

FFT Monthly Summary: October 2023



Sandwich Medical Practice
Code: G82063

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
79	18	1	2	0	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:	219						
Responses:	100						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	79	18	1	2	0	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	79	18	1	2	0	0	100
Total (%)	79%	18%	1%	2%	0%	0%	100%

Summary Scores

97% 2% 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:

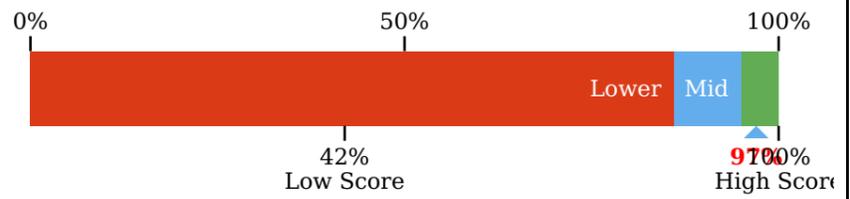
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: 97%

Percentile Rank: 85TH

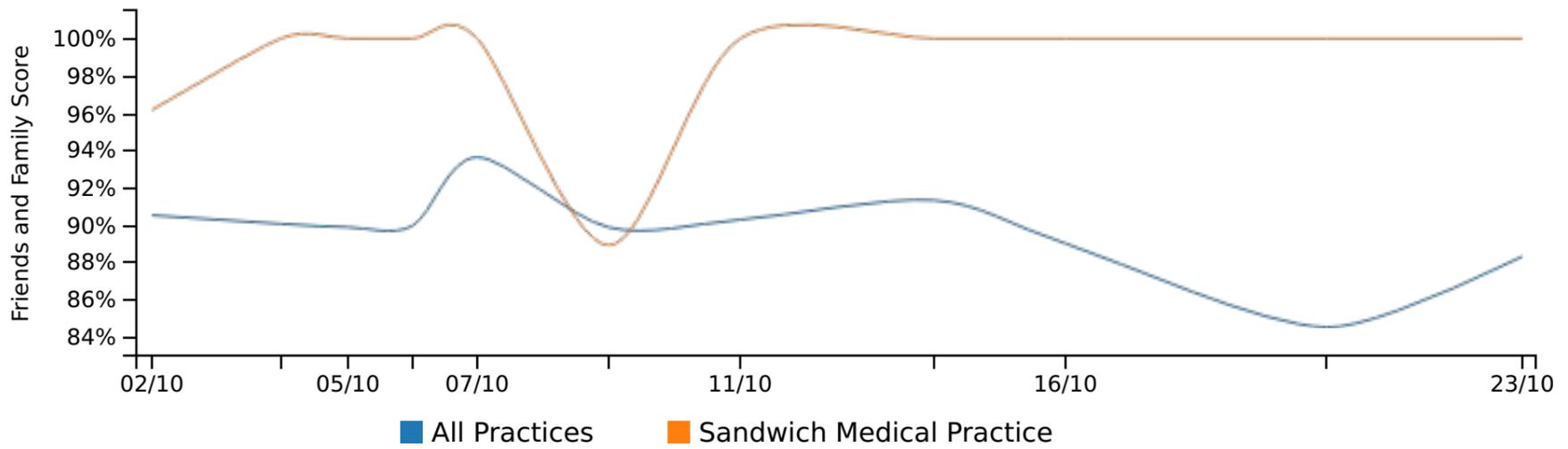


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

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%	93%	100%

Gender

All Practices



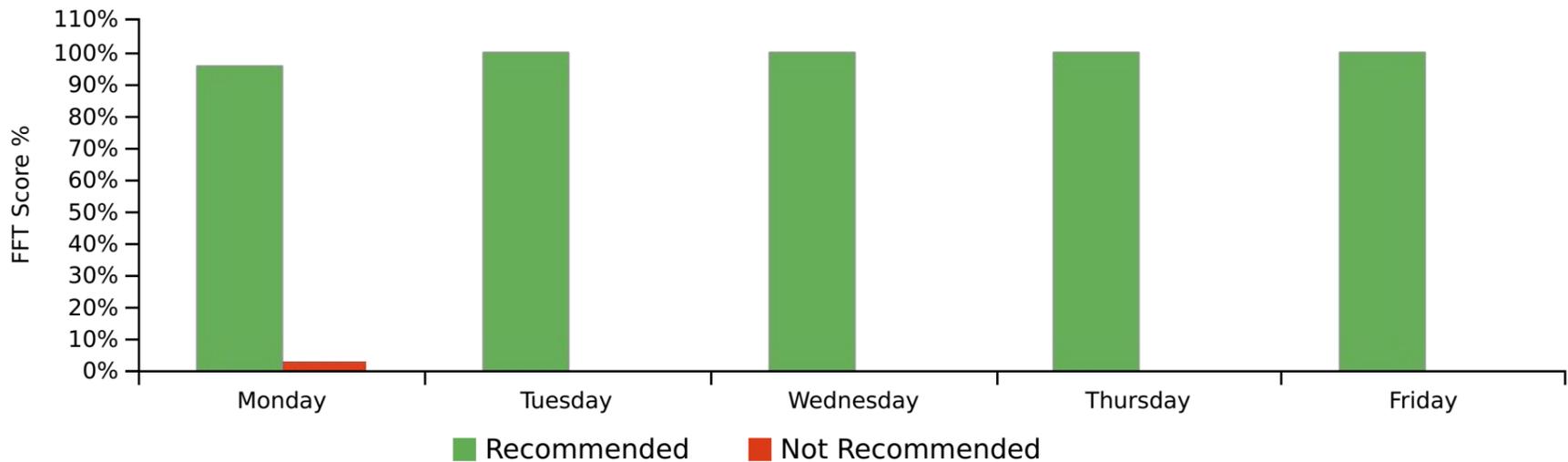
Sandwich Medical Practice



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

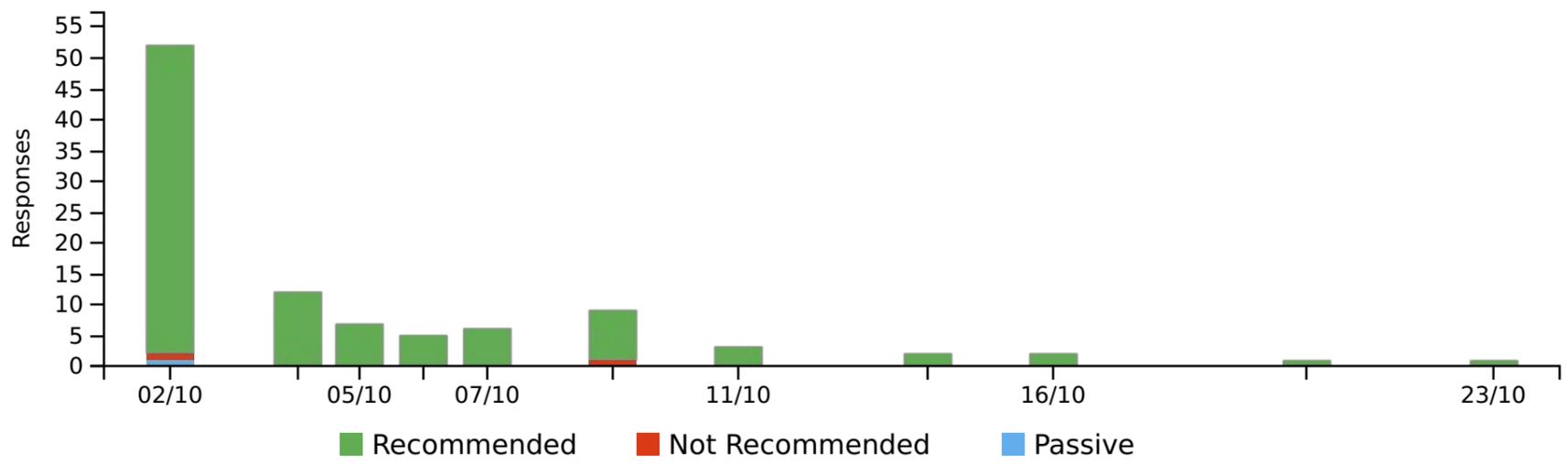


Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

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.

quickly and efficiently with minimal stress to me...my veins are very small and difficult to access

✓ *All of my questions answered, and helpfull*

✓ *Because the advice was good i just need to get my health better*

✓ *Find the staff & service good & helpful*

✓ *Very nice helpful nurse always happy*

✓ *On time, and efficient*

✓ *It was fast and efficiently done had both injections one in each arm by a handsome guy*

✓ *I needed an appointment with nurse at short notice and you managed to fit me in in 48 hrs. On the other hand, the telephone answering process is usually pretty painful, but I suppose it's to be expected if you are very busy.*

✓ *Because the staff in reception are always very helpful and the medical team and doctor are very supportive and caring thank you Mick Burr*

✓ *Friendly and professional staff*

✓ *I am always seen within my timeline of appointments*

✓ *On time - Sam was very helpful and dealt with appointment quickly and professionally*

✓ *No waiting. Quick painless blood test.*

✓ *Just happy to received good service with a lovely nurse*

✓ *I registered my elderly Mother on Monday. She has health issues and I cannot believe how quickly the doctor did a home visit and blood tests were done!Feeling that she is getting the proper care that she needs at last.Excellent. Thankyou.*

✓ *Excellent advice and explanations, very prompt response from check in and, as always, polite and respectful*

✓ *Although I was late they still saw me for my blood test the premises are clean staff efficient*

✓ *I had to make an 8:00am call to see a doctor as the scar from my recent hip replacement turn red and inflamed and was seeping an unpleasant discharge. I saw Alexander Knight who identified the problem, took a swab, dressed the wound and put me on a course of antibiotic. He also arranged a follow-up appointment in 4 days.I am very pleased with the service today.*

✓ *Appointment on timeStaff are excellent, friendly and efficient.*

✓ *Because the receptionist the week before got me a doctor's appoient within a few days after I explained I'd had a pain for 4 wee Dr. Roberts ordered emergency bloods, urine and stool sample anithin a couple of days I was called in for additional blood samp today (09-Oct). I don't think I could have been treated quicker*

✓ *Appointment on time. Pleasant surroundings, pleasant staff.*

✓ *Kind. Thoughtful and considerate*

✓ *Efficient, friendly surgery staff*

✓ *HCA who took my blood today was very kind and professional*

✓ *Long wait to make appt but reception were quick once I got through. Easy check in on the day and I spoke to a nice doctor who heard me and recommended a referral quickly. No fuss no bother. Great stuff*

✓ *A very good GP, explained everything in easy to understand terms. Excellent service and a well run busy surgery.*

Not Recommended

✓ *The nurse seemed impatient and was complaining she was having a bad day*

✓ *It is ridiculously hard to get appointments with a nurse or doctor.*

Passive

✓ *Honestly feel there's no real sense of care for the patient, it's not the staff it's the system, it seems very disjointed and fragmented, not looking at the person but just fulfilling tasks.*