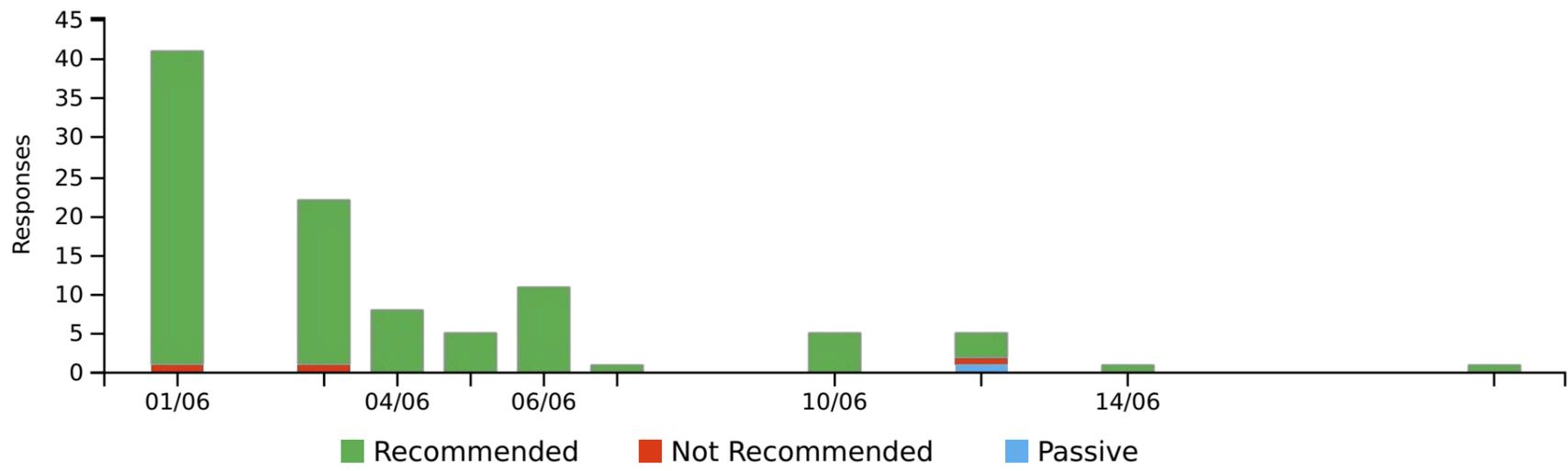
Practice Score: Day of the Week Analysis



- 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.

✓ *When arriving for a 9 o'clock appointment a few minutes early, to find the doors locked, rang the bell but nobody answered it, very many people waiting outside in the cold wind, door unlocked at exactly 9 o'clock, just told to come in and cue up there, not very friendly attitude, they made the appointment so should have been ready for all the people.*

✓ *Excellent service*

✓ *Very helpful, patient, kind*

✓ *Rebecca was quick, confident and efficient*

✓ *The nurse I saw was courteous, kind and efficient.*

✓ *Lovely manner*

✓ *Very quick, efficient and pleasant.*

✓ *The practice nurse I saw, was lovely and very helpful with other questions I had.*

✓ *Friendly reception staff, clean and tidy surgery, efficient informative Dr.*

✓ *Think it's good to have Consultancy to ask a doctor a question rather than take their precious consultation time*

✓ *Very efficient and quick.*

✓ *Adequate time given. Friendly and helpful GP*

✓ *Staff have always been polite and informative to me and helpful to other patients when I've been in waiting area.*

✓ *Being a Saturday, it was for covid jabs and was a good service.*

✓ *Very efficient and friendly people*

✓ *Very good service with no waiting*

✓ *Staff helpful*

✓ *Very little waiting time treated pleasantly by staff took 2-3 minutes to be treated. Well organised*

✓ *Because I am waiting for further feedback. I'd like you to see if I receive it*

✓ *All staff were efficient, polite and knowledgeable. Reception staff were particularly helpful.*

Not Recommended

✓ *Took 6+ weeks to get an appointment. Last time I had an infection I didn't get one and had to go abroad where I managed to get a prescription independently. Great doctors but atrocious service and appallingly long waiting times.*

✓ *Just so good*

✓ *Friendly nursing staff and on time too.*

Passive

✓ *Appointment went well, unfortunately having to wait nearly 2 months for a face to face is not acceptable*