

FFT Monthly Summary: September 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	12	4	0	4	2	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: 239

Responses: 100

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	78	12	4	0	4	2	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	78	12	4	0	4	2	100
Total (%)	78%	12%	4%	0%	4%	2%	100%

Summary Scores

90% 4% 6%

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:

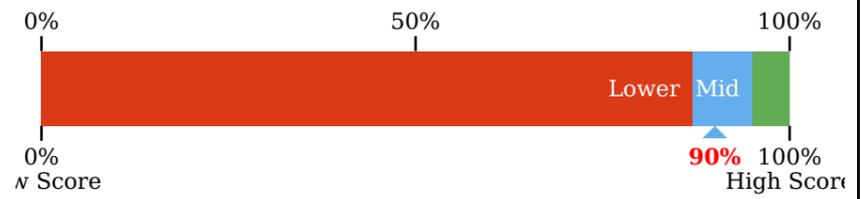
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

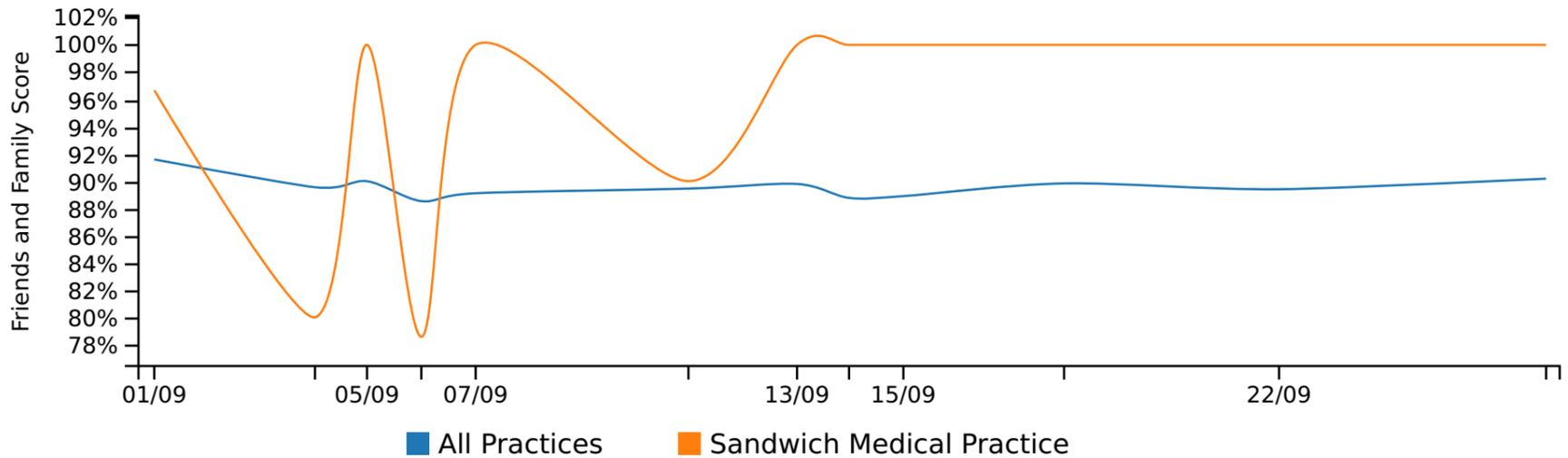
Your Score: 90%

Percentile Rank: 45TH



- 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 45th percentile means your practice scored above 45% of all practices.

Practice Score: 'Recommended' Comparison



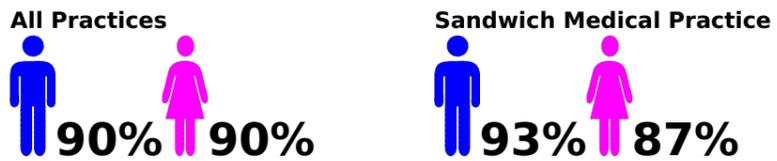
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

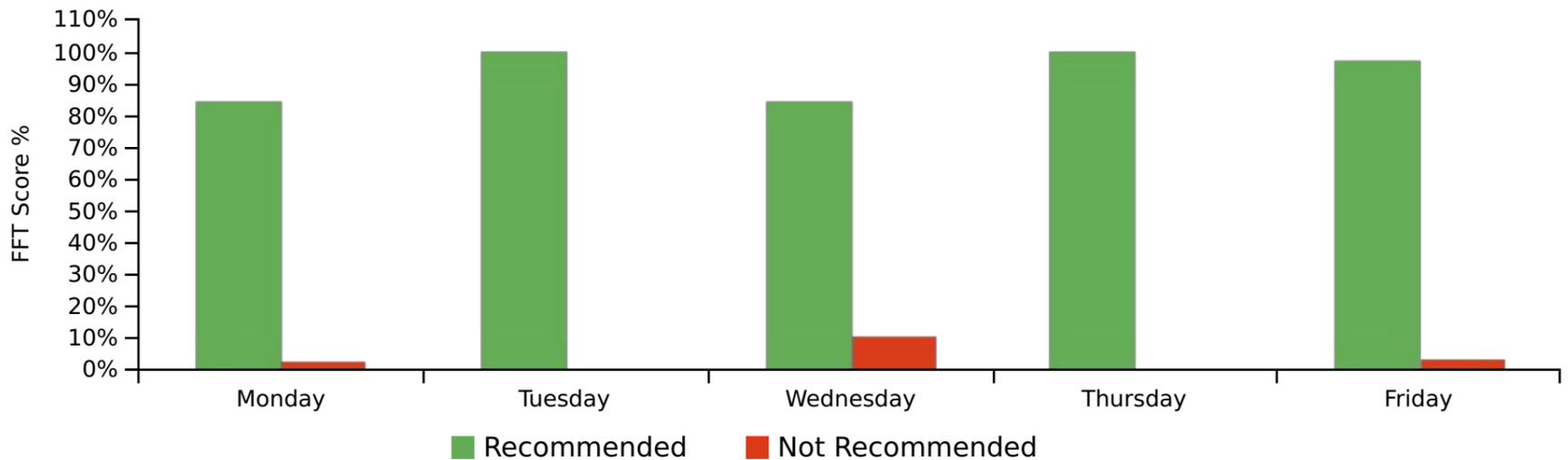
	< 25	25 - 65	65+
All Practices	84%	89%	93%
Sandwich Medical Practice	100%	88%	92%

Gender



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

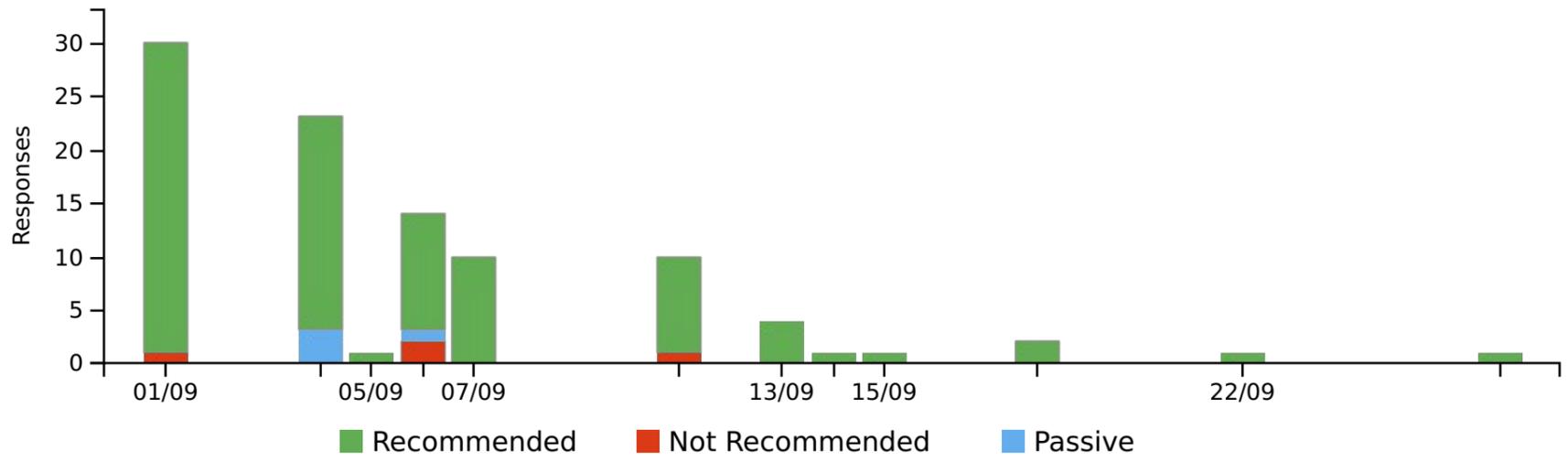
Practice Score: Day of the Week Analysis



- 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.

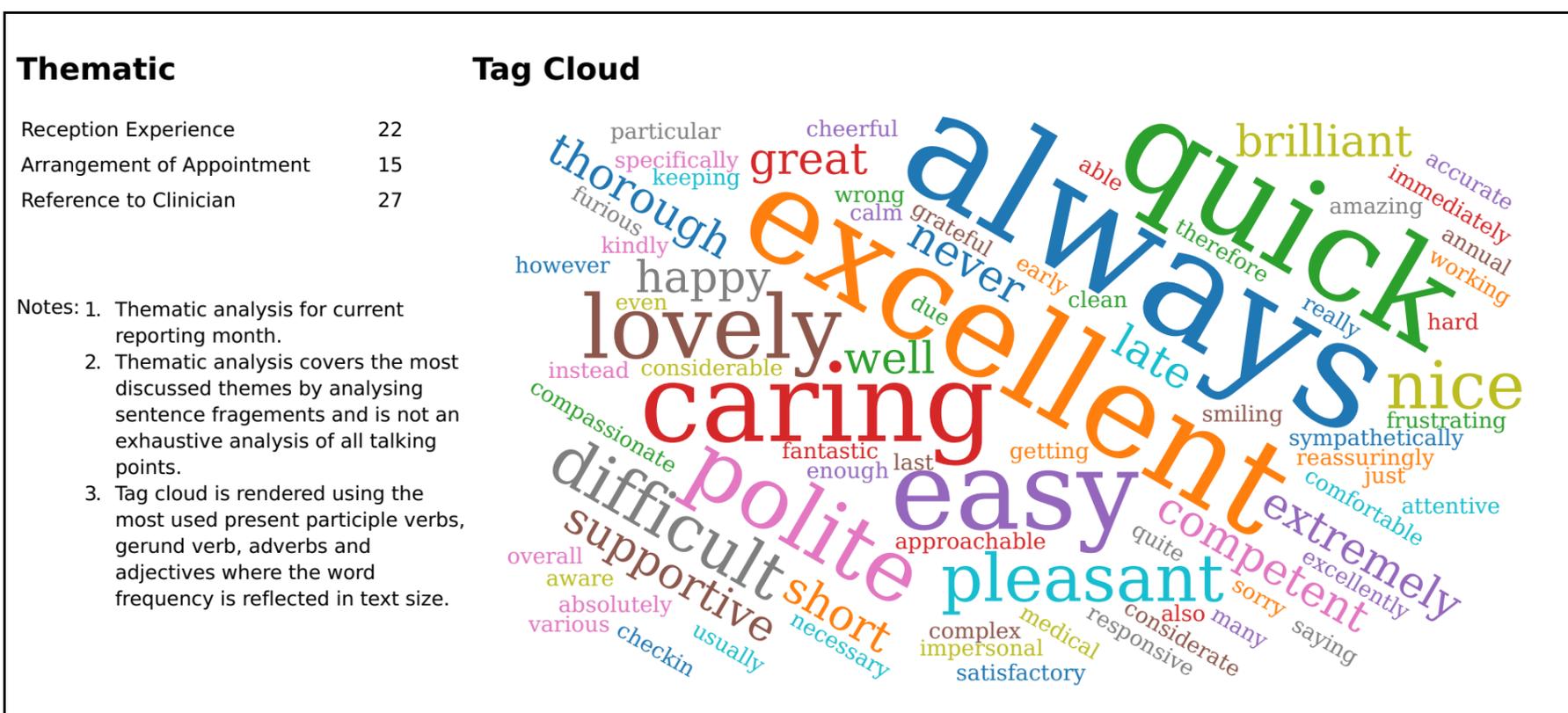
SECTION 4 Patient Response Analysis

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

- ✓ I have never had a problem with getting an appointment for myself or my children, every member of staff I have come into contact with has always been kind, caring, compassionate and helpful.
- ✓ Lindsay was reassured my son and we experienced no delay and receptionist was friendly
- ✓ Short waiting times and reception staff fantastic
- ✓ I am very well taken care of by the practice nurses. Face to face appointments with a doctor are not easy to arrange but I realise that SMP has thousands of patients and not enough doctors to see them. I am most grateful for the appointments I can be given.
- ✓ The receptionists were most helpful and the GP kindly discussed my issues to good effect and listened to my thoughts too. Outcome was as good as I could have expected.
- ✓ Very prompt appointment time keeping, very professional & helpful staff
- ✓ Dr bonnet, put me at ease at a very difficult time.
- ✓ Because the experience was good
- ✓ Because you asked me.
- ✓ excellent treatment nurse very helpful
- ✓ Nice clean environment. Easy self check in. Nurse Pamela friendly, efficient and caring.
- ✓ Quick and easy check in and staff friendly and approachable
- ✓ Easy to talk to cheerful smiling faces had the best of care thankyou
- ✓ Apt on time. Lovely staff.
- ✓ Got a cancellation appointment instead of waiting 5 weeks! Doctor was amazing
- ✓ My medical problems are being looked into, and I felt comfortable that I was being listened to
- ✓ I had to wait one month for an appointment, the blood test was another week. The results from the stool test was quick. However it's another month before I get a telephone call from the Dr! Staff are great. Just very frustrating with the amount of time spent waiting!
- ✓ Very friendly team on reception and nurses were extremely supportive of my nervousness and very patient with me
- ✓ Dr Bonnett is an excellent listener and a very caring physician
- ✓ Very caring and understanding
- ✓ Good services
- ✓ Very helpful and considerate
- ✓ I was seen immediately and service was very professional
- ✓ Felt very calm and reassured
- ✓ Pleasant Manor, no wait, very efficient
- ✓ Alex Knight was professional, competent and efficient unlike my last blood sampling experience with a nurse which I would have rated a 5.
- ✓ All of the staff are friendly and attentive, always on time but never rushed.
- ✓ Good
- ✓ Went in on time, friendly staff and good advice given.
- ✓ Friendly staff, efficient service, always have nothing but praise for the Surgery and Staff
- ✓ All staff seem lovely. Quick service and Rebecca watt really looked after me and did all she could
- ✓ I rang yesterday (and was only 4th in phone queue!) to book an appointment on request of hospital. I was offered a cancellation for today. At my appointment I was seen on time, excellent service.
- ✓ Lisa ford was brilliant i felt at ease, saw me early
- ✓ The receptionist tried to solve a problem for me, but staff behind the scenes didn't understand, therefore I have had to make an appointment that I don't need to solve the problem. This is a waste of time for the practice, and for me. On the other side the nurse that I saw, for the first time was able to make rapport with me quickly and did her job excellently.
- ✓ Receptionist, nurse & doctor were professional & pleasant with it
- ✓ Because whenever I come to the surgery, I always receive a helpful and considerate advice.
- ✓ Receptionist very helpful when requested a call for my husband, and in and out for my appointment on time
- ✓ Friendly & Very efficient, caring & professional service
- ✓ It was only 5 mins late to my appointment time, and nurses were
- ✓ I had a very prompt appointment. I saw the nurse practitioner who listened to my concerns and took bloods, He then referred to a doctor. They both gave me good advice. The communication was excellent I didn't feel hurried and not listened to. Overall a good experience for me.
- ✓ Yes the staff are polite and always helpful
- ✓ Receptionist helpful only waited a few minutes saw nurse who was kind and patient

- ✓ I waited ten minutes although there was no one in the room as I saw the nurse arrive.
- ✓ *Because the surgery was organised and responsive.*
- ✓ Nice people, nice premises!
- ✓ *Short wait for the appointment date. Was seen on time and the nurse was lovely*
- ✓ Quick, freinds, easy to book in
- ✓ *Quick & professional*
- ✓ The doctor had an excellent manner and was very thorough
- ✓ *Polite friendly efficient reception/admin staff. Nurse was also friendly and carried out blood test quickly and with expertise. Very satisfied with the service you provide and many thanks.*
- ✓ On time....professional....happy soul
- ✓ *You asked fora comment.*
- ✓ Because it was very good in all respects.
- ✓ *Great interaction with GP. Listened and throughly acknowledged concerns and reasons for appointment. Met my expectations of the contact. Did not score a 1 due to being 20 minutes late, which I understand cannot be helped at times.*
- ✓ Nurse was pleasant and I was seen quickly
- ✓ *I had no problems today*
- ✓ Yes, it's a brilliant professional practice.
- ✓ *Prompt polite and thorough*
- ✓ Friendly staff and very helpful
- ✓ *Efficient ,helpful and competent the surgery and waiting area would be hard to be equalled well done..... excellent!*
- ✓ Doctor was very good with my son's concerns
- ✓ *Punctual, accurate, quick*
- ✓ Everyone is always extremely polite and professional.
- ✓ *Dr Bonnet was very understanding and helpful with regards to my complex and various health issues.*
- ✓ Because it took three times to get blood but she was lovely
- ✓ *I couldn't ask for better treatment, very professional staff providing friendly and very efficient service, the nurses in particular have been so supportive through a difficult period*
- ✓ On time, efficient and friendly member of staff
- ✓ *Because I had my queries answered and the Doctor knew my case history . David*

Not Recommended

- ✓ 1 - nurse I saw was very kind and understanding, answered all my questions sympathetically and reassuringly
- ✓ *I am absolutely furious two times I attended my appointment only to be told the same thing can't have my vaccination,even after having phone call to attend on both times,so not very happy at all.*
- ✓ It's very difficult to get a face to face appointment
- ✓ *Sorry wrong answer should of put 1 very good*

Passive

- ✓ Because it took me quite a considerable amount of time to get my phone call answered, and my query was dealt with quickly
- ✓ *The consultation seemed impersonal and rushed, but I have been prescribed the necessary treatment, so the outcome is satisfactory.*
- ✓ I went for a blood test, it was annual monitoring for hypothyroidism. The practitioner hadn't been told what I was there for, despite me specifically saying why when I booked the appointment. I feel she should have been made aware why I was there. Blood was taken very quickly and I was asked no other health questions (I usually get asked whether I have any issues with my medication etc.)The self-checkin system wasn't working.