

FFT Monthly Summary: July 2023



Sandwich Medical Practice
Code: G82063

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
87	10	0	2	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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients:	197						
Responses:	100						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	87	10	0	2	1	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	87	10	0	2	1	0	100
Total (%)	87%	10%	0%	2%	1%	0%	100%

Summary Scores

97% 3% 0%

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:

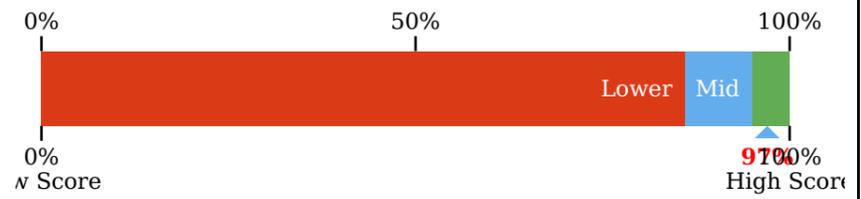
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

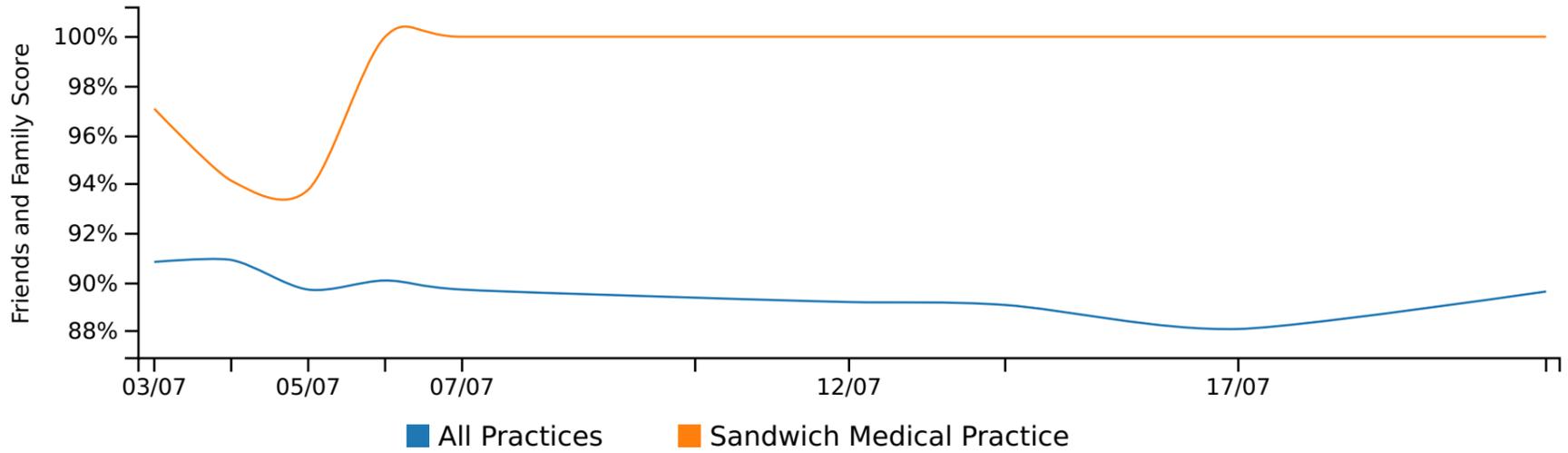
Your Score: 97%

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



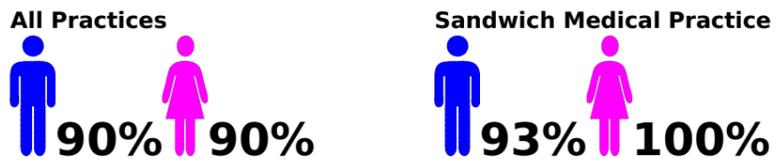
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

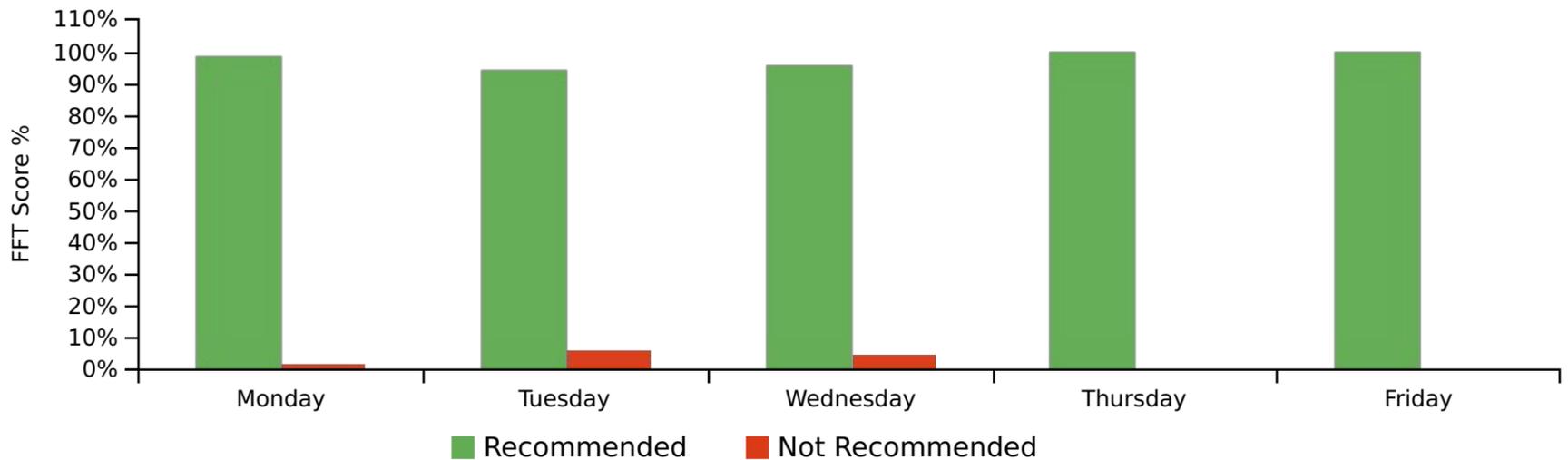
	< 25	25 - 65	65+
All Practices	85%	89%	92%
Sandwich Medical Practice	100%	96%	98%

Gender



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

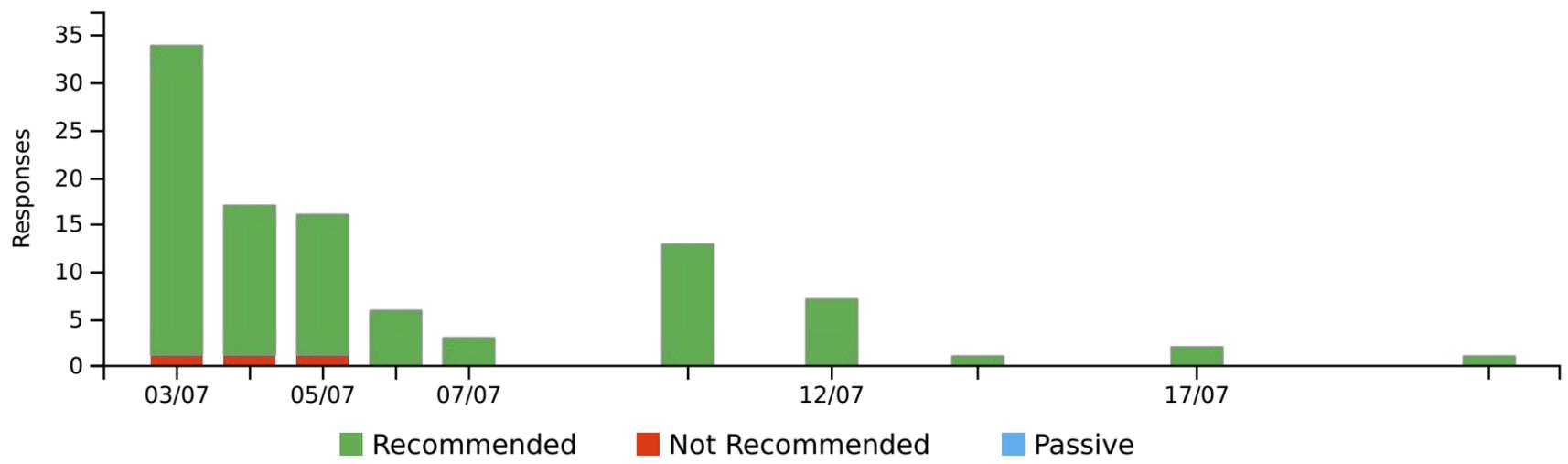
Practice Score: Day of the Week Analysis



- 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.

- ✓ Dr Hartwell was very professional and I didn't feel rushed at all. Thank you!
- ✓ *Great doctor*
- ✓ Only 10 minutes late and Doctor was considerate
- ✓ *On time and very pleasant*
- ✓ Polite, clean, friendly & punctual service. Thank you
- ✓ *On time, and efficient*
- ✓ Polite reception staff, on time appointment and diligent nurse.
- ✓ *The nurse was very thorough*
- ✓ On time and organised
- ✓ *Seen on time and the nurse was excellent*
- ✓ I was seen on time, the actual blood test was painless and quick due to Annette's skill and she explained clearly about the results procedure. Very professional and nice.
- ✓ *Friendly, seen on time*
- ✓ On time. Took bloods very well, without usual bruising. Listen ed and discussed all the issues I raised and was reassuringly informative. I felt I was in the hands of someone highly professional and caring.
- ✓ *The staff are very cheerful ,polite and professional*
- ✓ Service was good on all fronts but not notably exceptional
- ✓ *Used econsult for the first time and the doctor called me back within 2 hours. Had several nurse appointments and was seen more or less on time and the nurses were caring and efficient.*
- ✓ It was good I was seen by the nurse very quick and the receptionist was very helpful
- ✓ *The practice was very helpful and I was seen on time.*
- ✓ Great service
- ✓ *It was easy to sign in on arrival, waiting time was not long at all, nurse was very nice, efficient and the overall experience was very good*
- ✓ Because she was care ing i was in pain at the time
- ✓ *Lovely place, friendly staff, logged in quickly and didn't have to wait long*
- ✓ Because my experience was very good
- ✓ *Easy to book in clear signs of where to go and was called in before our appointment time friendly efficient nurse*
- ✓ Prompt, caring, informative and efficient service
- ✓ *The appointment was on time, the nurse was friendly and professional.*
- ✓ Efficient, friendly and true to time
- ✓ *The GP was excellent, caring and kind and made us feel important enough to give us her time.*
- ✓ I appreciated the opportunity to meet face to face with a doctor to discuss my recent blood test and my current medication and situation

Not Recommended

- ✓ Because my documents hadn't been uploaded so the doctor could read the report from the physiotherapist
- ✓ *Normally I would rate much higher but today was a disaster. I turned up for a pneumonia vaccine 10 min early, 8:50am and the receptionist asked my name , checked me in and asked me to wait for the nurse by door 18. 35 min later several people had been called in before me so I w.ent to reception where I was told she'd look into it. It turns out the nurse was q qualified to give the vaccine and I'd been booked in for a blood test by mistake. I was late for my first job so remade the appointment as it was now 9:45. I had been invited to have the vaccine by text and had 2 reminders so I was definitely booked in I thought. Anyway I came back from Eastry in the afternoon and successfully had the vaccine.*
- ✓ Expected to see a doctor but instead saw a nurse, with my recent history of high blood pressure the last time I saw a doctor he was concerned as the cause could be stress and wanted to see me if it didn't get any better.Asked the nurse about some other issues and was told there is not much they can do for me so basically a total fob of, absolutely disgusting service

Passive