

# FFT Monthly Summary: March 2024

Sandwich Medical Practice  
Code: G82063



## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
93	5	0	1	0	0	0	0	0	99	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: 229**

**Responses: 99**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	93	5	0	1	0	0	99
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>93</b>	<b>5</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>99</b>
<b>Total (%)</b>	<b>94%</b>	<b>5%</b>	<b>0%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

99% 1% 0%

## 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:

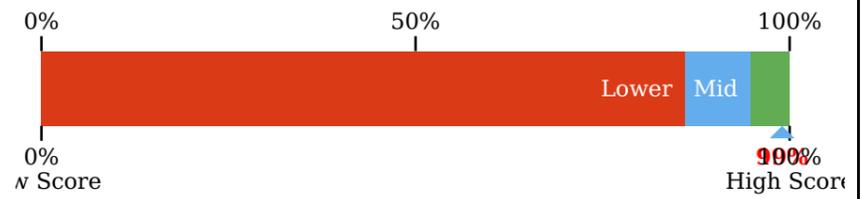
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

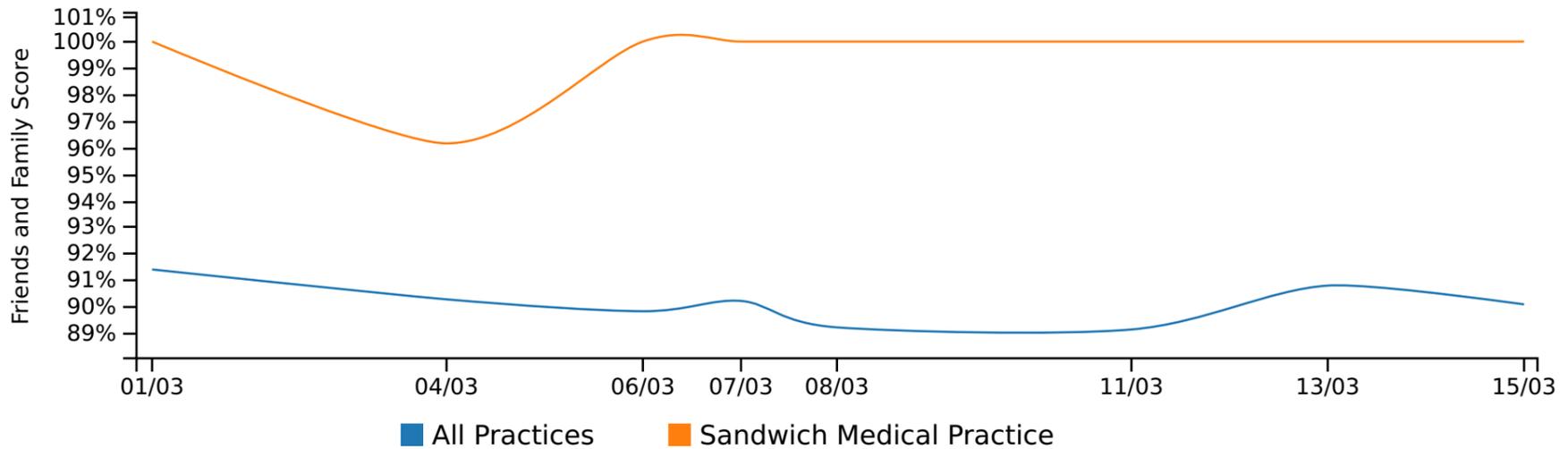
**Your Score: 99%**

**Percentile Rank: 95<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 95th percentile means your practice scored above 95% of all practices.

### Practice Score: 'Recommended' Comparison



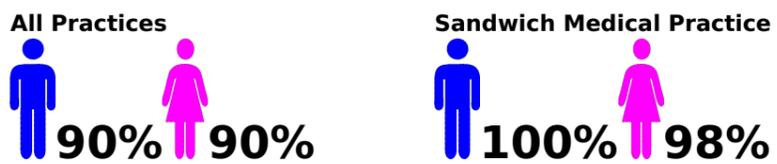
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

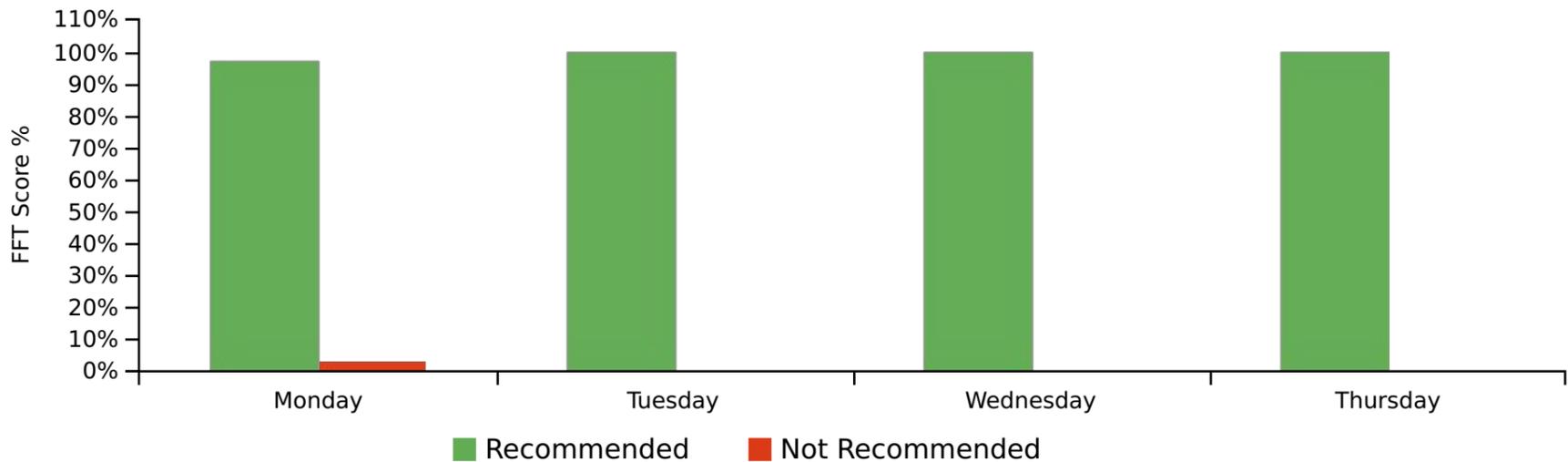
	< 25	25 - 65	65+
All Practices	84%	89%	93%
Sandwich Medical Practice	100%	100%	98%

#### Gender



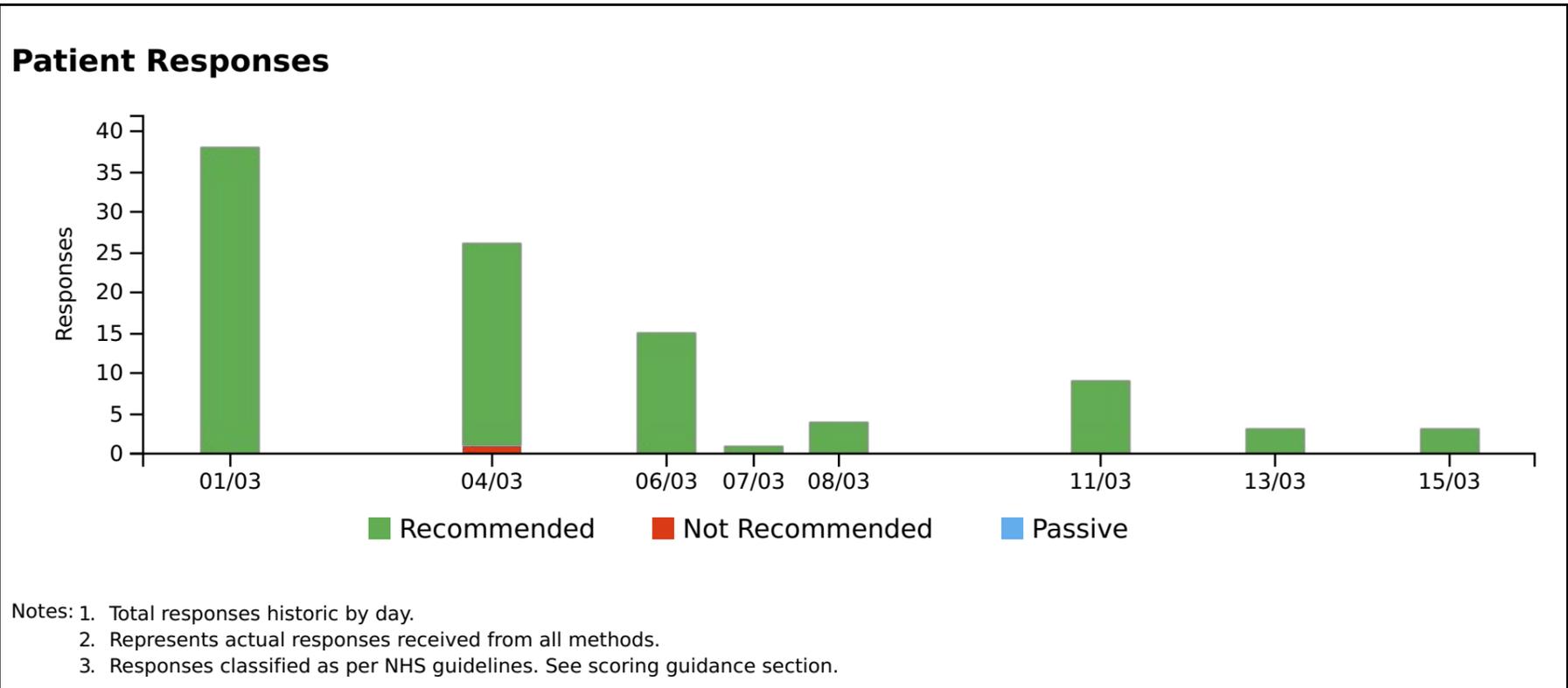
- Notes:
1. Scores for current reporting month.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### 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





GP is so important.

- ✓ *The lady who did my blood test was very nice and was very kind didn't feel it at all*
- ✓ Doctor Bonnett is a great doctor and very easy to talk to and very understanding.
- ✓ *Didn't have to wait. Check in easy*
- ✓ It was a pleasant experience everyone seemed happy.
- ✓ *Always excellent service from start to finish*
- ✓ Very fast and friendly was Anita
- ✓ *Prompt and polite service*
- ✓ Was effective and seen quickly and done very professionally
- ✓ *Able to get a same day appointment and very thorough consultation*
- ✓ On time pleasant, test carried out easily with a full commentary.
- ✓ *Very good service*
- ✓ Very satisfied On time and helpfull
- ✓ *I met the nurse today for a bp check she was really lovely taking the time to listen.*
- ✓ Fast and efficient service
- ✓ *Seen quickly, and dealt with efficiently and with charm.*
- ✓ the nurse was brilliant and answered my questions, plus the blood test was quick and painless. please pass on my thanks and appreciation
- ✓ *Staff were very pleasant and professional*
- ✓ I arrived early and was seen straight away, the nurse Alex was friendly and informative.
- ✓ *Mrs Philpot was very pleasant and I didn't feel a thing.*
- ✓ No complaints!
- ✓ *It was good to be able to talk with Dr Hartwell and get a good understanding of where I am with my medication, and Lindsey has been excellent.*
- ✓ Amanda Leaton took my blood efficiently & had a friendly approach which put me at my ease.
- ✓ *Excellent staff*
- ✓ Was seen on time
- ✓ *Very prompt in bring seen and very friendly.*
- ✓ Prepared to be flexible
- ✓ *Appointment was on time and the nurse was excellent.*
- ✓ Excellent service.
- ✓ *The lady doctor was very patient and thorough and was sympathetic to my problem*
- ✓ Shame it took 2 hours to get through and the started at 10 in the que must only but one person on reception

### **Not Recommended**

- ✓ *Difficulty of getting appts, pressure to not have same day appt but choice is 6 weeks away, put if from reporting symptoms until really have to. Lack of consistency, lack of connecting whole person's issues- one symptom in isolation responded to when holistic approach could lead to better diagnosis , so false economy with your time and very frustrating for patient.*

### **Passive**