

# FFT Monthly Summary: November 2023



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
82	11	4	0	3	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

<b>Surveyed Patients:</b>	<b>264</b>						
<b>Responses:</b>	<b>100</b>						
	<b>Very good</b>	<b>Good</b>	<b>Neither good nor poor</b>	<b>Poor</b>	<b>Very poor</b>	<b>Don't know</b>	<b>Total</b>
SMS - Autopoll	82	11	4	0	3	0	<b>100</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>82</b>	<b>11</b>	<b>4</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>100</b>
<b>Total (%)</b>	<b>82%</b>	<b>11%</b>	<b>4%</b>	<b>0%</b>	<b>3%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

👍 93% 🗑️ 3% 📁 4%

## 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:

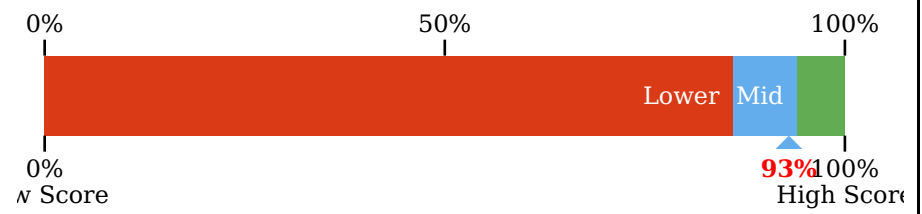
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

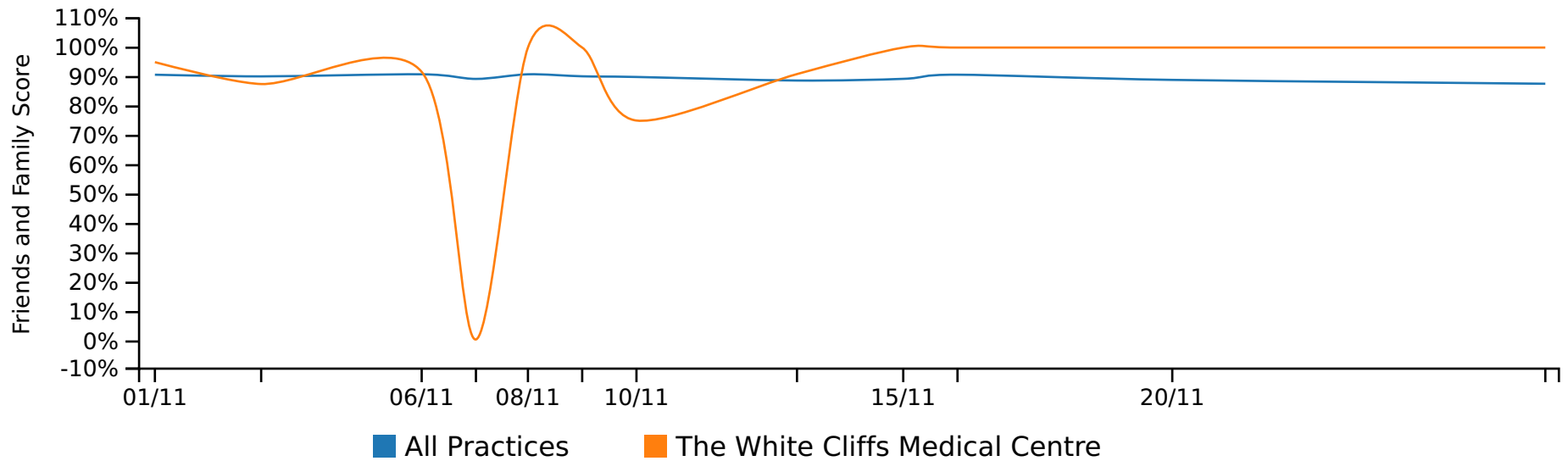
**Your Score: 93%**

**Percentile Rank: 65<sup>TH</sup>**



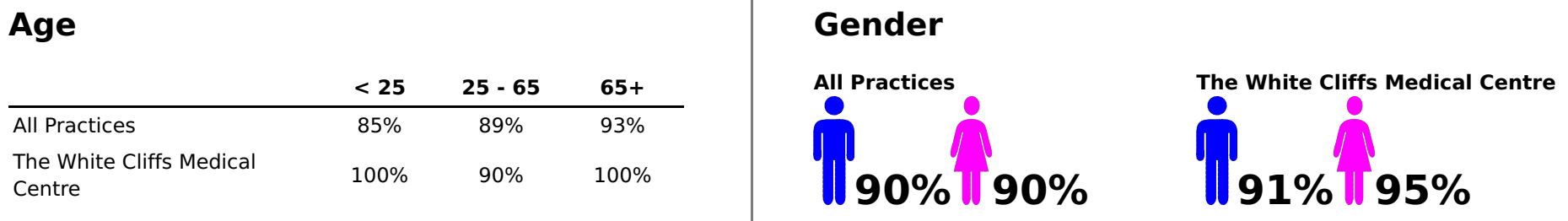
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
  2. Score calculated as per NHS requirements. See scoring guidance section.
  3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 65th percentile means your practice scored above 65% of all practices.

### Practice Score: 'Recommended' Comparison



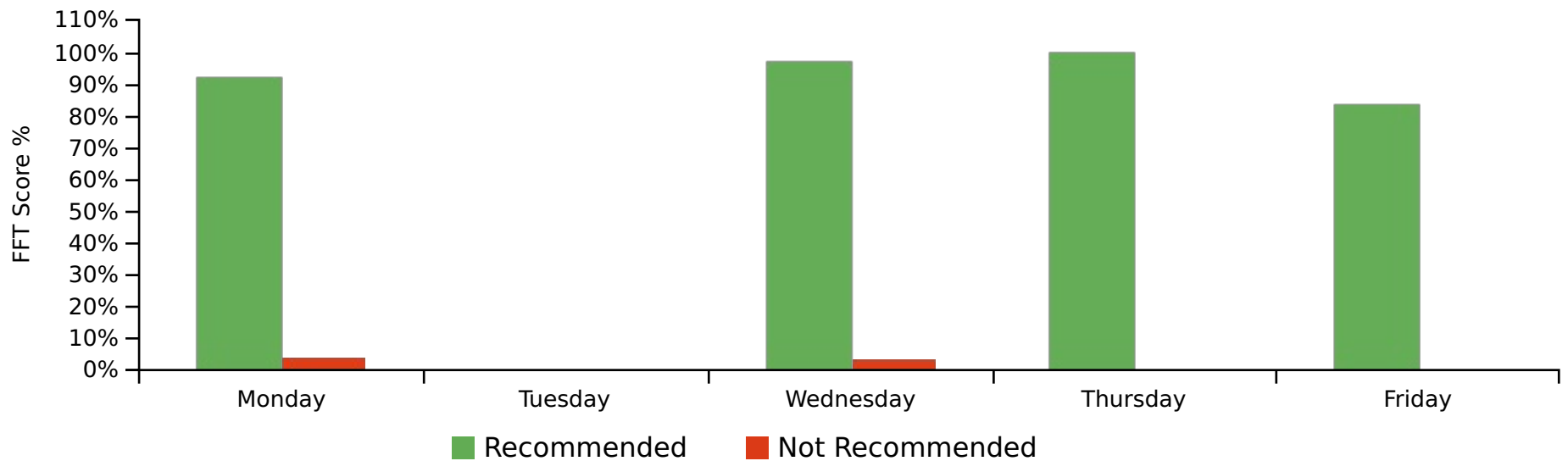
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



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

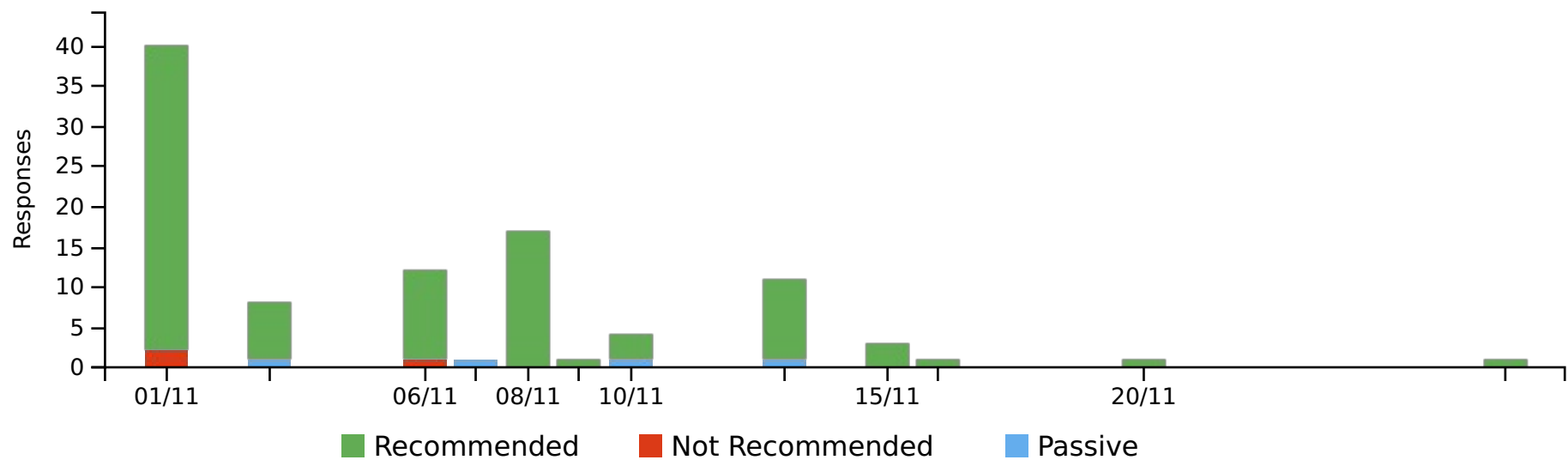
### Practice Score: Day of the Week Analysis



- 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.

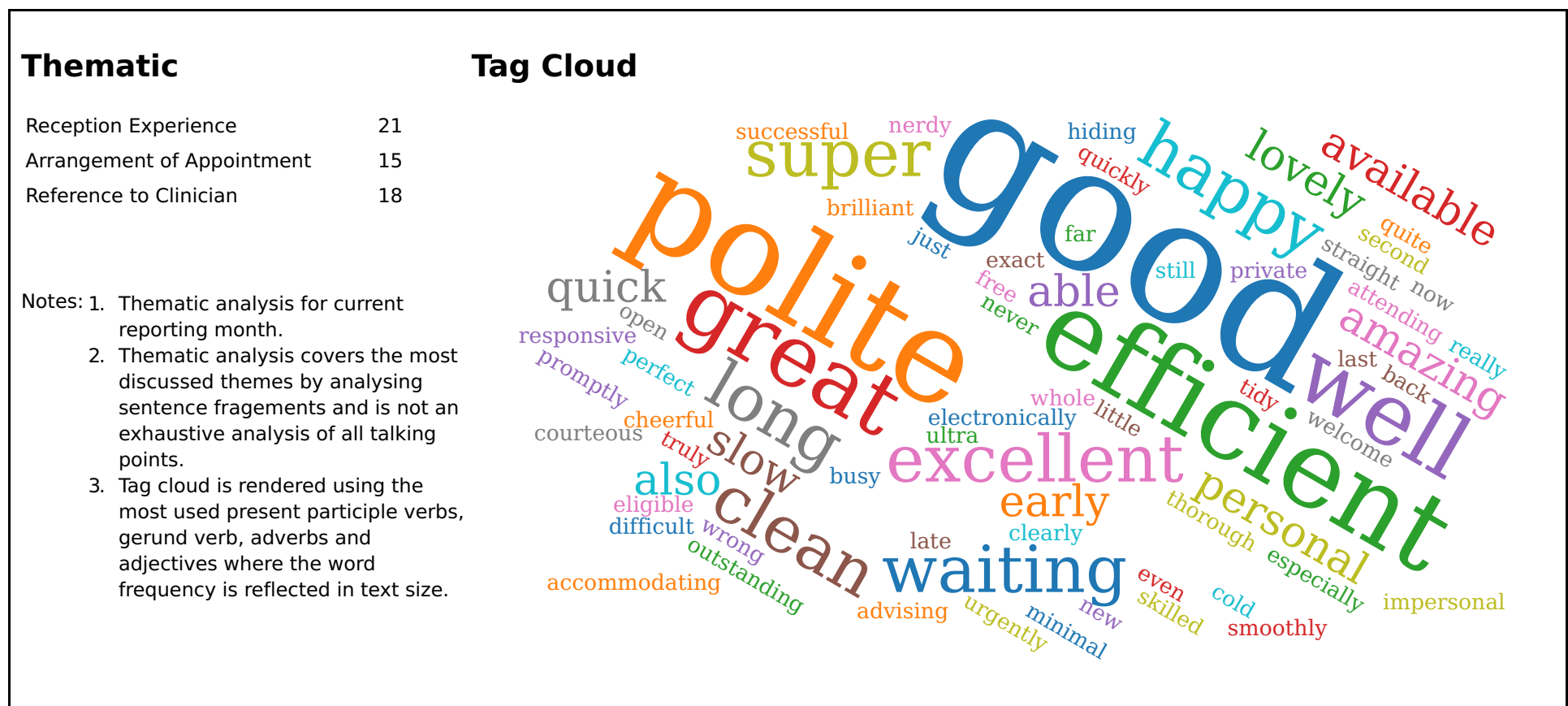
## SECTION 4 Patient Response Analysis

### 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: 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

- ✓Although a very busy practise the doctors and staff are always very helpful and both surgery's always clean
- ✓Very helpful staff and appointment on time
- ✓Very helpful and understanding.
- ✓Polite and cheerful
- ✓Saw the doctor and had a scan and a blood test within a week x
- ✓dr idowu is a great dr, always patient and makes you feel cared for. the nurses are always friendly and never rush you.
- ✓Polite friendly staff as always. The appointment was in time
- ✓Timing was good and surgery seemed clean and tidy. Receptionists were polite and friendly.
- ✓Excellent patient care and prompt service.
- ✓Shepherds well is like a private hospital, a pleasure to go there and plenty of parking
- ✓Both nurse Laura and Dr Abiola Idowu were professional and kind. They did their job well.
- ✓I arrived a little early and nurse saw me early. Staff on reception were friendly and polite- nurse was lovely- jab pain free!
- ✓Sheperdswell surgery staff are very friendly and always very helpful
- ✓Welcome, treatment and not spending time etc are appreciated.
- ✓Kind and efficient service
- ✓Helpful and friendly staff.
- ✓Friendly and helpful
- ✓Appointments available when needed. Didn't wait long once I arrived and nurse was very thorough and explained things clearly.
- ✓Very friendly and efficient. Super helpful
- ✓Staff very efficient, didnt have to wait in the queue as had an appointment booked and was able to sign in electronically, not have to wait to speak to reception.
- ✓nurse was amazing
- ✓Always a kind friendly service by everyone...especially my docto
- ✓They re arranged my appointment even though I went to the wrong surgery
- ✓It was on time, and the nurse was very good
- ✓Good service with a smile
- ✓The examination started in time, it was quick, the staff is help and kind, I have got exact informat
- ✓PunctualAnd information On flu vaccine Was helpful
- ✓I came for a flu jab which was on time.
- ✓The whole of the surgery staff are kind and friendly towards us and have time to help with our worries.
- ✓Appointment was on time straight in Happy days
- ✓Polite and try there very best at shepherd's well surgery to fix the problem
- ✓The staff at shepherds well are so very kind unlike Folkstone road
- ✓Prompt, happy, professional and skilled staff
- ✓My appt was0910 went in at 0930
- ✓Because the service was brilliant as always and the customer service team was outstanding as always so I thank them for their support and treatment of which is truly amazing
- ✓It was quick and efficient
- ✓Didn't have to wait too longWaiting room clean and tidyParking available
- ✓Always happy to help
- ✓Appointment was on time and Emma was great
- ✓The nurses I see are very helpful.
- ✓Personal care
- ✓The staff, as a new patient, so friendly and efficient unlike my last clinic..
- ✓All contact with staff I have had has been very positive and have been able to make appointments when I have needed them. Also the fact there is the option of attending an open clinic if I needed to see a doctor or nurse urgently
- ✓No-one's perfect....
- ✓Minimal waiting time at surgery waiting to see the nurse. Very accommodating with regards to dates when booking appointment. Nurse was very good.
- ✓Nurse always kind friendly and very professional

- ✓ No hassle, my ultra sound appointment was on time, appointment came through super quickly - great service
- ✓ *Promptly call through for appointment, friendly staff lovely experience*
- ✓ Friendly staff. Appointment on time
- ✓ *Because of the horror stories you hear of other surgeries my surgery has been quite good*
- ✓ I've not been with the practice long but so far a positive experience
- ✓ *Because it was so*
- ✓ Good experience
- ✓ *I have always found the staff to be friendly, super helpful and efficient. The appointments run smoothly with reminders received.*
- ✓ I gave my answer because it was all good
- ✓ *Because the surgery is positive and responsive to our needs*
- ✓ Excellent nurse...no waiting
- ✓ *Nurse was great but appointment was late had to wait 30 mins*
- ✓ Always friendly, helpful and professional.
- ✓ *Seen on time Sue was very patient with my daughter who was very nerdy and upset about the blood test Laura also was very kind and patient*
- ✓ Front of house staff polite as always but felt nurse's attitude could have been better by being more courteous. No eye contact with patient and exhibited no warmth towards patient. Very impersonal experience
- ✓ *the staff the nurse hayley I see for diabetics is really good ,feel like it's a personal service at surgery not just a number care is excellent always has been*
- ✓ My visit was very successful.
- ✓ *The queue outside is a pain to navigate through.*

### **Not Recommended**

- ✓ *The service is run by people who think they own the place and are still hiding behind covid reg but let you sit in reception all morning because they refuse to make appointments any more*
- ✓ *I went to see if I can get the vaccine in the morning, then the staff there told me that if I come at 2:30 in the afternoon, I can get the vaccine, then I said ok and came back. After that when I went there at 2:30 I was told you are not eligible and now you can't get the vaccine if you had told me when I first inquired I could have avoided the second trip as I got there in the cold and the wind made it too difficult for me*

### **Passive**

- ✓ *Slow follow ups. Communication between practioners and advising patients slow and long durations*