

FFT Monthly Summary: May 2023

Sandwich Medical Practice
Code: G82063



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
78	20	0	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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients: 236

Responses: 100

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	78	20	0	0	1	1	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	78	20	0	0	1	1	100
Total (%)	78%	20%	0%	0%	1%	1%	100%

Summary Scores

98% 1% 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:

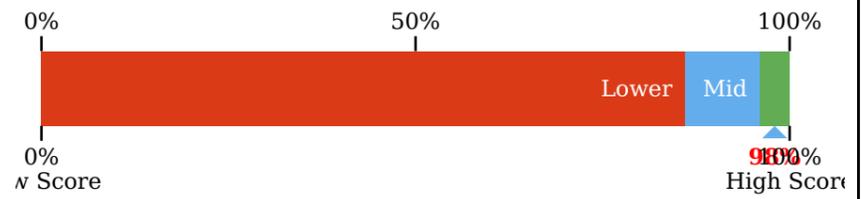
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

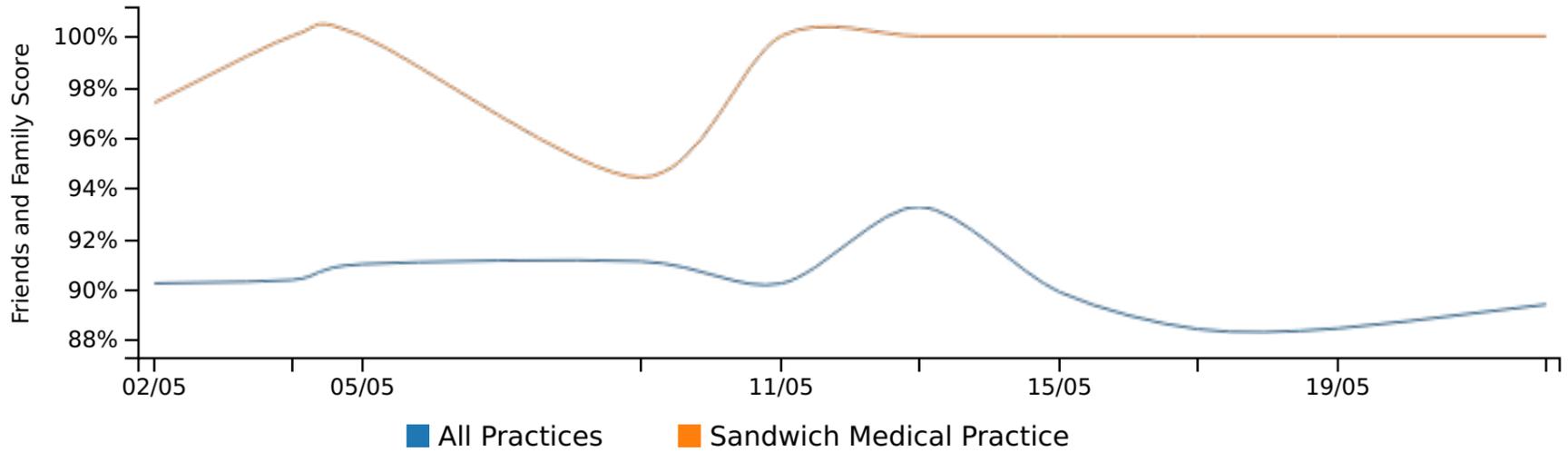
Your Score: 98%

Percentile Rank: 90TH



- 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 90th percentile means your practice scored above 90% of all practices.

Practice Score: 'Recommended' Comparison



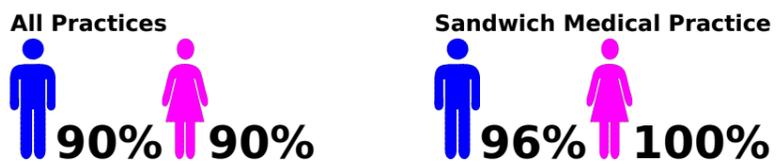
- Notes: 1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

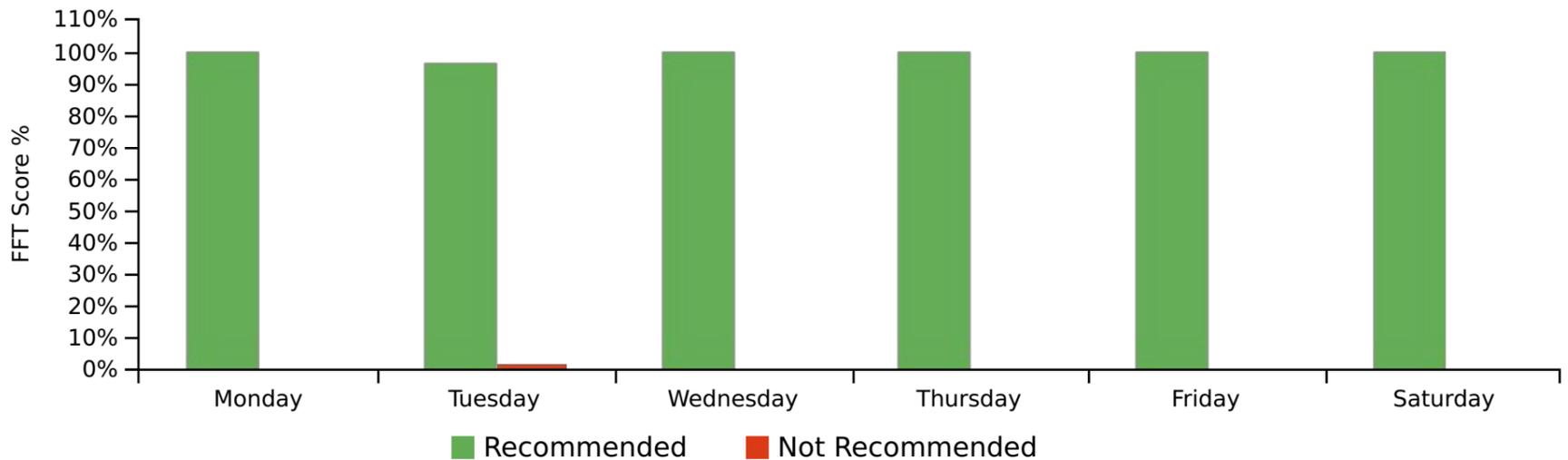
	< 25	25 - 65	65+
All Practices	84%	89%	92%
Sandwich Medical Practice	100%	100%	96%

Gender



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

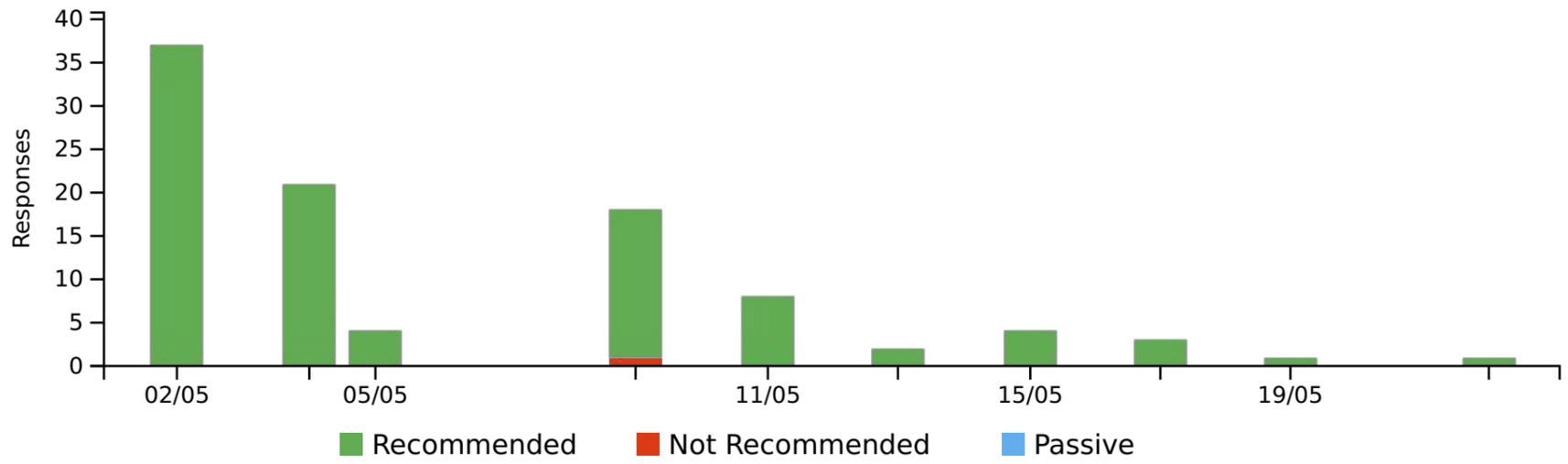
Practice Score: Day of the Week Analysis



- 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

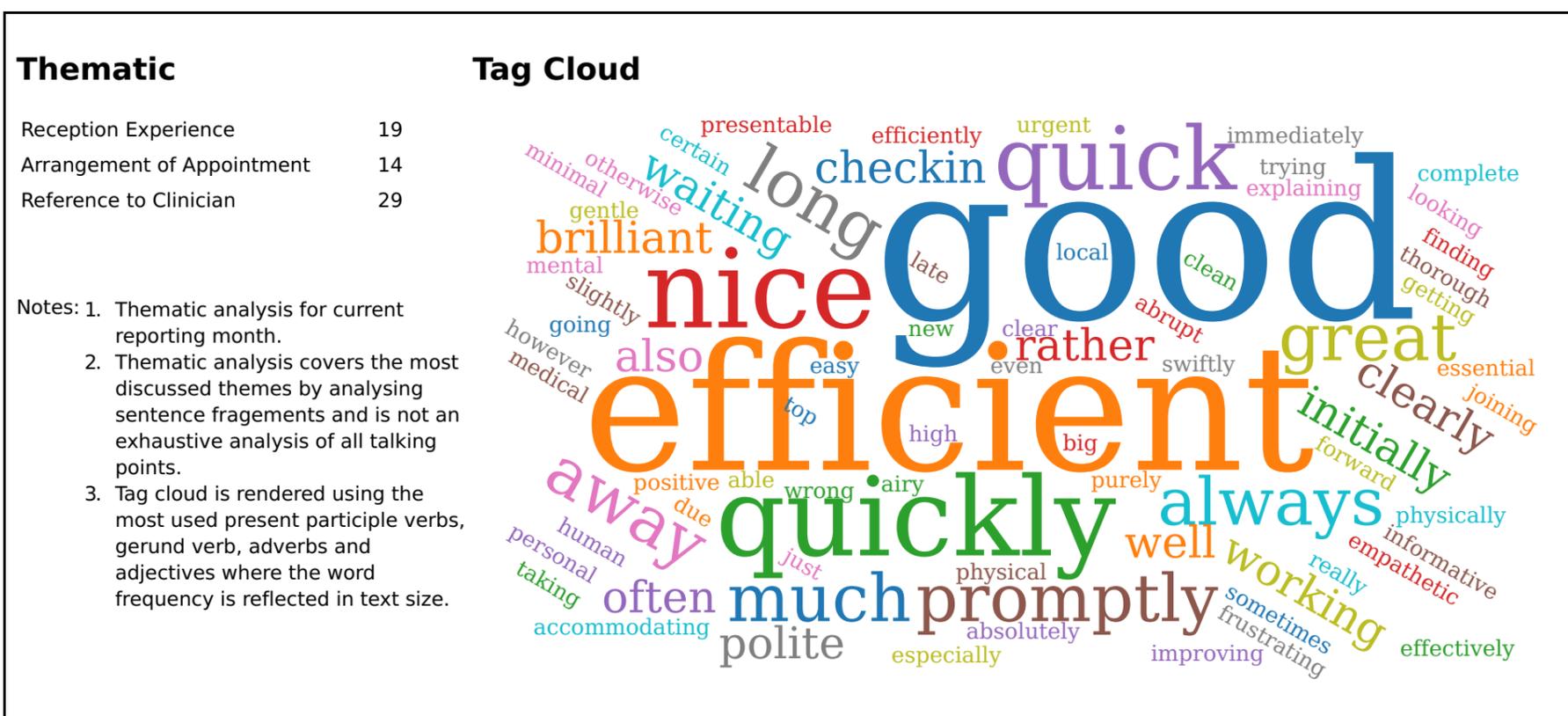
Patient Responses



- 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.

SECTION 5

Patient Free Text Comments: Summary



- 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

- ✓ Pleasant staff. Kind and Caring. Wait time good. Lovely surgery, light and airy.
- ✓ The staff were very pleasant and my problems were sorted out promptly.
- ✓ Managed to get an appointment on same day and dealt with efficiently
- ✓ Because they stick to the times check you out and refer you straight away plus treat you like you are a human being
- ✓ Because it was quick
- ✓ I gave this answer because I was seen slightly earlier than my appointment time, and Fran (DN) was very helpful, explaining how I would administer my insulin, as this was my first time. She explained things in a way that I would understand, very helpful
- ✓ Went into appointment straight away and was dealt with swiftly by the friendly nurse.
- ✓ Because you asked!?
- ✓ Got an appointment for today... was seen quickly and further appointments were made.. all straight forward x
- ✓ Got an appointment straight away And the nurse practitioner was friendly and good at her job
- ✓ Because my appointment was on time and the nurse listened to my requirements.
- ✓ Amazing service today, in person appointment, really well cared for and no problem booking follow up when I need it - amazing. Didn't give top score purely because I got through to wrong department initially and lady was rather abrupt with me but no matter, impressed today thank you
- ✓ I come to you rather often and have high opinion of my own judgement. The practice is non trad in its admin system and it works?
- ✓ A welcome experience and time for the patient.
- ✓ Lovely nurse helpful and nice greeting from reception
- ✓ Didn't have to wait too long to be seen and when I got seen was very friendly and helpful
- ✓ The number explains all
- ✓ Took time to explain and listened to my concerns
- ✓ Doctor nurse listen.
- ✓ Prompt response
- ✓ The visit was a very helpful and professional experience.
- ✓ Very efficient
- ✓ Kind and caring
- ✓ Appointment was on time nurse was very friendly
- ✓ Because I was pleased with the treatment I received
- ✓ P/nurse was very efficient and explained the ECG
- ✓ Dr thorough & pleasant
- ✓ The Doctor Anita Dunn was very kind and friendly
- ✓ The practice was looking lovely, not crowded and was seen immediately by receptionist. I was seen promptly by Nurse and she explained some things to me clearly. I then was able to book an appointment at the desk to see a dr for a concern and the receptionists were lovely and accommodating.
- ✓ Easy check in. I don't attend my surgery often but found today a positive experience. Staff friendly, Dr Ahmed listened to me, agreed to refer me to a dietician and further blood test to eliminate diagnosis. Love the new building work.
- ✓ Good and empathetic communicator
- ✓ Great B12 booster by Anita who also gave me some very helpful information.
- ✓ I was initially seen quickly and the follow up with the GP was also quick.
- ✓ Because it's a good practice.. with polite personal who all seem to help everybody, which looks like a good working environment...
- ✓ On time, lovely nurse, receptionist were helpful
- ✓ Everyone was nice, informative and have no complaints.
- ✓ I went to the surgery at 8am. otherwise I'd be 50 in the telephone queue! However, receptionist very good, fitted me in for telephone consultation that day. Doctor Barclay listened and suggested urgent blood test. All done and waiting the result. Very good service - but physically going to the surgery essential.
- ✓ All members of staff were pleasant and professional. The surgery is clean and presentable and directions to surgeries clear.
- ✓ The self checkin screen was not working. I had to go to reception where there was a queue of people in front and was late for my appointment. The service from everyone was great and no issue. Just frustrating the checkin wasn't efficient
- ✓ Emma is very patient. Gentle, caring, a good listener & gets things done. Same time she is always professional in her job.
- ✓ Seen quickly, polite nurse. Listened to me
- ✓ Receptionists are good and friendly and as are the G.P's all in all.
- ✓ Some times certain staff's body language isn't very good they sometimes seem very off in their manner
- ✓ Very caring.

- ✓ No delay efficient and helpful receptionist professional and efficient nurse.
- ✓ *Because you were quick and helpful*
- ✓ No delay with appt, nurse efficient, GP quick to respond to query left with nurse
- ✓ *Laura as always is brilliant, very professional, knowledgeable and individualistic in the care she gives. Her support in finding right HRT for me has been amazing in improving my physical and mental health.*
- ✓ Every time I come to the surgery all the staff are friendly, efficient and helpful.
- ✓ *Had issues trying to make an appointment on the automated phone service this morning, but was getting disconnected once put in the queue, so decided to visit the surgery in person, I managed to get an appointment the same day, was in the doctors office 2 mins , diagnosed complete, prescription sent to my local pharmacy. Job done*
- ✓ Checked in on the computer which avoided joining the long queue at reception. We were called very quickly to see the doctor. Doctor was very helpful.
- ✓ *Because I was seen promptly and effectively by a very kind nurse*
- ✓ Very quick and efficient
- ✓ *Appointments were only delayed by a few minutes and the doctor explained everything clearly.*
- ✓ Because I had Alex and he was very helpful in every thing I asked about big thank you to him
- ✓ *Seen on time by a professional.*
- ✓ My experience was great. No waiting. Doctor was on time.and was absolutely brilliant.
- ✓ *Staff friendly, organised. Pleasant experience.*
- ✓ Wonderful 'front of House ' reception... followed by expert medical attention...all carried within a minimal time frame. Doesn't get much better!
- ✓ *Because I was asked to, and had aGood experience*
- ✓ Service cannot be faulted. All staff very understanding and explain things well.
- ✓ *Nice welcome very helpful and nice doctor's & nurses, Thankyou v*
- ✓ The nurse was excellent
- ✓ *Girl at desk very pleasant told me which room to go too seen by nurse straight away with a nice smile and welcome very professional*
- ✓ Dr Bonnett answered all my questions and gave advice as always. It is so much better to have a face to face appointment even though it was a five week wait! Would very much hope that this long wait will improve as time goes by especially for all of us " oldies" in the town!
- ✓ *I was seen very quickly and the nurse was very friendly and helpful!*
- ✓ On time and excellent service
- ✓ *Excellent thoughtful staff*

Not Recommended

- ✓ *You cancelled my appointment due to lack of staff for the taking of a blood sample*

Passive