

FFT Monthly Summary: April 2024

The White Cliffs Medical Centre
Code: G82729



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
74	22	1	0	2	0	0	0	0	98	1	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:	269						
Responses:	99						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	74	21	1	0	2	0	98
SMS - User Initiated							
Tablet/App							
Web/E-mail	0	1	0	0	0	0	1
Manual Upload							
Total	74	22	1	0	2	0	99
Total (%)	75%	22%	1%	0%	2%	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:

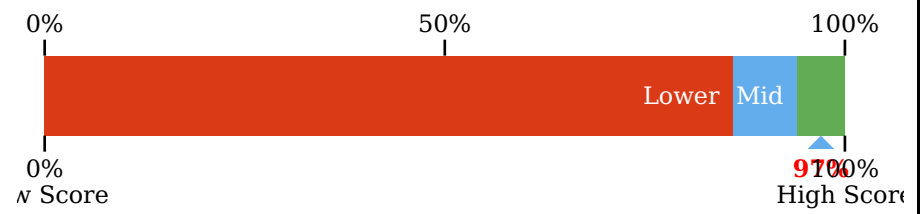
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

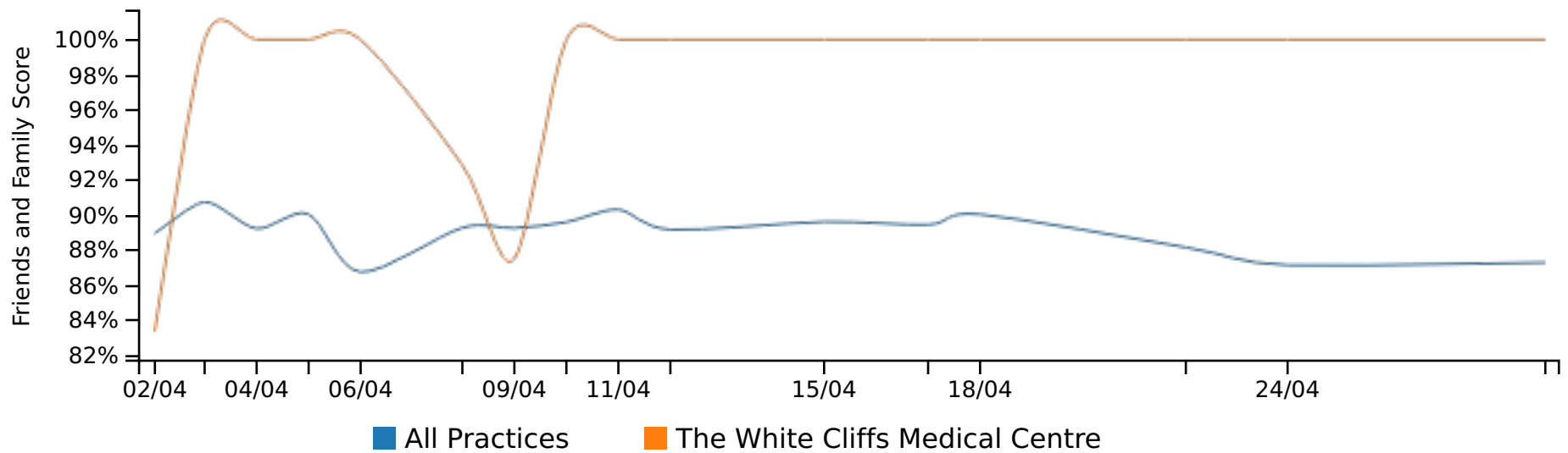
Your Score: **97%**

Percentile Rank: **85TH**



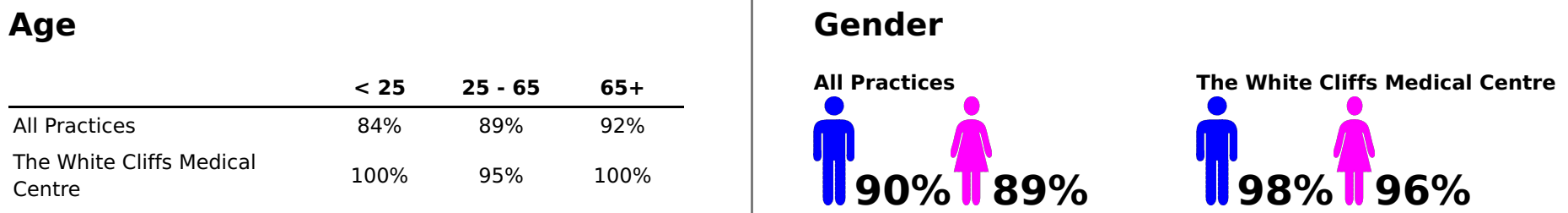
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 85th percentile means your practice scored above 85% of all practices.

Practice Score: 'Recommended' Comparison



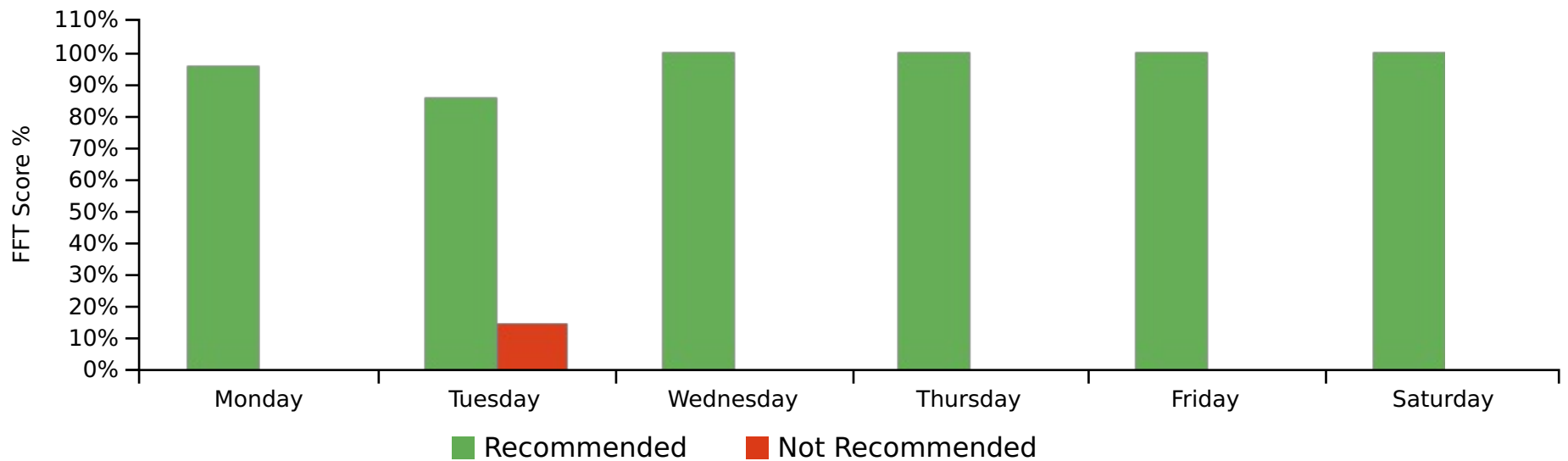
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

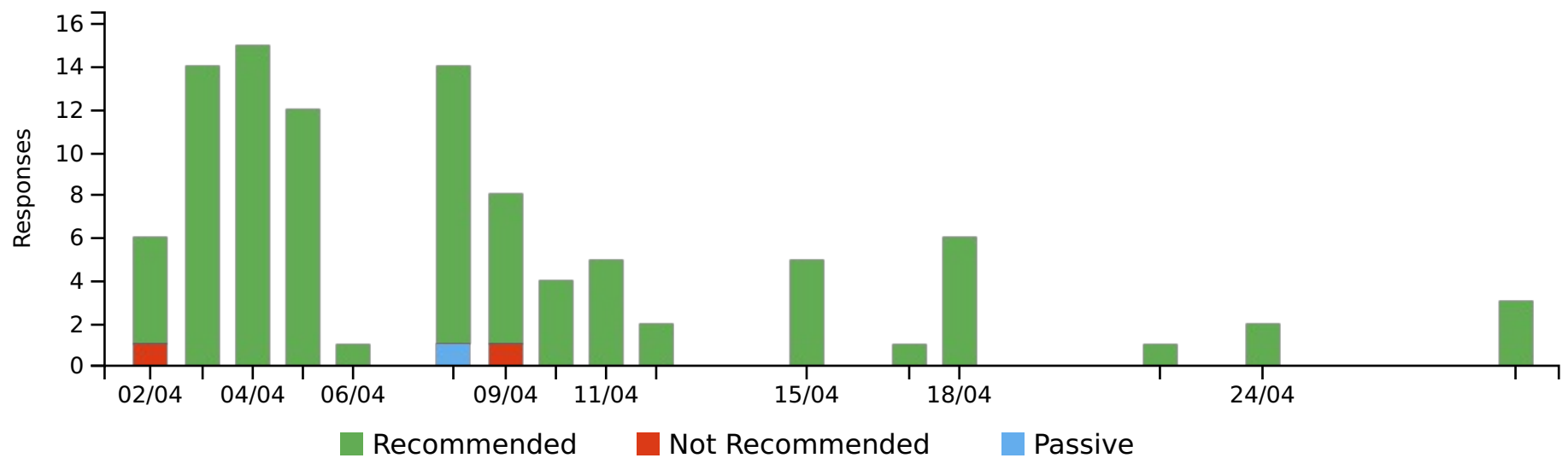
Practice Score: Day of the Week Analysis



- 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.

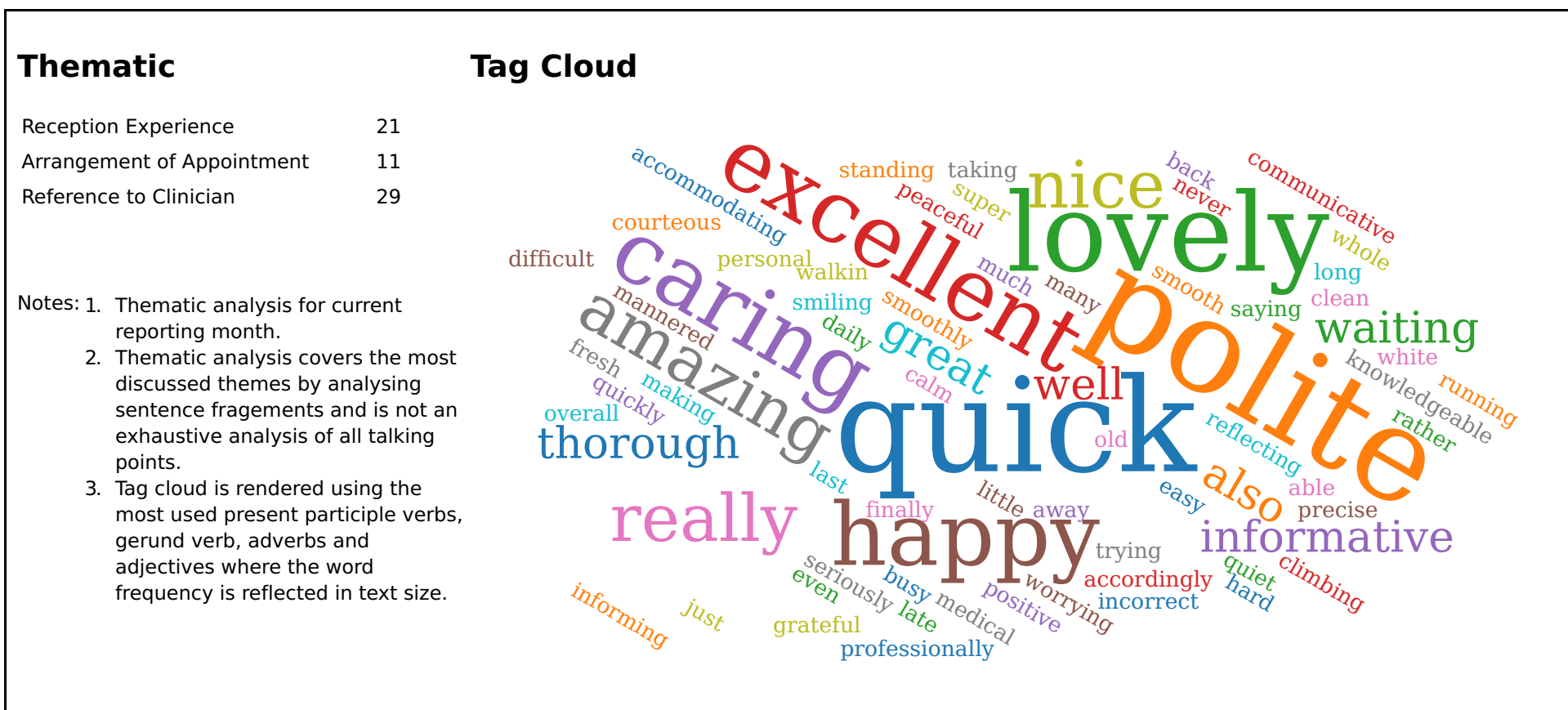
SECTION 4 Patient Response Analysis

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



- 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

- ✓ Lovely lady, very quick. In and out in 3 minutes
- ✓ Appointment was quick from time of request, in the appointment I was made to feel at ease
- ✓ They are always very helpful and professional at the Shepherdswell Surgery.
- ✓ Polite, on time, good environment
- ✓ Saw the nurse for a jab for myself and mentioned that my son was feeling under the weather. She spoke with the doctor who made time to see him. Both went above and beyond and gave great patient care
- ✓ There was a little wait beyond the appointment time, and the pharmacist did not have the prescription in stock, but Dr Jain and the pharmacy staff were all excellent polite, calm, knowledgeable and helpful throughout.
- ✓ Its so good to have the walkin surgery
- ✓ On time appointment today, caring nurse, very efficient.
- ✓ The appointments making has always been easy and smoothless and Ms Alexs appointment today was so quick and smooth so I could fit into my daily schedule accordingly
- ✓ The attention and care given to me by the nurse Jane who then realised very quickly I had more issues than a blood pressure check she was very quick to call in a very thorough and caring Dr Tapin. Many thanks to both. Peter Coles
- ✓ Excellent service on time. Very efficient stenographer xx
- ✓ The doctor was kind and understanding he listened to my 14 year old daughter and really took her concerns seriously.
- ✓ Saw a doctor on day also booked in for further investigation same day
- ✓ I am always happy with my treatment I receive from the surgery every one is so helpful
- ✓ Very friendly, efficient, personal care
- ✓ I have always had good service from the practice
- ✓ Nurse very understanding an amazing member of staff.
- ✓ On time, Hayley very efficient!!!
- ✓ Good professional visit
- ✓ Very good service with the receptionists & doctors. Seems a lot of patients to doctors, reflecting the waiting time.
- ✓ It was a busy morning for all your staff but they were polite and professional as always. I had an appointment with the nurse and the doctor also wanted to see me after which went smoothly.
- ✓ Quiet, peaceful environment... Staff efficient and friendly... Positive patient experience
- ✓ very good
- ✓ Jane is amazing, makes you feel at ease with what could be awkward
- ✓ Went above and beyond today to help with my son, I really appreciate it and after weeks of worrying the doctor finally put my mind at rest and didn't give up trying to feel my sons neck. Very grateful to him and the receptions today
- ✓ Appointment on time staff friendly and helpful
- ✓ I have always received the best of care from the surgery, reception staff nursing staff and the Doctors
- ✓ Everyone that works in the surgery are always helpful smiling and it's a pleasure to be a patient at this surgery in Shepherdswell
- ✓ Very good service and Jane the nurse was lovely
- ✓ Staff are always friendly and helpful
- ✓ All staff were very pleasant and appointment on time.
- ✓ Pleasant, accommodating and punctual
- ✓ All staff always very pleasant & helpful.
- ✓ That is my opinion of the service I received
- ✓ Because I was happy with the service
- ✓ Efficient and the nurse has a good bedside manner
- ✓ Because it was good standing in the rain stopped me saying it was very good
- ✓ Because my appointment was on time and no problems
- ✓ Always great service at Shepherdswell
- ✓ Because I went in on time, staff member was very communicative, did what she had to do and I was out and away, which is how I like it.
- ✓ Precise information
- ✓ Doctors nurses and receptionists are so nice you are at ease the minute you walk in thankyou
- ✓ Happy but the nurse seemed very rushed today
- ✓ The lady was very helpful and efficient.

- ✓ Emma Webster is a credit to the surgery. Professional and friendly. Always is happy to see you.
- ✓ *Friendly & professional staff and kept me informed throughout*
- ✓ Because I have always had good service
- ✓ *Because I was there once and I saw how the White cliff medical center staff operates*
- ✓ I just think the practice overall is very professionally run with very courteous staff and I always get to see the doctor I need rather than one I'm given.....
- ✓ *Staff always curtious and caring. Never too much hassle to help me when I need it xxx*
- ✓ Prompt on time nice lady .
- ✓ *Prompt service, well mannered, turned out and professional nurse.*
- ✓ The Doctor and staff were pleasant and helpful.
- ✓ *Always at put at ease*
- ✓ Dr was very professional and thorough. Surgery as always was clean and fresh and staff lovely..
- ✓ *Yes I seen the nurse was very quick and polite*
- ✓ Quick service, no wait time, super friendly staff. Mrs Jane Goddard is really lovely and friendly.
- ✓ *The doctor listens to what your problem is and always trys to find the best answer*
- ✓ Always had a very good experience and understanding
- ✓ *Was on time and lovely nurse xx*
- ✓ Nurse was very efficient and on time.
- ✓ *Very helpful. Was able to fit me in. Nurse patient and friendly.*
- ✓ Very nice experience, nurse was friendly and helpful, very pleased.
- ✓ *On time, everyone pleasant and polite. Very efficient taking blood etc.*
- ✓ Receptionist was very polite and informative and went out of her way to help. I found the nursing staff to be very friendly and kind and put my mind at ease, attended to my problem along with a follow-up appointment. on the whole in excellent service.
- ✓ *The Doctor was amazing*
- ✓ It very good in there and if you make an appointment you don't have to wait long and they always friendly no matter what
- ✓ *Always had good service from you*
- ✓ Always helpful can get appointments when I want. I have only been under these doctors for about 16 months, and I have no complaints
- ✓ *Very informative and was seen on time and looked after very well.*
- ✓ Excellent staff and very efficient
- ✓ *Prompt caring and efficient.*
- ✓ The surgery was running very late but the service was very good

Not Recommended

- ✓ *good service, no waiting around! very professional*
- ✓ *Very hard to get through to anyone and was told haveing a phone call this morning and no call.*

Passive

- ✓ I was confused last week with incorrect text messages informing me that i must visit the surgery to see Ms Dr om monday from 7.30am 08.04. 2024. Even received another one with the same reminder on sunday 10.30am. I wish there were more cleared instructions than this muddled so will save my trip. I run out of breath when i climbing up back home on a difficult hill. [REDACTED]