

FFT Monthly Summary: December 2023



Sandwich Medical Practice
Code: G82063

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
80	15	3	0	2	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:	232						
Responses:	100						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	80	15	3	0	2	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	80	15	3	0	2	0	100
Total (%)	80%	15%	3%	0%	2%	0%	100%

Summary Scores

95% 2% 3%

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:

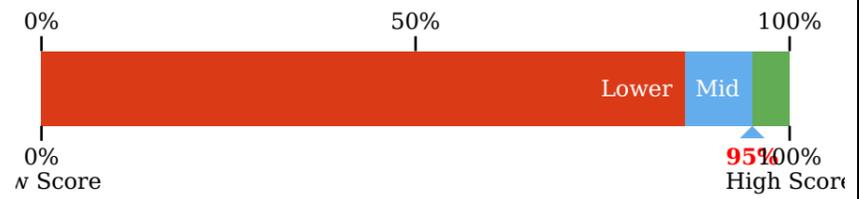
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

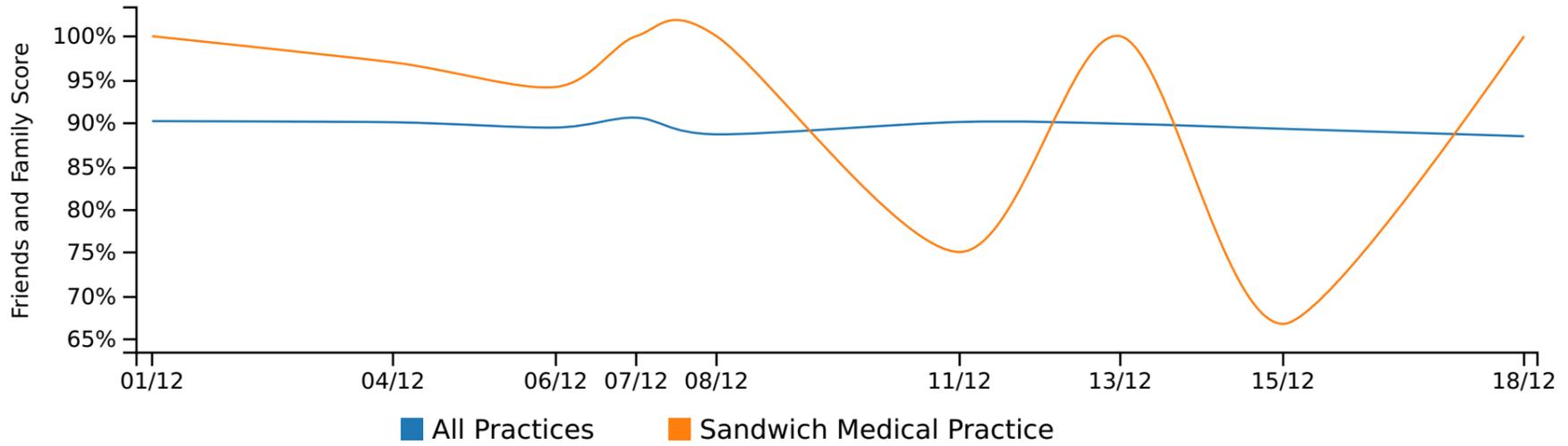
Your Score: 95%

Percentile Rank: 80TH



- 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 80th percentile means your practice scored above 80% of all practices.

Practice Score: 'Recommended' Comparison



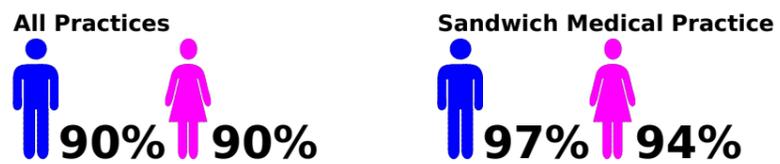
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

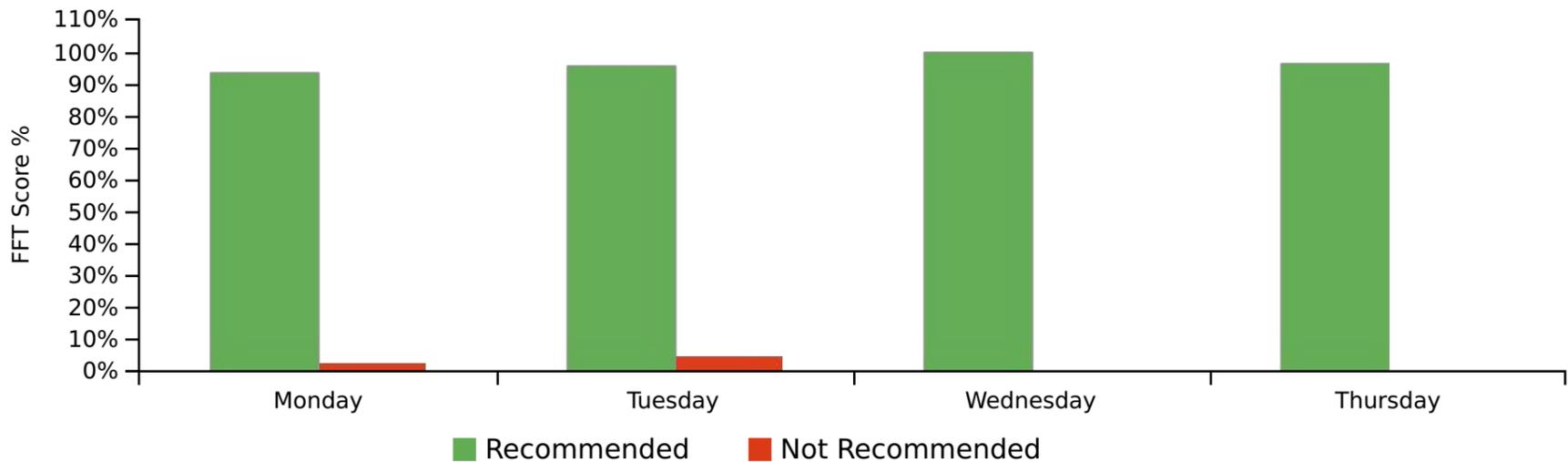
	< 25	25 - 65	65+
All Practices	84%	89%	92%
Sandwich Medical Practice	100%	91%	98%

Gender



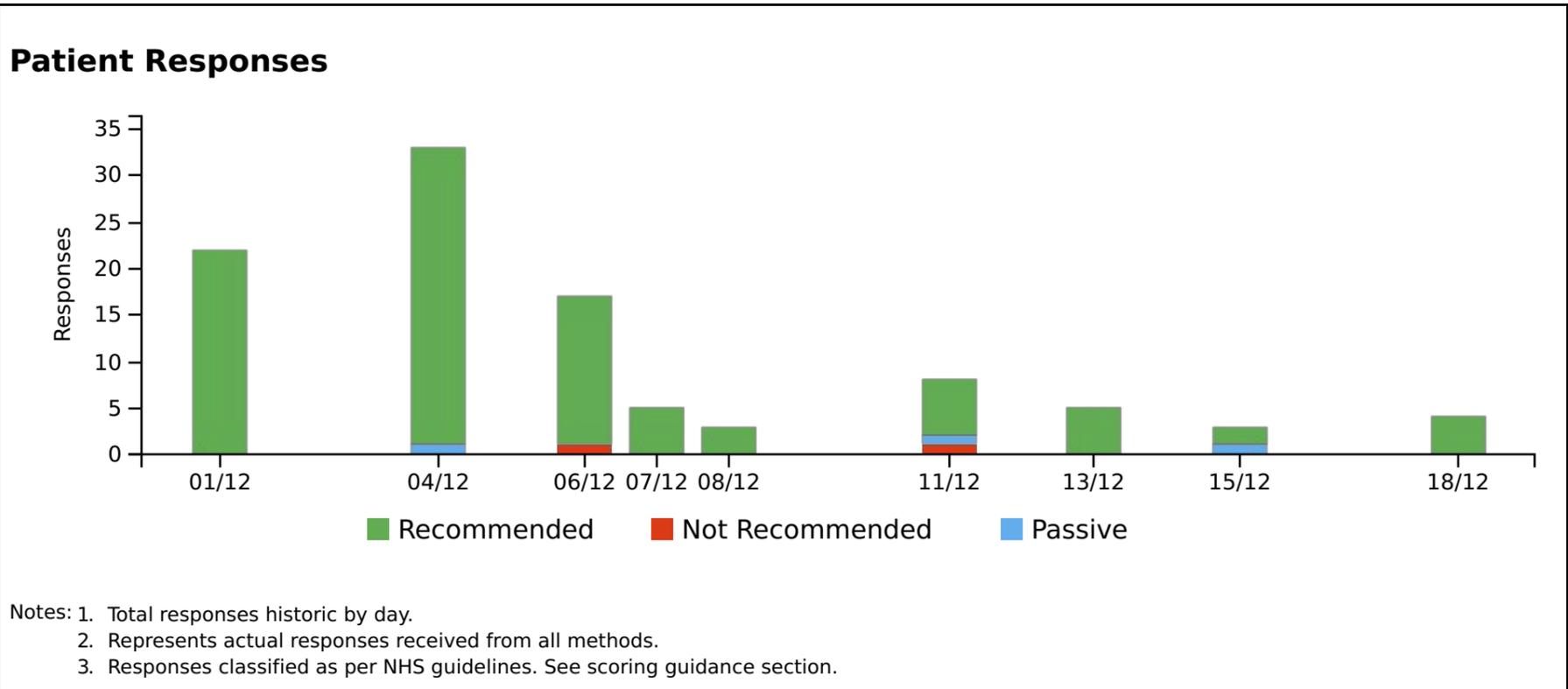
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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



- ✓The doctor I saw called Alex was very good and answered all my questions and help put my mind at ease
- ✓*Yes of course-I was only informed on Monday I needed an urgent blood test in readiness for a phone consultation with the specialist. I told the Receptionist and she gave me an appointment for this morning at 10.40am. By 10.45 am I had already had the blood test and was walking back to my car. Everyone was very efficient. Thank you to all staff involved.*
- ✓Fast service and pleasant interaction
- ✓*Polite, professional, ontime*
- ✓Punctual, friendly, efficient.
- ✓*Because they are always extremely helpful*
- ✓Very smoothly done, talk only 5 minutes in total!
- ✓*Pleasant comfortable surroundings and pleasant staff.*
- ✓Reception staff very helpful and Lindsay Jackson was lovely.
- ✓*Went in on time the lady i saw was very nice*
- ✓Prompt and polite response to my request
- ✓*My appointment was on time, and all the staff I saw were very helpful and efficient.*
- ✓My doctor had gone sick, so rather than the surgery cancelling my appointment, they put me in with another GP. Whilst waiting to see the GP who was running very late, once again, another GP took some of his patients rather than them cancelling. The surgery done the utmost to keep my appointment, for which I am grateful once again with the NHS. Thank you.
- ✓*Very happy with the whole experience.*
- ✓Because it was a very good appointment
- ✓*Very efficient and on time*
- ✓It was very good service, thanks
- ✓*My questions answered.*
- ✓Didn't have to wait to long to be seen, and efficient.
- ✓*Dr Ahmed was completely on top of my condition and recent medical emergency surgery. He was most helpful.*
- ✓Efficient reception, Dr was thorough on all points of discussion (cancer & general health) clear information and on the action plan. Did not feel rushed but still kept to time. All helped with my treatment and keeping anxiety and stress down. Excellent experience, thank you.
- ✓*Friendly welcoming and seen on time*
- ✓Dr Roberts had very good listening skills. She gave us options for treatment which were given in a clear and nonjudgmental manner. She also ensured that we had follow up plans. Myself and my daughter were treated as intelligent people and felt respected and cared for.
- ✓*Waited just 2 days for the urgent blood test. On arrival, I was seen on time by a lovely nurse (Fran)*
- ✓Went out of the way to give me the best advice with my problems and extra time also..
- ✓*My wife saw a nurse at the Sandwich Medical Centre who discussed her recent scan and put her mind at rest .*
- ✓The doctor was extremely patient and the consultation was unhurried. Despite the fact I had multiple issues to discuss the doctor covered all of the issues and made suitable referrals and gave me reassurance. Well done.

Not Recommended

- ✓*The nurse was helpful, efficient and caring.*
- ✓*Quick and efficient*

Passive

- ✓Just got sent for more blood tests without feedback or explanation. Twice now
- ✓*Staff are friendly and helpful, the surgery is clean and well kept and to date appointments have been pretty much on time. However, I have twice been given incorrect information that has resulted in unnecessary calls and appointments.*
- ✓5 weeks to get an appointment!