

FFT Monthly Summary: March 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
80	11	2	1	4	1	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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients:	274						
Responses:	99						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	80	11	2	1	4	1	99
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	80	11	2	1	4	1	99
Total (%)	81%	11%	2%	1%	4%	1%	100%

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:

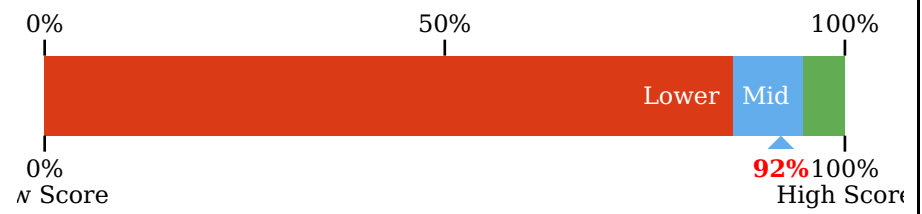
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

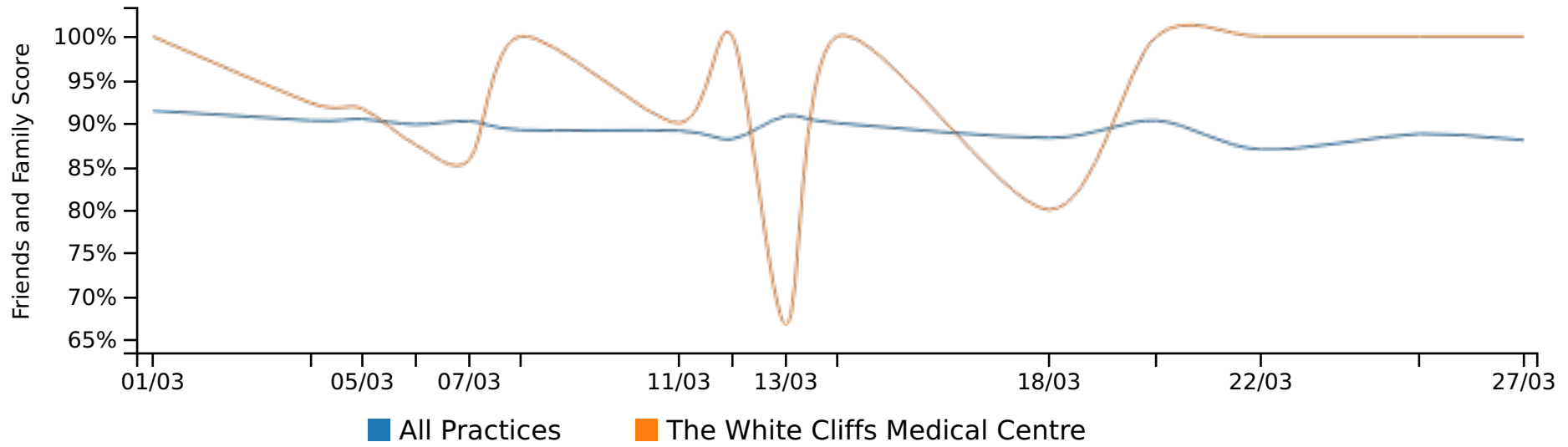
Your Score: 92%

Percentile Rank: 60TH



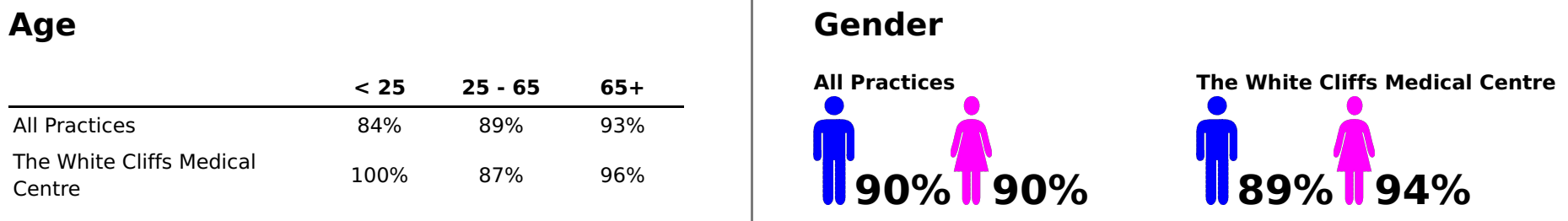
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 60th percentile means your practice scored above 60% of all practices.

Practice Score: 'Recommended' Comparison



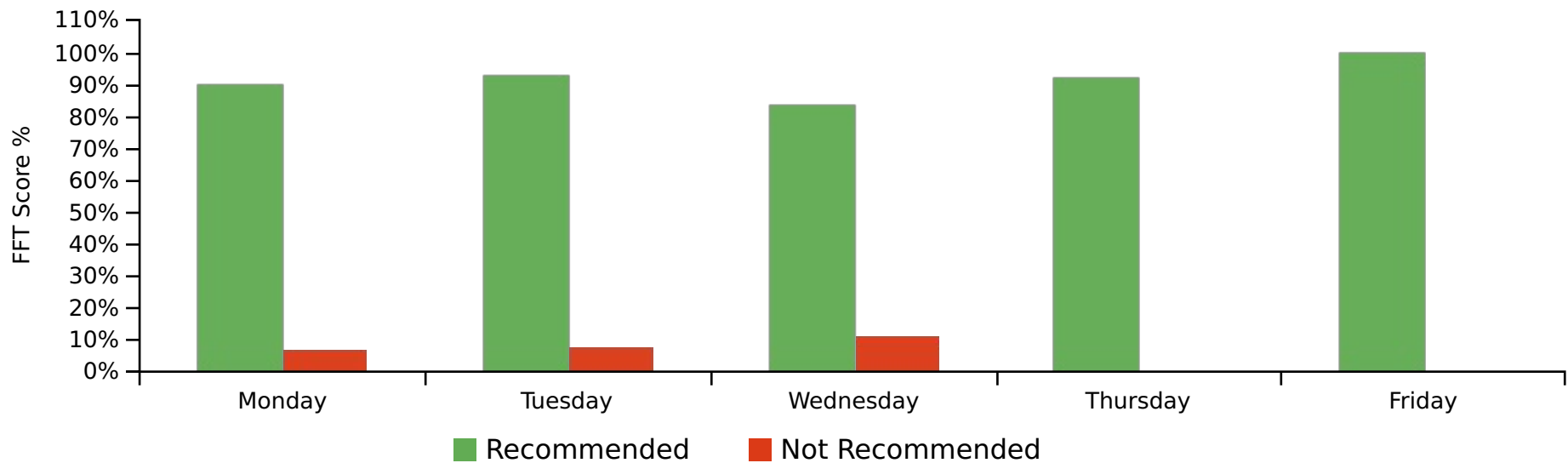
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

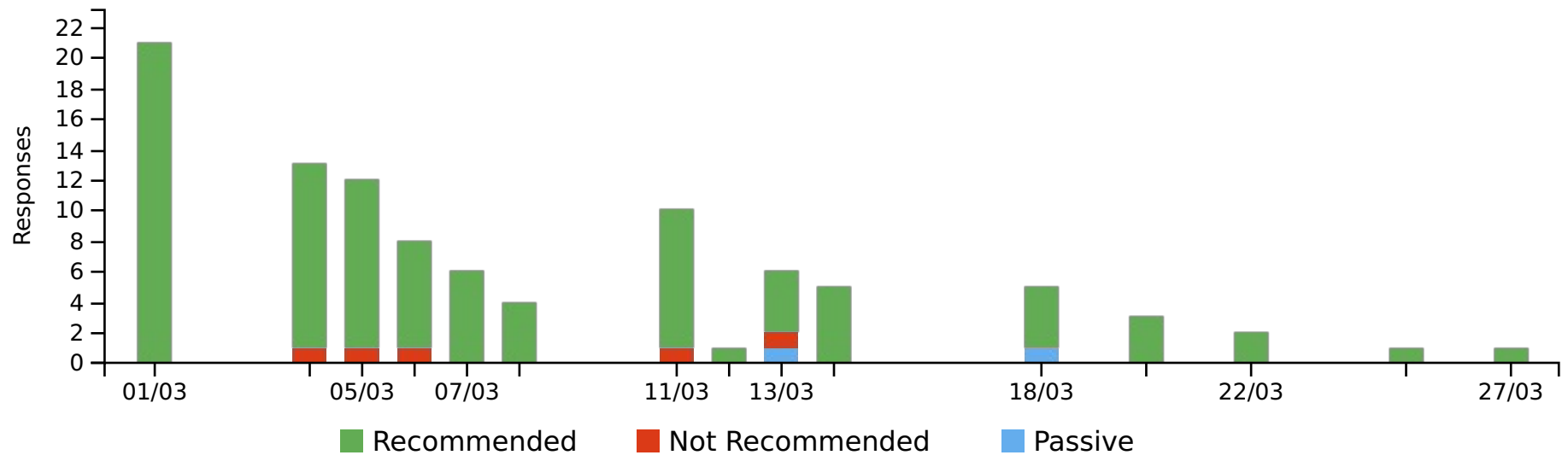
Practice Score: Day of the Week Analysis



- 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

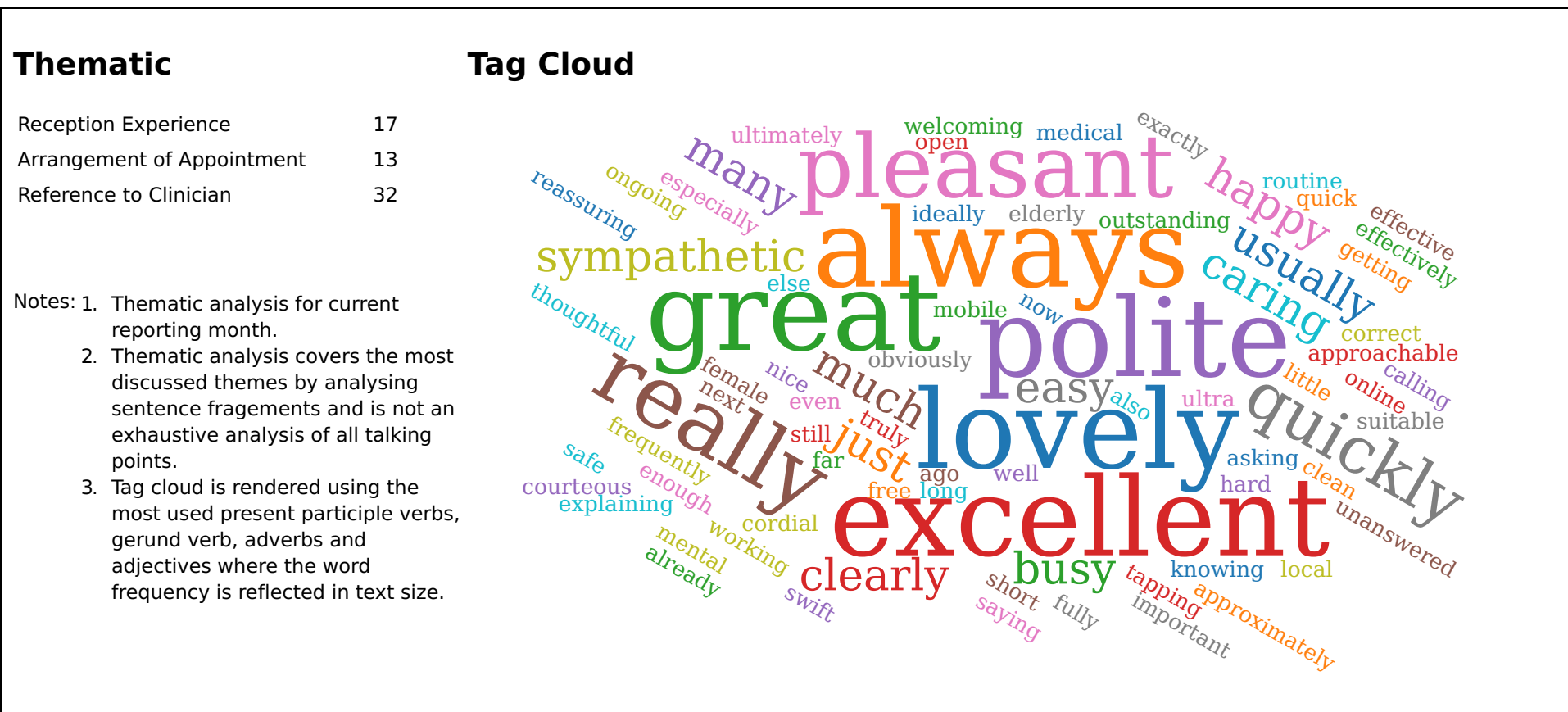
Patient Responses



- 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:
- Free Text Comment received for current reporting month.
 - Classification based on initial response to Q1 rather than content of message.
 - Legend: ✓ Consent to publish comment / ✗ No consent to publish comment

Recommended

- ✓ Staff were very cordial and professional.
- ✓ *The nurse was lovely. Receptionist a little dismissive*
- ✓ Very good attention given to me by GP and support staff.
- ✓ *Good and friendly nurse made me relaxed,*
- ✓ Good service, always helpful and not far from home.
- ✓ *The nurse Sue, was very Approachable and took time to listen to my worries, and I was seen on time.*
- ✓ Sue was lovely , she explained everything really well and made me feel valued.
- ✓ *Staff was very pleasant. And friendly*
- ✓ The nurse was very helpful and sympathetic. It was a pity the pharmacy didn't have the medication prescribed.
- ✓ *Helpful friendly staff. Caring and concerned-feel they are dedicated. As there was a concern about my wife she was seen by Dr Jain at short notice even though she wasn't on the official appointment list. Obviously a very good working relationship amongst all the staff. Thank you*
- ✓ Nurses are fantastic
- ✓ *The long delay between asking for an appointment and getting one, usually two weeks.*
- ✓ Good experience but not outstanding
- ✓ *Because you asked.*
- ✓ Great practice, can see a doctor same day and have had scans and blood tests very quickly. Reception staff very helpful. Just a shame Dr Tapping is only at Shepherdswell surgery one or two mornings a week. Hard to get appointment with her. Could do with another female doctor.
- ✓ *Pleasant and professional care.*
- ✓ Good professional team with a range of in house services eg ultra sound. I can usually get suitable appointment or telephone appointment. Only criticism is that availability of doctors changes frequently without notification. Texting patients would be helpful.
- ✓ *Friendly and helpful service*
- ✓ Good service x
- ✓ *Appointment on time Doctor a good listener and sympathetic.*
- ✓ Good service
- ✓ *Excellent service*
- ✓ Doctor listened, questioned and then gave opinion and recommendations. Appointment was right at scheduled time. Receptionist was lovely and helpful.
- ✓ *Always polite and helpful*
- ✓ Because I answered the survey and my experience was excellent
- ✓ *I was seen on time and the nurse was very polite and friendly!!*
- ✓ Put my mind at ease a very lovely lady
- ✓ *Thoughtful very polite and helpful knowing I don't like needles*
- ✓ Emma is a good nurse.
- ✓ *Nurse who attended was very efficient and helpful*
- ✓ Very helpful & dr cannot do enough for my elderly father really
- ✓ *Really were kind and very helpful plus they were professional*
- ✓ More seating room ideally
- ✓ *My appointment was on time*
- ✓ Nurse was very good quick service, I'm happy with result
- ✓ *On time appointment knowledgeable staff, friendly nurse*
- ✓ 1. Very good
- ✓ *GP listened and treated effectively*
- ✓ Because I was truly satisfied with the service thank you
- ✓ *Appointment on time and staff courteous. Had everything explained to me and advised as to what to do next. Shepherdswell surgery is a delight to attend.*
- ✓ Friendly helpful nurse who inspired confidence and put me at ease
- ✓ *Excellent nurse. Helpful and understanding.*
- ✓ Great surgery, great staff. Can see doctor as walk in. Only one in Dover that does. Been with them since day one when dr premnath started it.
- ✓ *Service and support from surgery is fantastic and everything is explained clearly. I would especially like to say that Laura Newton has been fantastic in the way she has treated me. She fully answers my questions and helps me to understand what treatments entail. Very good experience all round.*
- ✓ Great service, listened to. my issues/ concerns with patience and suggested some ongoing tests and medicine. Fantastic service.

- ✓ *Because it was very good.*
- ✓ *Friendly, helpful and understanding to my needs*
- ✓ *Nothing too much trouble for Emma*
- ✓ *The appointment was on time and the nurse was excellent*
- ✓ *Dr was very helpful in explaining about a couple of my medical issues.*
- ✓ *Yr staff are welcoming, helpful, friendly. V good that its open again after covid. Nice premises and parking on site.*
- ✓ *[REDACTED] had his blood pressure checked today and he was very pleased and asked me to write that it was very good and thank you*
- ✓ *Because it was very pleasant staff were lovely and parking was easy*
- ✓ *Sue the Nurse was very helpful and knowledgeable.*
- ✓ *Nurse was really friendly on time and helpful*
- ✓ *Appointment on time, friendly and efficient nurse.*
- ✓ *Staff very polite,*
- ✓ *The staff are very friendly*
- ✓ *My routine Diabetes assessment went beyond to a further health matter which was reassuring.*
- ✓ *Just happy with the service, staffs so kind and helpful*
- ✓ *Seen quickly and friendly easy appointment*
- ✓ *The reception team, nursing staff and GP doctors all give a caring , professional service . Facilities are excellent and always clean . Many in house services provide convenience when you are already feeling unwell . It is great to have a pharmacy so close and parking spaces provided. I value the online services but options are provided quickly if you struggle with any on line issues . The reception team always do everything they can to help me with my health journey .*
- ✓ *Nurse was friendly and helpful*
- ✓ *Everyone - receptionists, pharmacists, nurses & doctors treat me with respect and courtesy and listen to my concerns.*
- ✓ *The surgery was swift and effective. The healing was as expected and the removal of stitches went without incident. It was, ultimately, exactly what was hoped for with a local procedure such as this.*
- ✓ *Practice nurse friendly and efficient*
- ✓ *Always found it very professional and pleasant experience polite and friendly*
- ✓ *Nurse very pleasant and efficient*
- ✓ *Made my son feel at ease and safe*
- ✓ *Prompt appointment*
- ✓ *On time , kind friendly nurse*

Not Recommended

- ✓ *The receptionists think they are above the patients I treat people how I expect to be treated in return but I'm the practice this is not so . I called for 45 minutes - drove to surgery and stated this " we been busy " was the response , I then said that at that point at least 2 were free , she repeated " we been busy " at this point I showed my mobile that was still calling the surgery unanswered , she was then irritated as she was clearly caught out and didn't like it . patients are treated as if they are a nuisance but deserve respect (the surgery displays signage with zero tolerance - should be both ways . This was not an isolated incident*
- ✓ *Since being a patient at the centre I have been very disappointed how I have been treated. I have not had correct medication for many moons. I also made a complaint much higher*
- ✓ *I rang in today and chose option 1 on the automated system. After being on hold for 25 minutes I got my wife to ring in to see if there was a problem with the phone system. She didn't choose option 1 but stayed in the line and her call was answered after about 14 minutes, before mine. I was up to approximately 35 minutes by then.*
- ✓ *Blood tests taken 2 weeks ago needed to be retaken today and a text left this morning saying it's cancelled .. but results I feel are important to my health and mental wellbeing are not being explained unless it researched by the patients..*

Passive