

FFT Monthly Summary: August 2023

Sandwich Medical Practice
Code: G82063



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
76	16	4	0	4	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: 245

Responses: 100

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	76	16	4	0	4	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	76	16	4	0	4	0	100
Total (%)	76%	16%	4%	0%	4%	0%	100%

Summary Scores

92% 4% 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:

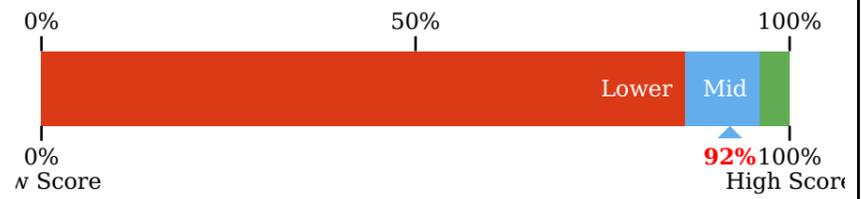
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

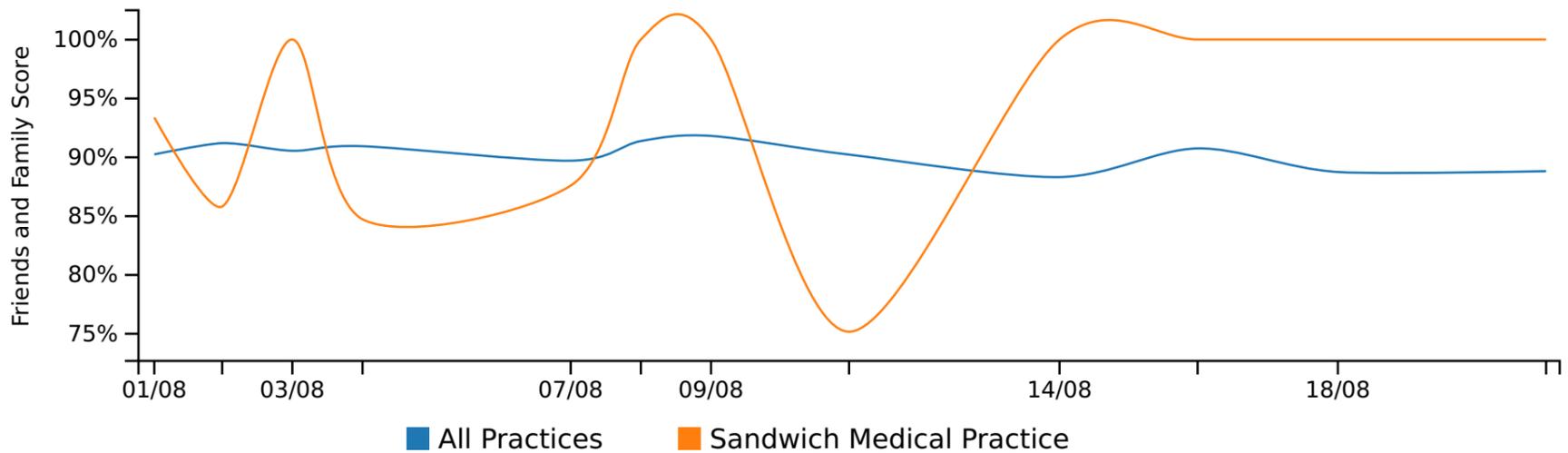
Your Score: 92%

Percentile Rank: 55TH



- 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 55th percentile means your practice scored above 55% of all practices.

Practice Score: 'Recommended' Comparison



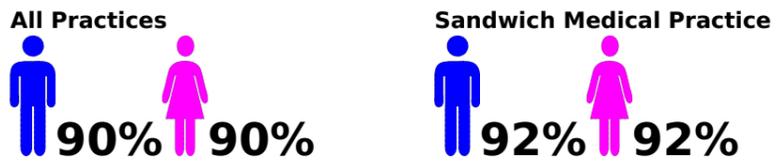
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

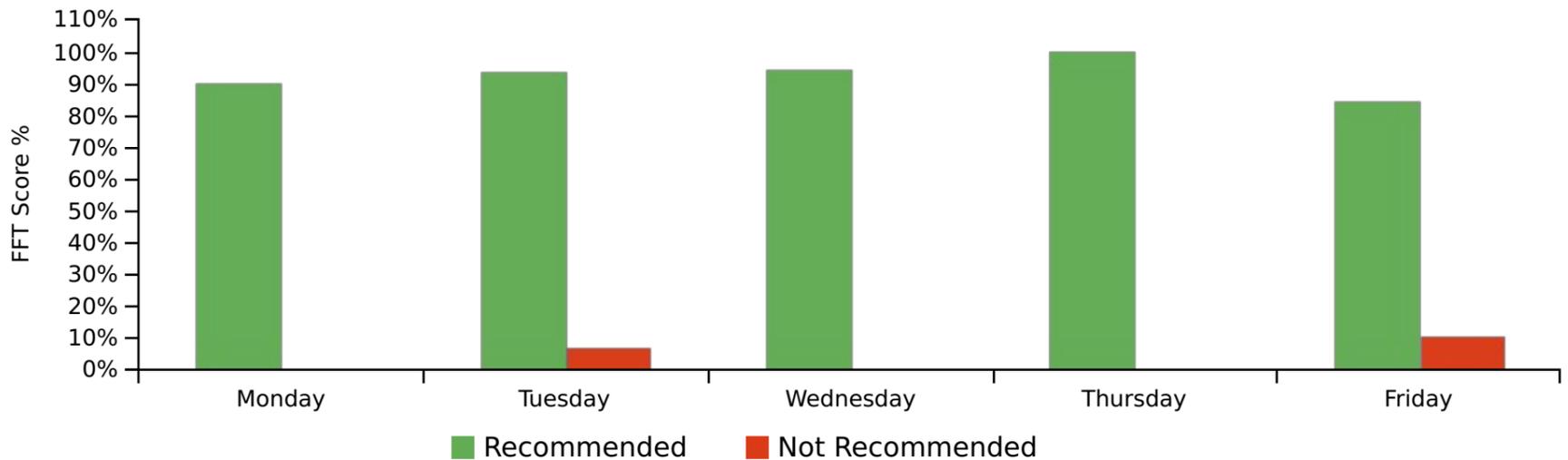
	< 25	25 - 65	65+
All Practices	85%	89%	92%
Sandwich Medical Practice	88%	91%	93%

Gender



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

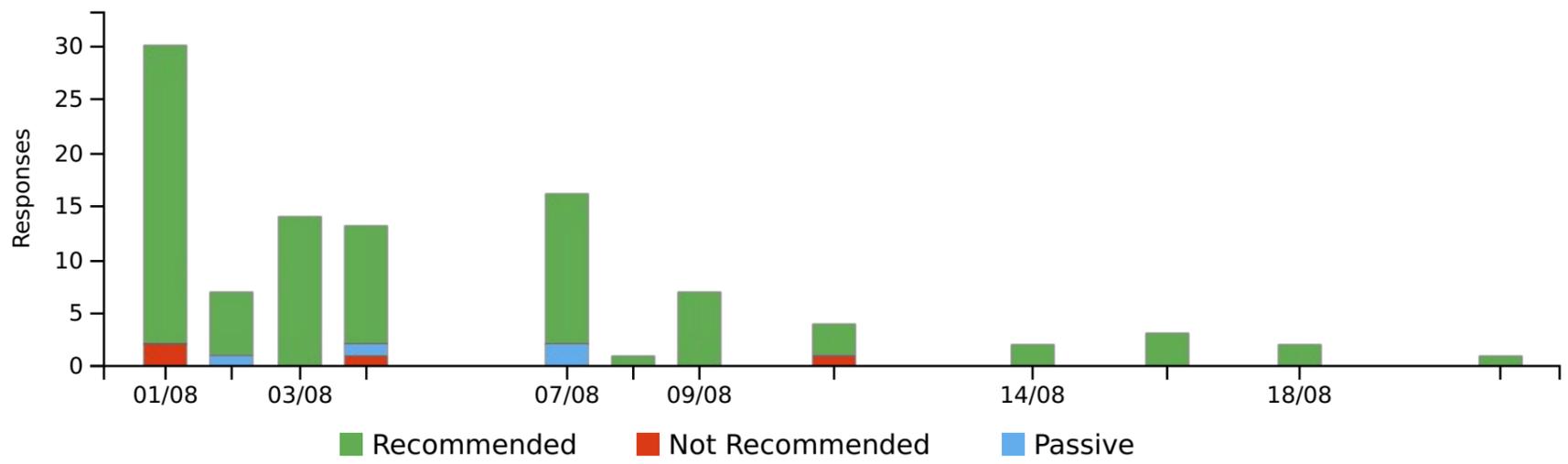
Practice Score: Day of the Week Analysis



- 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.

- ✓ Staff very helpful and friendly
- ✓ *Professional, polite, efficient.*
- ✓ Quick to be seen. efficient friendly doctor
- ✓ *Was seen quickly and the nurse was very gentle when she took some blood from me.*
- ✓ Fast appointment and on time.
- ✓ *Seen very quickly and on time. Very pleasant staff from reception to the nurse.*
- ✓ Staff always pleasant and helpful.
- ✓ *I waited less than minute from check in, called in a minute early, the nurse who took my blood was ultra efficient and polite and I was out the building in 2 minutes! How could it be less than 1.?*
- ✓ On time and efficient
- ✓ *Easy check in and appointment on time*
- ✓ Quick and GP staff were helpful
- ✓ *I've been having a dressing done now for 2 months and the service I've had has been very good and the nurses I've seen have been very helpful.*
- ✓ Seen at the right time nurse knew what she was doing. Did it very quick in and out in QuickTime
- ✓ *I called this morning and was offered a cancellation appointment for a smear test. The young lady who answered the phone was extremely professional and helpful. The nurse was very kind and explained the new methods of testing and put me at ease. I have only visited the practice on a few occasion since joining and although it's a large practice feels intimate and caring. Thank you all.*
- ✓ Reception are friendly. Nurse Ford is excellent and my appt was on time - excellent practice
- ✓ *The self check in is easy and the waiting room is comfortable but more importantly the doctor was excellent and very empathetic and professional biting my consultant. The reception staff are also very efficient, helpful and welcoming*
- ✓ Staff very friendly and put me at my ease
- ✓ *Nice lady . Got in on time*
- ✓ Friendly, efficient on time service
- ✓ *Call monitor difficult to see from the chairs and not a very warm welcome.*
- ✓ Fran was quick and efficient making me feel at ease. She's also very friendly Thank You
- ✓ *Seen on time very good*
- ✓ Because I had just left Fran Smallwell!
- ✓ *Dr Bonnet was very professional and kind. She answered all my questions.*
- ✓ Service was very good and quick, receptionist very polite
- ✓ *Efficient*
- ✓ Efficiency and very pleasant reception area plus friendly atmosphere
- ✓ *It was punctual, nurse was great took the blood was nice and focused on me, gave advise on the NHS app etc*

Not Recommended

- ✓ *The nurse was fine that I saw, In General I am unhappy with the service. Huge surgery which is empty when I attended the other day cannot get an appointment for 4-5 weeks why ? This is the 3rd time other surgery's have closed to make one large one and the service is getting worse and worse. My elderly neighbours having to attend frequently are continually saying how poor the service is and how rude, unhelpful staff can be On one occasion my neighbour was shouted at like a dog being told to sit down*
- ✓ *5 sent in error*

Passive

- ✓ *It took a long time to get the appt, I was very much listened to in the appt but the point about menopause symptoms wasn't addressed. I have to have more tests and there isn't currently an outcome to my health due to more ongoing tests*
- ✓ *I have had good service and treatment most of the time but trying to get a doctor's appointment is often difficult, especially when one needs to talk about an immediate problem. It is not satisfactory to have to be on hold on the phone for a very long time when one is unwell often to be cut off too soon. Staff have been as helpful as possible.*