

# FFT Monthly Summary: January 2024

Sandwich Medical Practice  
Code: G82063



## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
85	9	2	3	1	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

**Surveyed Patients: 218**

**Responses: 100**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	85	9	2	3	1	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>85</b>	<b>9</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>100</b>
<b>Total (%)</b>	<b>85%</b>	<b>9%</b>	<b>2%</b>	<b>3%</b>	<b>1%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

94% 4% 2%

## 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:

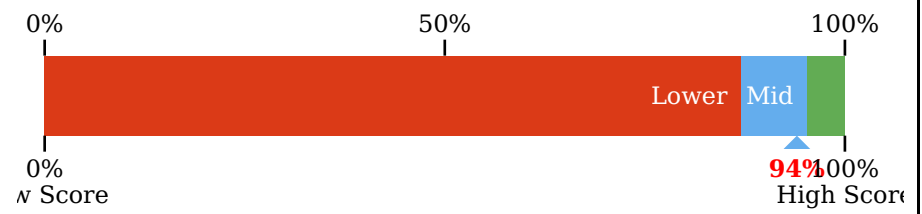
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

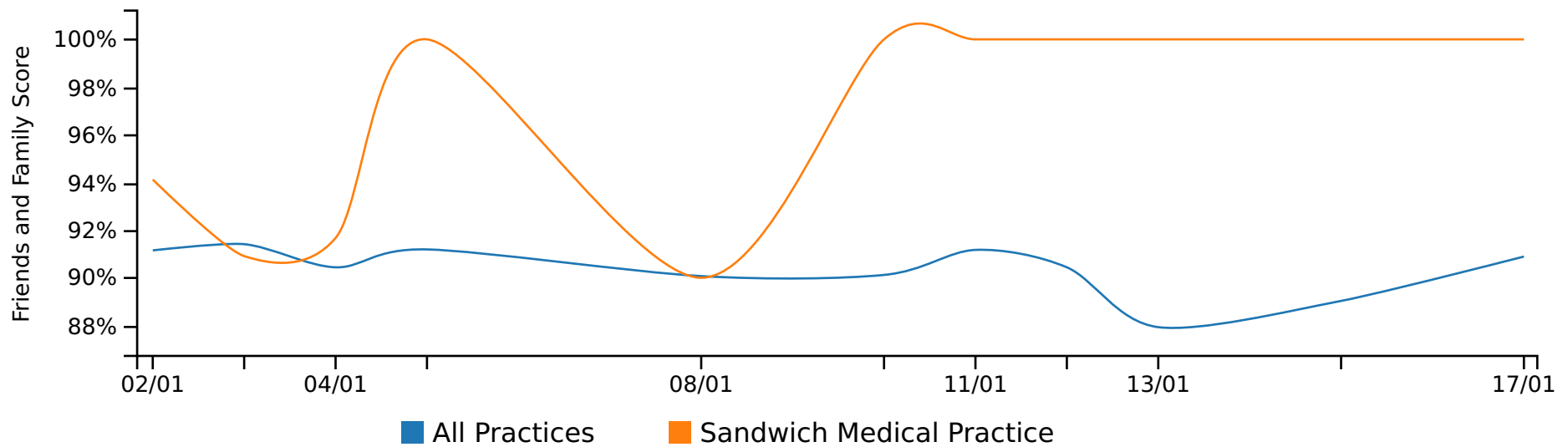
**Your Score: 94%**

**Percentile Rank: 70<sup>TH</sup>**



- 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 70th percentile means your practice scored above 70% 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

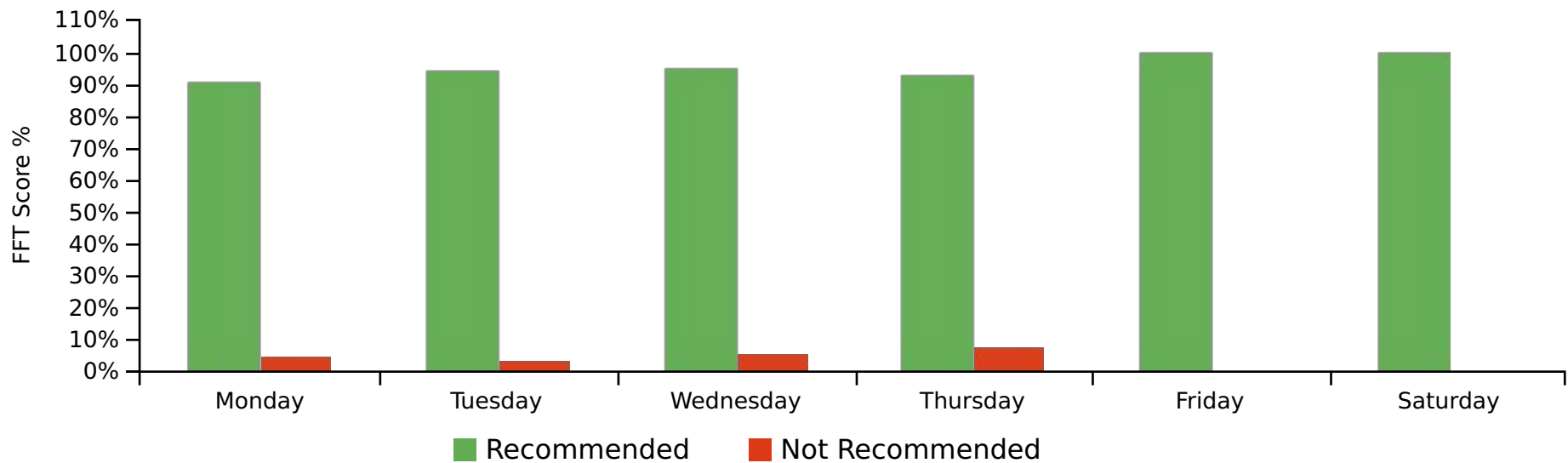
	< 25	25 - 65	65+
All Practices	85%	90%	93%
Sandwich Medical Practice	78%	93%	98%

#### Gender



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

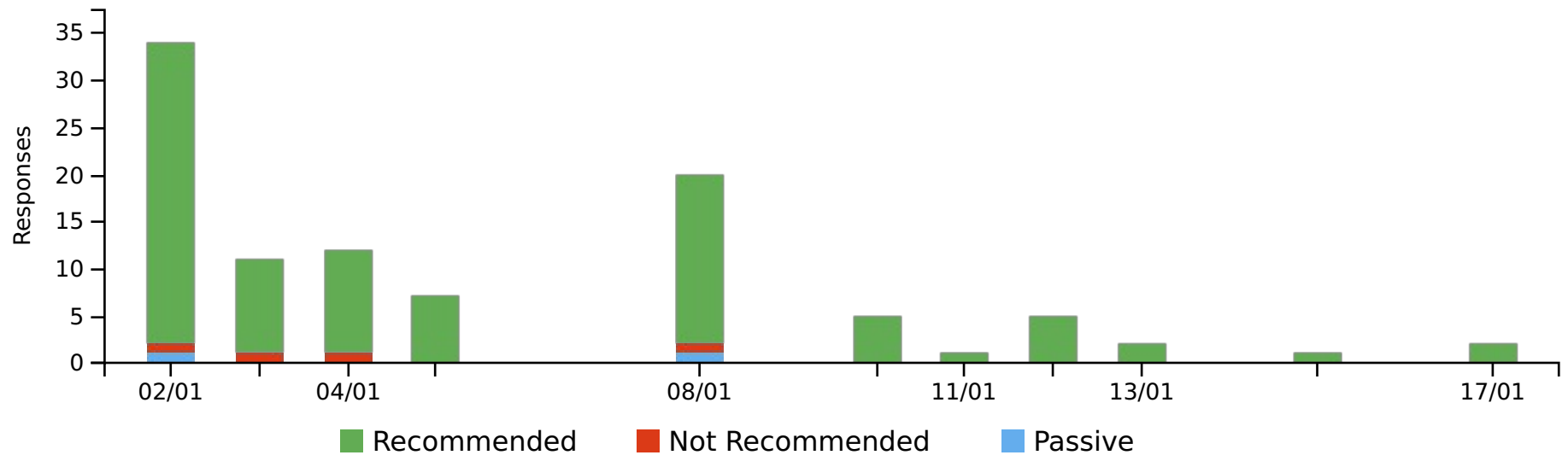
### Practice Score: Day of the Week Analysis



- 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.

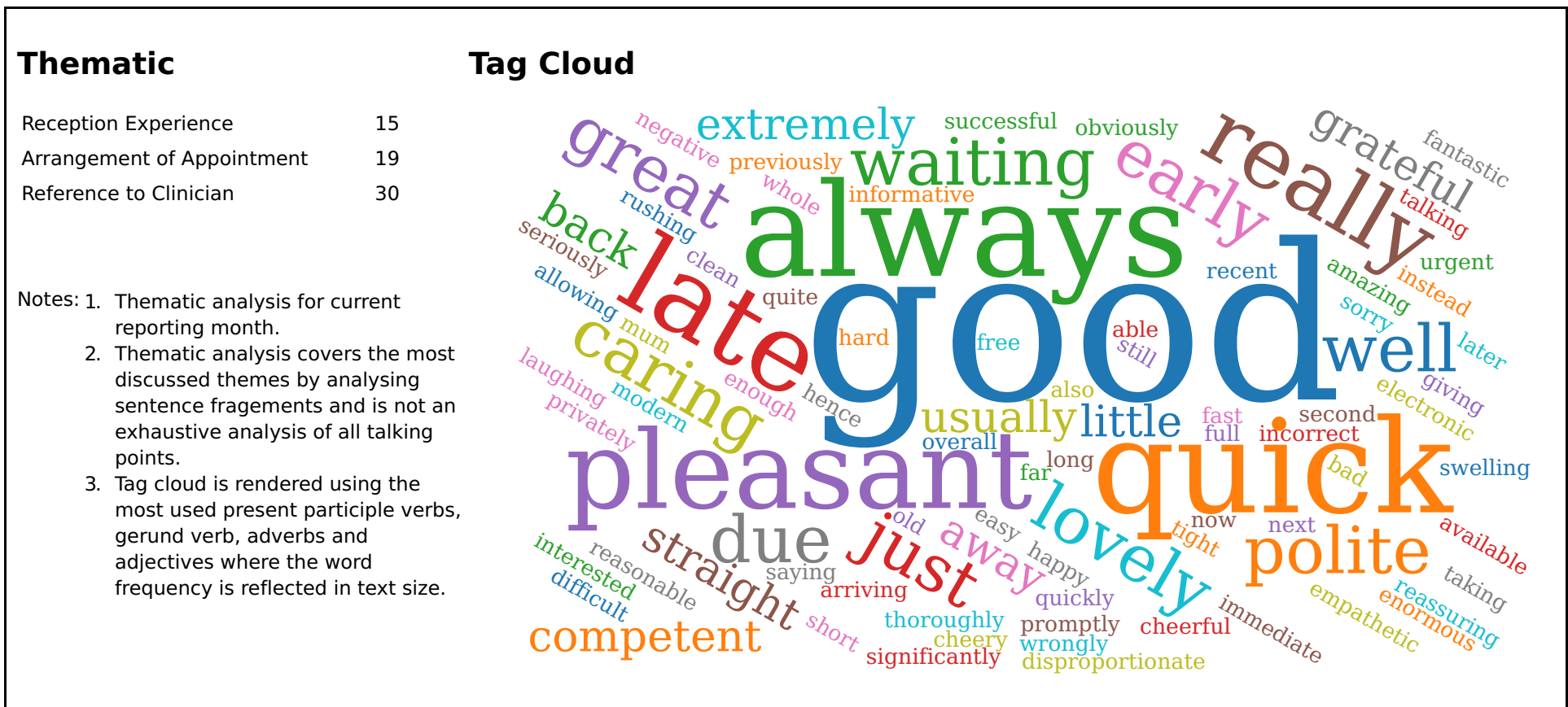
## SECTION 4 Patient Response Analysis

### 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

- ✓ Very good doctor checked me over got given some medication
- ✓ *It was quick good*
- ✓ Very efficient got through on phone at 8.23 and was seen by doctor at 11.15
- ✓ *Excellent service as I have come to expect. Both appointments were a bit early which I was pleased with, due to myself arriving early as I hate being late for any of my appointments.*
- ✓ Receptionist very helpful friendly, surgery very clean, and reason went to surgery dealt with.
- ✓ *Got me an appointment when needed managed to fit me in for bloods the same day and the doctor went above and beyond to help me when I feel like I've not had any help for so long I can't thank her enough*
- ✓ Lisa was very caring and sorted my medicine for my HRT .
- ✓ *Easy electronic booking. On time. Friendly nurse*
- ✓ Because Mrs Jackson was pleasant and very efficient
- ✓ *Always helpful and friendly*
- ✓ Prompt service. Anita was very friendly and efficient
- ✓ *Very quick and very thorough. All staff that I spoke to were very kind and very helpful.*
- ✓ Anita is a lovely lady, put me at ease straight away
- ✓ *Helpful appointment and ran close to appointment time. The surgery is very modern*
- ✓ I was treated very well by receptionist and Dr. Very grateful for the quick diagnosis and treatment. Thank you.
- ✓ *Seen right away, very efficient nurse. Very polite.*
- ✓ Excellent care as always.
- ✓ *Always very helpful. Only dropped a mark because I can't return sharps*
- ✓ Appointment was on time . Friendly staff, answered questions . Overall good experience thank you
- ✓ *The doctor was very kind and explained everything*
- ✓ My appointment was on time, very informative, made me feel at ease
- ✓ *Amanda Lenton got blood tests in first go ...amazing for difficulties usually*
- ✓ Good service
- ✓ *Happy with the service and speak to a doctor face to face*
- ✓ Look after so well appreciated treatment received it helps me a lot and every one so friendly they really care
- ✓ *Only waited about 5 mins for my call to be answered and the kind receptionist gave me appointment for the same day was really impressed.*
- ✓ Good, professional advice from all.
- ✓ *Polite quick service*
- ✓ Emma was extremely pleasant and professional . Confirmed my problem and prescribed antibiotics. Also receptionist ensured that I was seen today.
- ✓ *Fran was excellent & caring*
- ✓ Friendly nurse. Pain free smear
- ✓ *My recent experiences have been better than previously. Obviously being able to see a doctor more quickly would be better.*
- ✓ Appointment booked was for 8:50 which I had arrived, little wait and seen. I was told when to expect results and that no contact means all good!
- ✓ *Quick appointment and immediate blood tests*
- ✓ Because Dr Bonnet was professional and caring and approachable
- ✓ *Fast, on time, friendly*
- ✓ Pleasant and on time
- ✓ *On time!! Good service. Professional*
- ✓ Friendly. Efficient.
- ✓ *I was seen in a reasonable time with very little waiting time*
- ✓ Dr. Drew was friendly, understanding, empathetic, and thoroughly professional!
- ✓ *Profession good no hassle*
- ✓ The nurse explained my travel vaccinations options without rushing my decision. Receptionists tried very hard to find an appointment for my husband. Wasn't successful at the surgery but booked him in at Deal Hospital. Thank you.
- ✓ *The trainee G P was professional and thorough. He listened. I was pleased with his recommendations re my blood pressure*
- ✓ No waiting, nurse was very polite and cheerful, put me at ease.
- ✓ *Receptionist very helpful*

- ✓ I came in this morning, was 10 minutes late for my B12 appointment and was accommodated very promptly by lovely Rebecca Watts, who was just wonderful.
- ✓ *Doctor remembered me and was very thorough*
- ✓ I had a really great experience today. The receptionists were lovely and really helpful, and Dr Roberts was great.
- ✓ *The receptionist Was very helpful Alex is always wonderful and understanding*
- ✓ The surgery as a whole is the best I have been too
- ✓ *The nurse practitioner was very professional and extremely competent.*
- ✓ Friendly, professional and appointment ran on time.
- ✓ *Proactive with a blood test, seen on time and given excellent advice from the nurse.*
- ✓ Very prof nurse
- ✓ *No waiting..Went straight in..Lisa explained everything to me. Felt good after the appointment. Relaxed & assured*
- ✓ Very kind and patient Alex Knight made my mum feel at ease.
- ✓ *Sorry I pressed I meant 5*
- ✓ Competent and kind care. Thank you
- ✓ *Always excellent staff and pleasant approach. --- well done !!*
- ✓ Excellent appointments with SMP nurses. GP face to face appointments more difficult to arrange due to enormous pressure on far too few doctors available.
- ✓ *All was quick and efficient.*
- ✓ Checked in a few minutes early- very efficient front desk reception- called in to see nurse on time. Very efficient management and execution of prostate injection and appointment made for next injection in July.
- ✓ *I was seen at quite short notice and my appointment was on time and a treatment prescribed*
- ✓ Always great to me.
- ✓ *Nurse taking blood excellent, cheery and helpful on a query*
- ✓ Good, on time service, excellent practitioner.
- ✓ *Saw Doctor on a Saturday and he and the receptionist couldn't have been nicer and more efficient*
- ✓ On time and pleasant service
- ✓ *Prompt, efficient attention*
- ✓ Dr Stephanie Roberts was responsive, professional and reassuring.

### **Not Recommended**

- ✓ I was given incorrect information about a travel vaccination appointment by reception staff. This caused me to be vaccinated late for my holiday and I do not have full protection now. My husband could not get an appointment with you and had to pay privately for his vaccinations.
- ✓ *I waited for a month to see a doctor, then I was told I'll be seen in a specialist clinic but instead I was seen by a nurse practitioner and that was an urgent appointment because I got significantly worse.*
- ✓ Asks questions then talks over me whilst I'm giving an answer, felt like she didn't take my concern seriously as she was just laughing saying my body is just disproportionate and that's why a vein on my neck sticks out more on right side. Dismissed me and said not to worry it's nothing then rang me up 10 minutes later asked me to come back in as she forgot to do my blood pressure so I can back she took it then asked me to lay down to measure the swelling on the side of my neck and asked me if I had had palpitations , tight chest etc all which she should've asked me before but she seemed more interested in talking about my one year old who was with me. I wouldn't usually write a complaint but this is the second time I've been seen by her and had a negative experience. All the other nurses and doctors are so fantastic and I'm very grateful

### **Passive**

- ✓ I call at 8am and I'm 3rd in queue but I still can't get to see a Dr!!! Weeks and weeks to see a Dr if there are any appointments that is. If I call at 8am then I'm in need for a reason. Don't see how a receptionist can decide if i see one or not.
- ✓ *Appointment late due another persons late arrival. Wound me up, hence bad blood pressure readings. Appointment time wrongly issued not allowing blood test to be completed.*