

# FFT Monthly Summary: June 2023



**Sandwich Medical Practice**  
Code: G82063

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
84	13	1	0	1	1	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: 218**

**Responses: 100**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	84	13	1	0	1	1	<b>100</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>84</b>	<b>13</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>100</b>
<b>Total (%)</b>	<b>84%</b>	<b>13%</b>	<b>1%</b>	<b>0%</b>	<b>1%</b>	<b>1%</b>	<b>100%</b>

### Summary Scores

97% 1% 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:

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

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

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

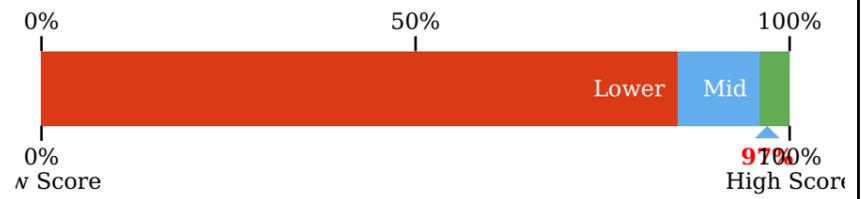
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

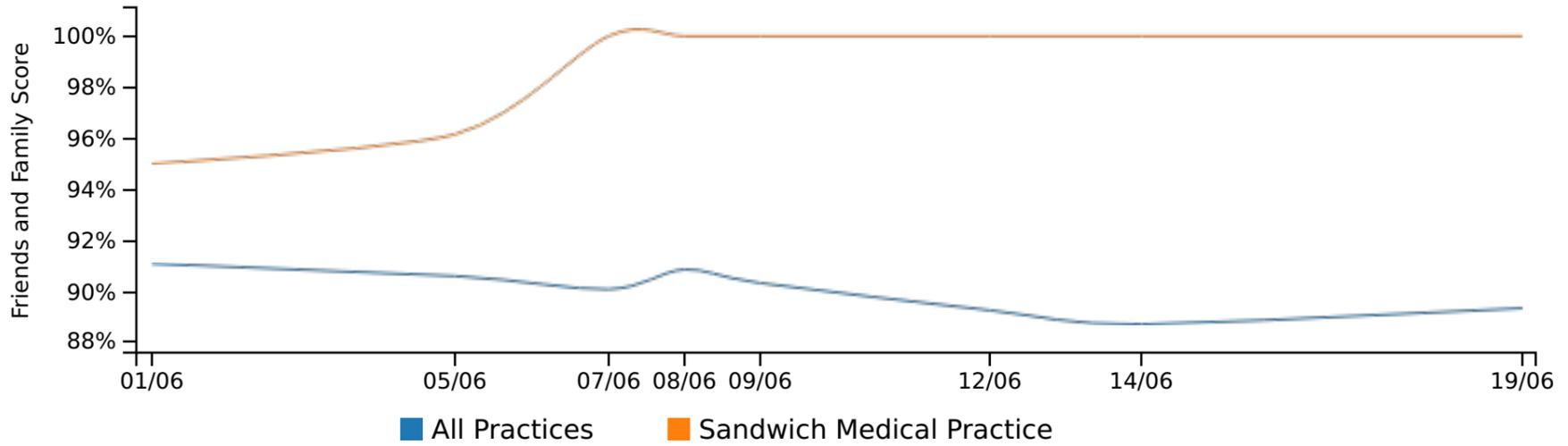
**Your Score:** **97%**

**Percentile Rank:** **85<sup>TH</sup>**



- 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



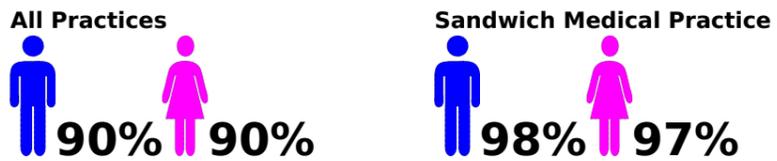
- Notes: 1. Practice score comparison of 'recommended' scores only.  
 2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

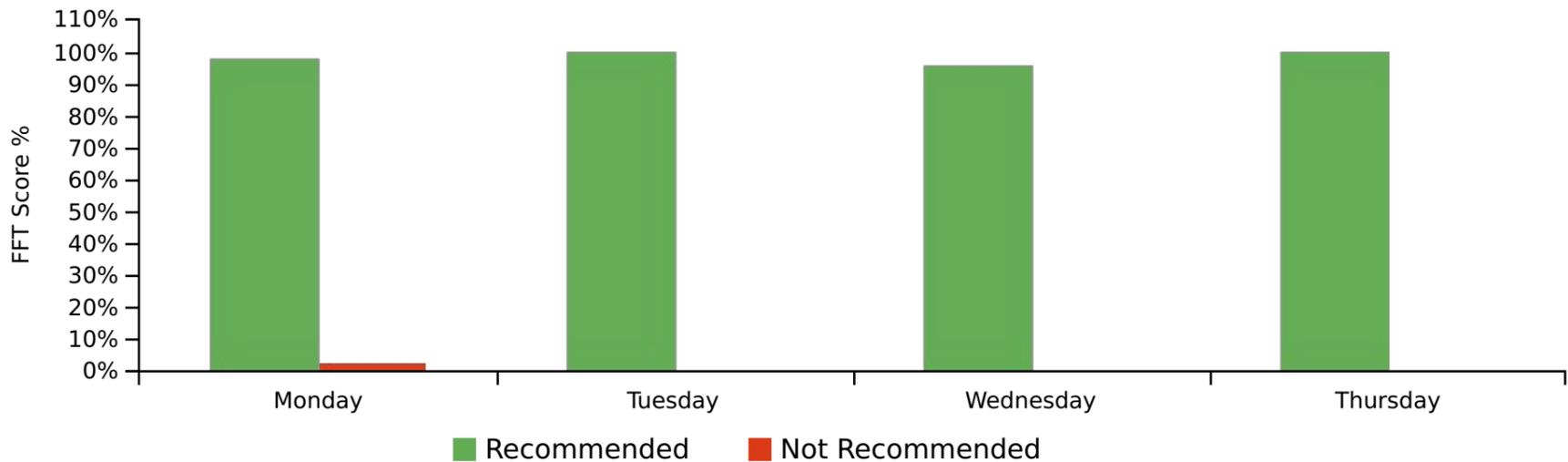
	< 25	25 - 65	65+
All Practices	85%	89%	92%
Sandwich Medical Practice	100%	100%	92%

#### Gender



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

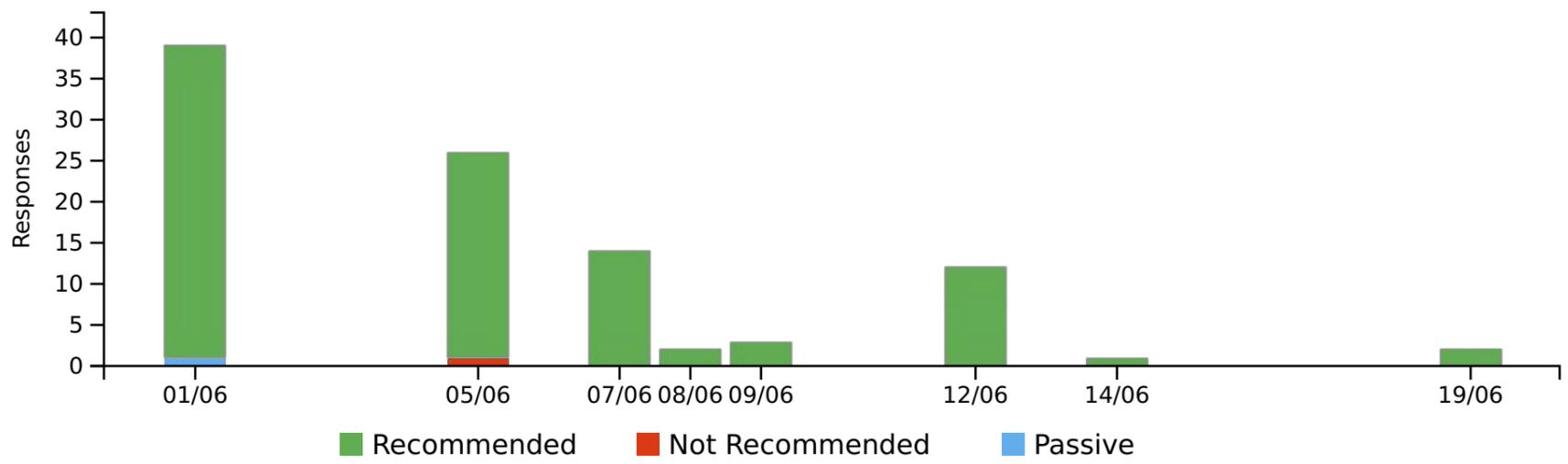
### Practice Score: Day of the Week Analysis



- 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.

## 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

- ✓ Caring and efficient.
- ✓ Really good service, on time & friendly.
- ✓ Yes I went in to the doctor right on time and he was very helpful and took time to listen
- ✓ The GP I saw today was amazing. Additionally I have had reason to contact the practice many times and have received good service
- ✓ The doctor dealt with both my problems swiftly and provided an appointment for feedback. Unfortunately reception had told me i could only discuss one problem which i was not happy with. I managed to get an xray the same day so the speed of the issue should be dealt with quickly.
- ✓ Reception are always kind and helpful, doctors are great, no problems getting seen if required
- ✓ pleasantry from all concerned
- ✓ Very helpful consultation could not have asked for more
- ✓ The nurse was professional, efficient and pleasant.
- ✓ Was satisfied with everything/receptionist/nurse
- ✓ Yes, the treatment that I received from Dr Roberts was outstanding she listened and she diagnosed the problem that I was having , very professional ,
- ✓ Professional service
- ✓ It was early my appointment was at 8.40am I was five minutes early the reception was nice sorry not sure her name was sit down by number 16 and sat few minutes the call me in and she is very nice too
- ✓ Very appropriate, helpful and efficient..
- ✓ We are always met with a friendly smile and a chat while my husband has his test. Gaye is a lovely lady as well as a very professional nurse.
- ✓ Because lovey and clean staff nice to talk to
- ✓ Dr Webster was super efficient punctual and very helpful What a nice manThank you
- ✓ Managed to get an appointment the same day, seen promptly & good practitioner
- ✓ Clean, efficient, friendly.
- ✓ Prompt, friendly, professional
- ✓ Kind, friendly staff.
- ✓ Prompt response to request for appointment doctor very professional
- ✓ Didn't have to wait long before being seen. Very nice practice nurse .
- ✓ Appointment was on time and the nurse was polite and could answer all relevant questions
- ✓ No waiting was seen to straight away
- ✓ Dr Bonnett is amazing, she always has the time for you and is so kind. Alex is always very good too.
- ✓ Saw GP on time and he was pleasant and helpful. Receptionist also helpful.
- ✓ My appointment was on time. Anita looked up my notes carefully and checked the prescription. She was very reassuring and made inserting the implant as painless as possible. Thank you Anita!
- ✓ So efficient. Great care from Fran my nurse
- ✓ Had a very good print service
- ✓ Gaye was a fabulous nurse made me feel at ease and is an expert at vaccinations!
- ✓ Friendly and efficient
- ✓ The surgery's receptionist fitted me in that day. Good service thank you
- ✓ Seen on time. Lovely nurse
- ✓ Very friendly and helpful nurse. Dealt with me in a very professional but caring manner. Surgery was bright and very clean.
- ✓ Because u asked me!
- ✓ Dr Alex Knight is professional and shows kindness in his actions. He always listens and then gives his advice, which to our family has proved invaluable and we cannot thank him enough.
- ✓ I was seen on time and was dealt with efficiently
- ✓ Didn't have to wait long and nurse very polite. Felt completely comfortable
- ✓ Some confusion over appointment
- ✓ Staff very efficient and helpful
- ✓ When I have attended the surgery I have always been seen promptly
- ✓ They went above and beyond my expectations today
- ✓ When I rang to explain I was running late the telephone queue was very small, the lady was nice over the phone and I was seen in a couple minutes- and out in under!! I saw Mr Alexander Knight who is very professional with a pleasant manner
- ✓ Very good practice

- ✓ *Everyone was helpful at reception and appointment was very timely.*
- ✓ *Great fast service and all staff are lovely and helpful*
- ✓ *Usually always receive a really good service. Cannot recommend the E-Consult service enough!!*
- ✓ *Because it WAS good.*
- ✓ *Service I received was 1st class*
- ✓ *Good service on the day of the appointment. On time and pleasant nurse. However, the wait times for an appointment at the surgery to see a doctor or have a blood test are too long. Excessively long in fact.*
- ✓ *I was seen quickly, the doctor listened and looked at my concern, and she provided clear guidance on the prescribed medication.*
- ✓ *Because you asked for it*
- ✓ *No waiting time, nurse very pleasant*
- ✓ *The best surgery in Kent. Top class all round .*
- ✓ *Appointment ran to time great service and was out quickly*
- ✓ *Dr Ahmed was really good and took time to listen to me.*
- ✓ *Excellent service by the nurse. Open and honest service. Putting my mind at ease all throughout.*
- ✓ *Appointment was on time, Dr was very pleasant and helpful.*
- ✓ *I'll change that to one. Doctor very understanding and very helpful*
- ✓ *Because all staff do their best To help me with with my long term condition and any acute illness*
- ✓ *Appointment went very smoothly*
- ✓ *All went smoothly*
- ✓ *Doc was really nice and I went in on time !!*
- ✓ *The staff and Doctors are always friendly and helpful.The new premises are clean and well organised. Great service for such a small town.*
- ✓ *Swift excellent service by compassionate and caring staff.*
- ✓ *No waiting around and lyndsey the blood nurse was amazing. Reception staff awesome*
- ✓ *Nurse was very thoughtful & thorough*
- ✓ *Understanding, knowledgeable, friendly. Professional*
- ✓ *Friendly service*
- ✓ *Appointment was on time ,the COPN nurse understood what I explained and changed my medication with ease.*
- ✓ *Sure nurse was very thorough and helpful*
- ✓ *It was reassuring to actually see a Dr face to face*
- ✓ *I arrived, was seen more or less on time, dealt with and left.*
- ✓ *Annette was wounerful with my partner such a lovely lady. And the lady on reception was very helpful sorting out medication for him.*
- ✓ *Alex was very professional & knowledgeable and extremely helpful*
- ✓ *Lovely pleasant doctor a pleasure to talk to.*
- ✓ *Because I saw my old doctor not somebody I dont know and am not familiar with.*

### **Not Recommended**

- ✓ *The staff look after me so well, and are always patient and polite*

### **Passive**