

# FFT Monthly Summary: February 2024



**Sandwich Medical Practice**  
Code: G82063

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
71	21	3	1	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

**Surveyed Patients: 262**

**Responses: 100**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	71	21	3	1	4	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>71</b>	<b>21</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>100</b>
<b>Total (%)</b>	<b>71%</b>	<b>21%</b>	<b>3%</b>	<b>1%</b>	<b>4%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

92% 5% 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:

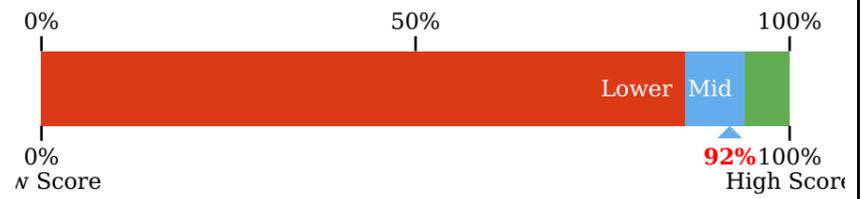
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

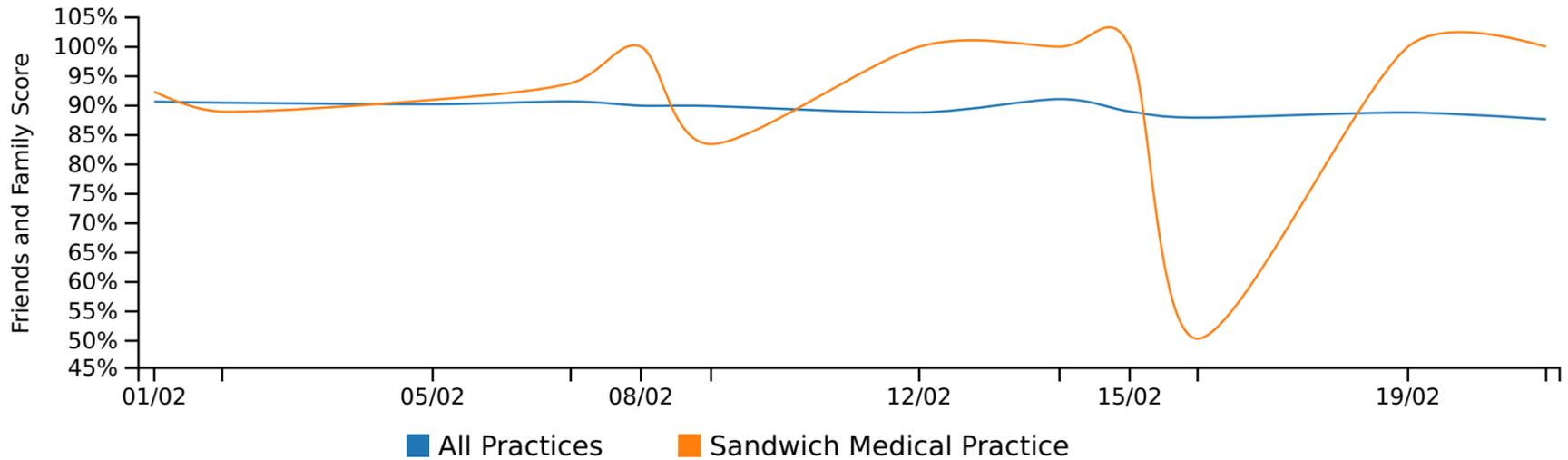
**Your Score:** 92%

**Percentile Rank:** 60<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 60th percentile means your practice scored above 60% of all practices.

### Practice Score: 'Recommended' Comparison



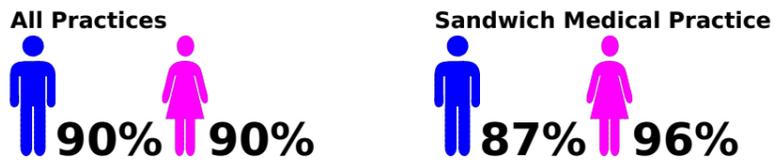
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

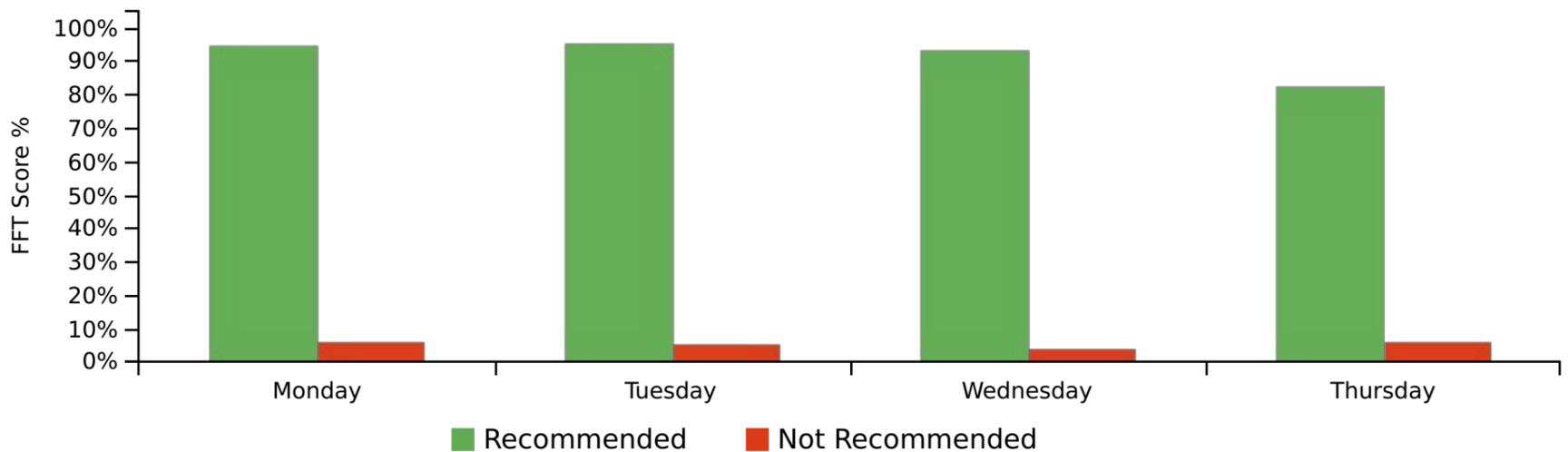
	< 25	25 - 65	65+
All Practices	85%	89%	93%
Sandwich Medical Practice	86%	95%	88%

#### Gender



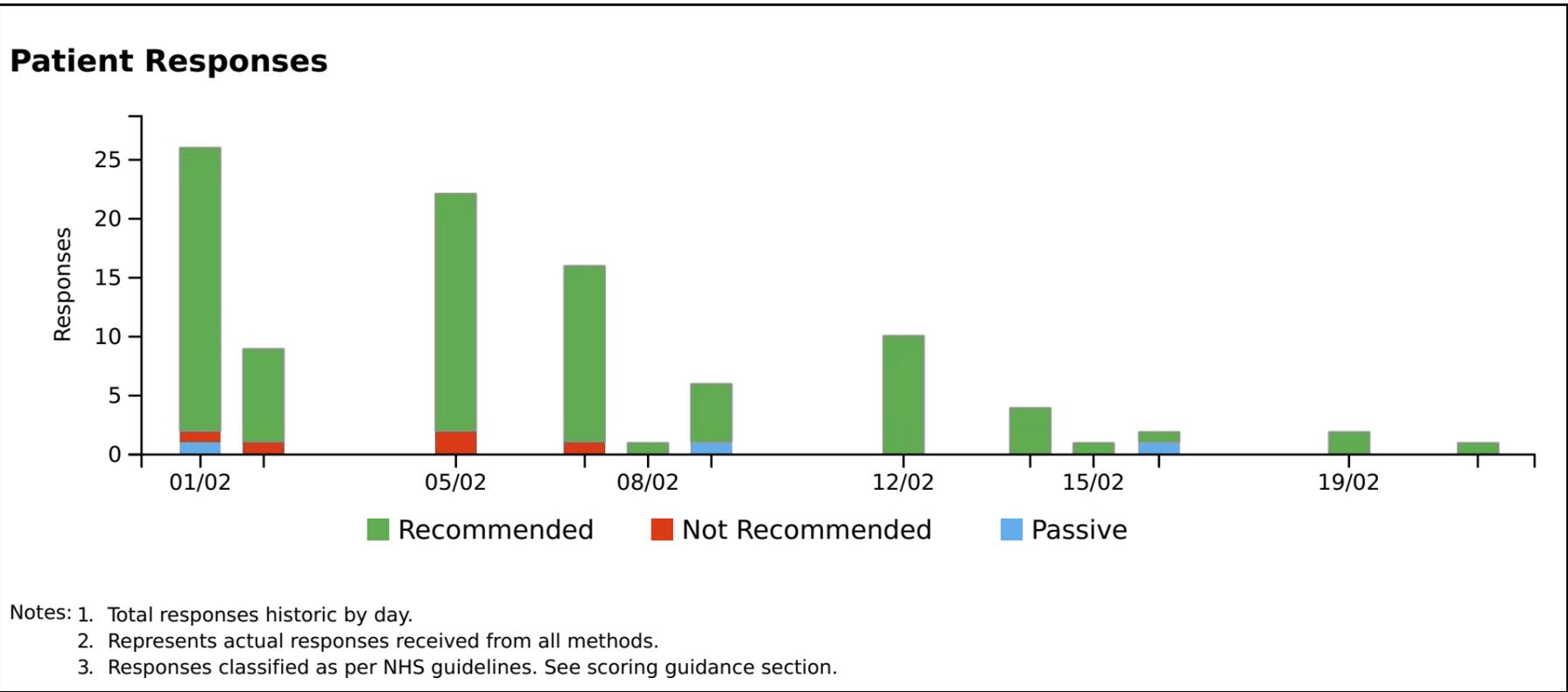
- Notes:
1. Scores for current reporting month.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### 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





- ✓ *Because the nurse i had was lovely and my appointment was bang on time*
- ✓ *The nurse was good but she had a streaming cold.*
- ✓ *Nurse was very professional*
- ✓ *You asked about experience of you service*
- ✓ *Slight delay to my appointment time. However all staff were professional and friendly*
- ✓ *Most things are good. Some of the communication is inconsistent.*
- ✓ *8am appointment, lots of people waiting outside to get in, queue was handled quite efficiently however no-one indicated we could use the self check-in (which I didn't know was there). When another patient who joined the queue pointed it out people started using it and the queue was gone. I was instantly called to the room as my appointment was 08:00, it was at least 08:05/10 by now, I didn't mind but I understand all those minutes build up throughout the day. Lisa was very professional and efficient and answered my questions very knowledgeably.*
- ✓ *Because the Dr I saw was very sympathetic and reassuring even though I felt embarrassed about what I had to discuss with her. She put me at ease throughout my appointment.*
- ✓ *The nurse was very helpful*
- ✓ *In and out, good service, thank you.*
- ✓ *Appointments always run behind schedule*
- ✓ *Called in at 8am explained circus and offered 10.15 appt with Alex, who I saw 2 weeks ago. Good prompt meeting with him, prescribed necessary solution. Thank you*
- ✓ *Extremely well run practice. Spoke with very sympathetic practice manager. Got appointment within 2 days with GP who knows daughter GP gave lots of time and consideration. Referred immediately to rheumatologist who was so concerned got an emergency hospital appointment within 3 days after seeing gp. Couldn't ask for more.*
- ✓ *Efficient friendly people*
- ✓ *Arrived slightly early, seen promptly. As a new patient, I am impressed by the care that I have received in comparison to my previous doctors surgery.*
- ✓ *Because my appointment was at 9am this morning I was 15 minutes rse call my name at 9 and have my blood test done and I'm please*
- ✓ *Excellent service carried out kind and friendly manner.*
- ✓ *I was treated respectfully and with the help I needed for my disability*
- ✓ *Seen by Diabetic nurse on time, very polite and helpful.*
- ✓ *All went well. Efficient*
- ✓ *Very reassuring that I am dealing with my medical conditions in line with the Doctor's recommendations.*
- ✓ *Very good communication from the GP*
- ✓ *Because I was Sean quick.*
- ✓ *I phoned for an appointment and got an emergency for 9 am the today. Plus the GP I saw was very thorough.*
- ✓ *Because of the good service I always receive at the practice.*
- ✓ *Friendly and efficient.*
- ✓ *Due to the fact that my appointment was 9.08 and I didn't get seuntil 09.25. Shouldn't be running late at that time of the morni*
- ✓ *Everything about the experience worked well and communicated properly.*

### **Not Recommended**

- ✓ *Getting appts is a nightmare plus not having a back up system when computers down*
- ✓ *Shingles jab booked, 2 text reminders but on arrival told by nurse I am not eligible. My time wasted, no apology and unclear when I will get one. Shambolic!*
- ✓ *Excellent service*
- ✓ *Your question is the reason! Everything is remote. I am to tell you by text, not would you like to come in and tell us problems you are experiencing ! According to reception I accept what is said and there are no other avenues open to me.*
- ✓ *I felt the reception was quite rude about a situation when really there was no need to be the situation could very easily have been politely sorted out everyone makes a mistake just no need to have a rude attitude toward the patient*

### **Passive**

- ✓ *such a worry it's sooooooo difficult to get an appointment.*
- ✓ *Fed up with waiting weeks for an appointment. The nurse was lovely but just not happy with the practice*