

FFT Monthly Summary: October 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
78	15	3	1	1	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:	249						
Responses:	99						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	78	15	3	1	1	1	99
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	78	15	3	1	1	1	99
Total (%)	79%	15%	3%	1%	1%	1%	100%

Summary Scores

👍 94% 👎 2% 🙋 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:

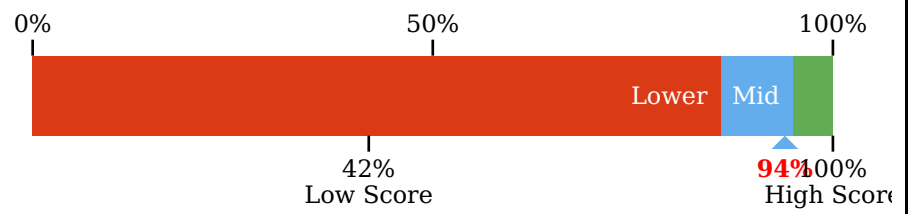
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

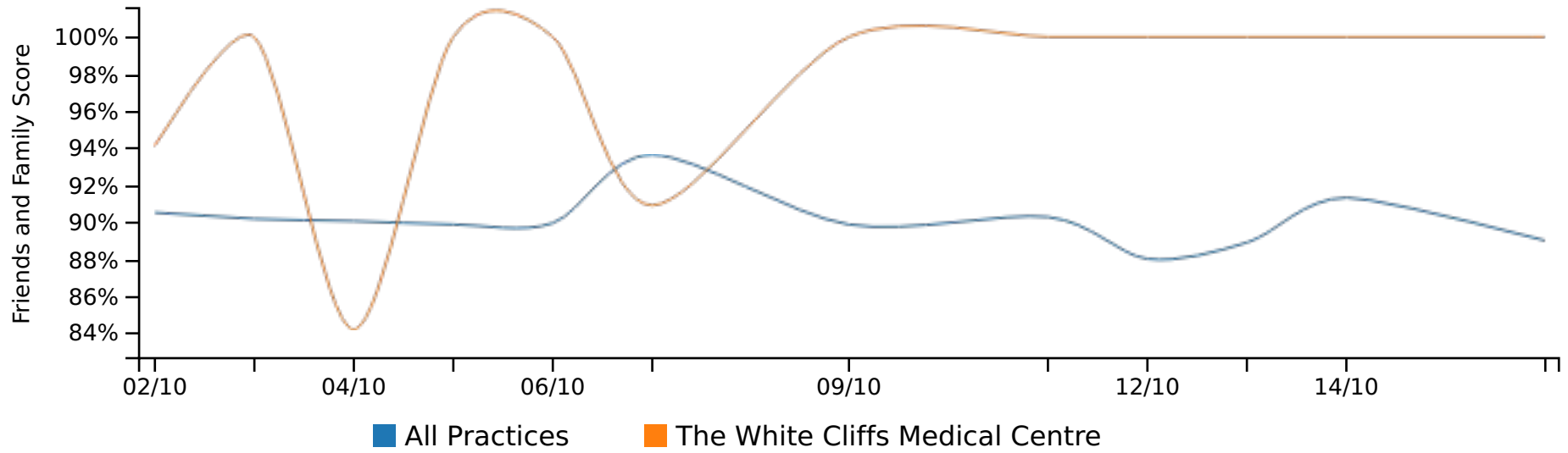
Your Score: 94%

Percentile Rank: 75TH



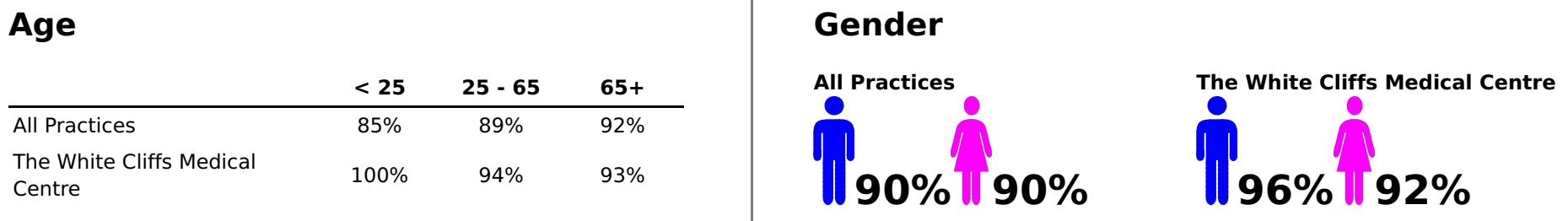
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 75th percentile means your practice scored above 75% of all practices.

Practice Score: 'Recommended' Comparison



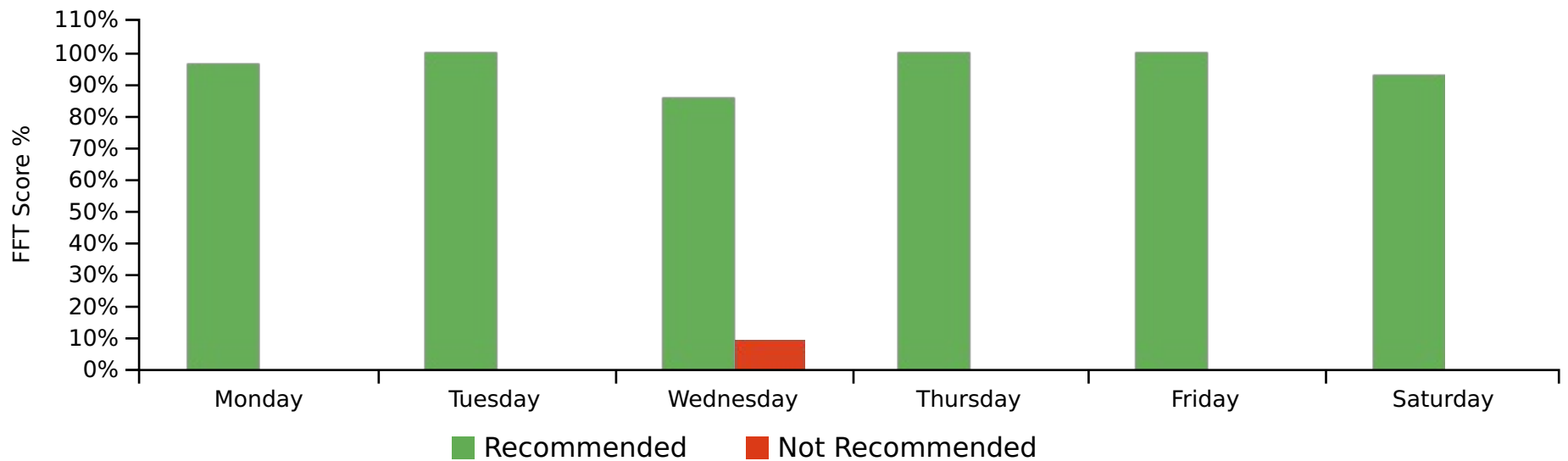
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

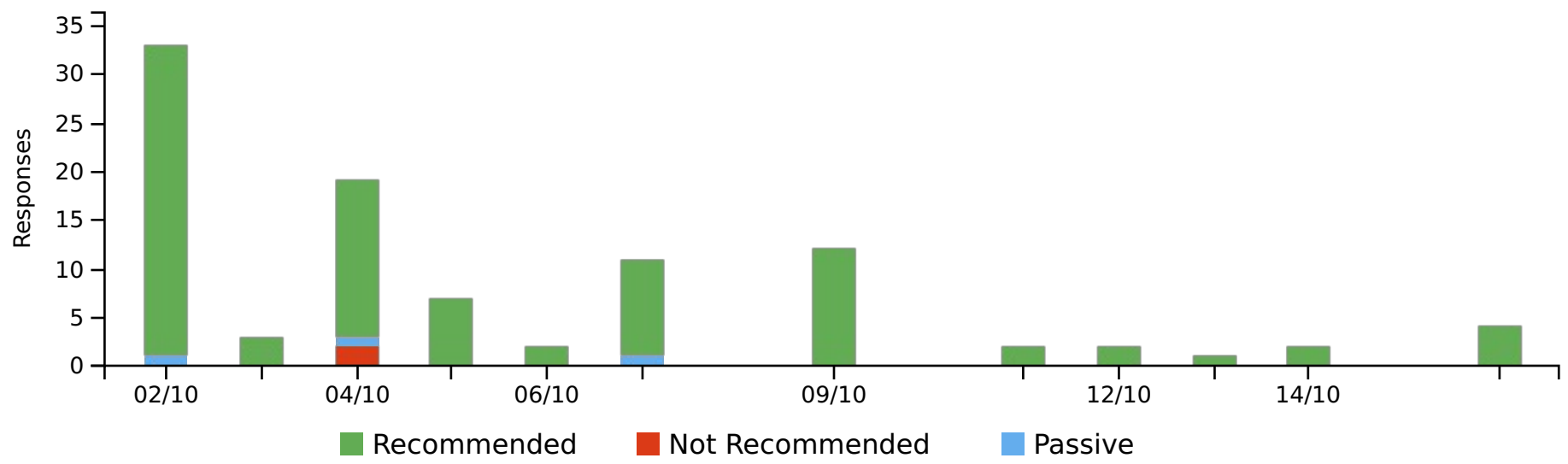
Practice Score: Day of the Week Analysis



- 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

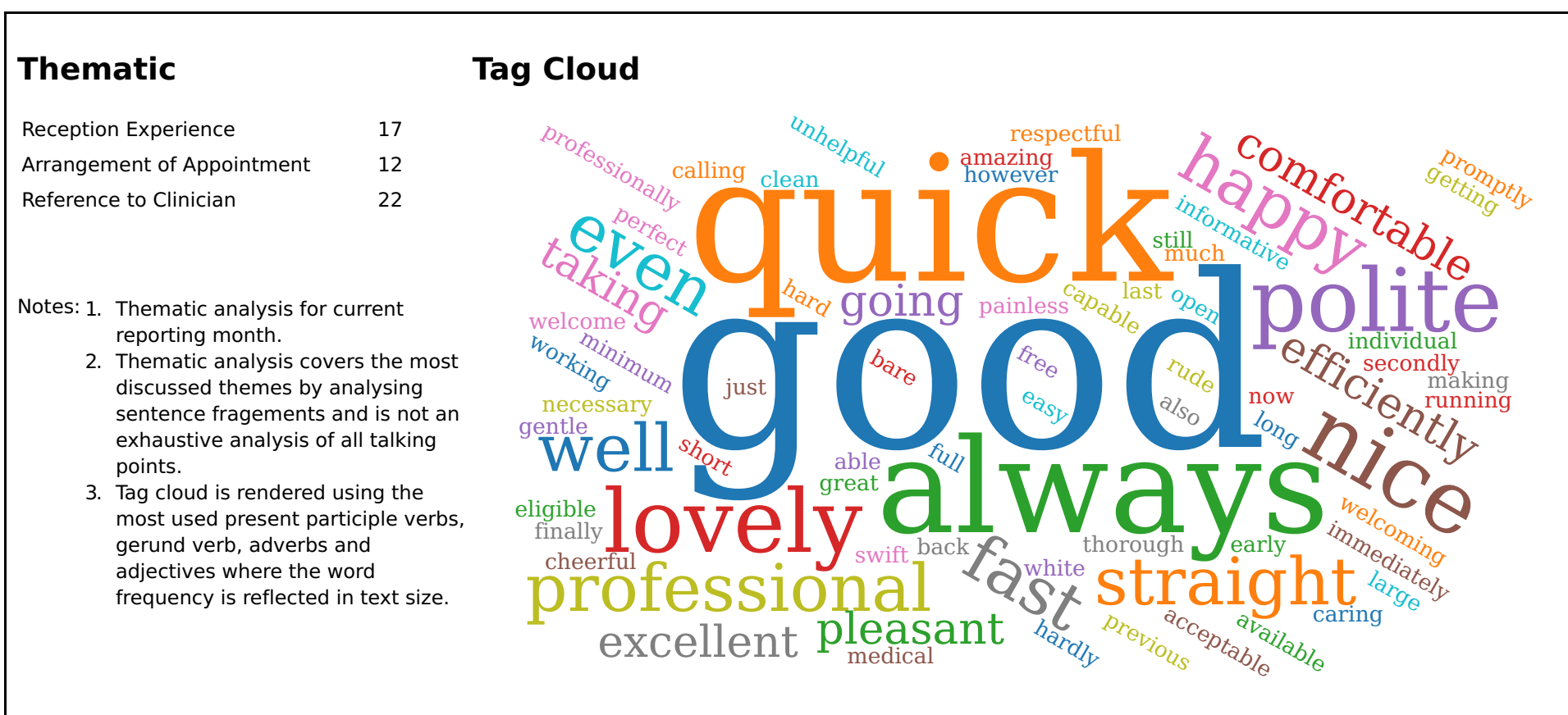
Patient Responses



- 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

- ✓ I was happy with the service
- ✓ Efficient , capable & friendly - no waiting!
- ✓ Fast and friendly service.
- ✓ quick, no waiting it's been booked quick
- ✓ Called in before appt time, very fast efficient service
- ✓ Quick friendly check in and Lois is lovely, she is friendly, professional and informative and makes you feel very relaxed.
- ✓ Staff were polite and professional. However, as with all state run health care facilities, it very much seems to be that the level of individual care and patient comfort has to be sacrificed in order to even run on the bare minimum of acceptable standards.
- ✓ Pleasant staff, receptionist and nurse. Prompt on time. Friendly and discussed further treatments with me.
- ✓ The service was quick efficient and friendly
- ✓ I was made welcome when I arrived. I was seen on time by the nurse who made me feel very comfortable and listened to me. This was my 1st visit and I will not worry about going back whenever necessary.
- ✓ Always polite an friendly service and very helpful
- ✓ Because it was very good
- ✓ Appointment was very easy, I arrived on time and I was dealt with very efficiently
- ✓ That was opion
- ✓ I was seen quickly and efficiently and all staff were polite and profession.
- ✓ Friendly receptionist and I didn't have to wait long
- ✓ Welcoming, Was told what was going to happen. Given treatment all sorted.
- ✓ very good
- ✓ Always seems well organized
- ✓ Was happy with how doctor listened and helped me
- ✓ Explanation good, painless injection.
- ✓ The staff are all friendly and helpful
- ✓ My wife and I arrived for our Flu vaccination. We were greeted in a friendly manner. The nurse who administered our jab was also very polite and friendly. One last point of note was how nice and clean Shepherdsweil Surgery was...
- ✓ The team NSH are working very hard taking care all patient
- ✓ Upon my flu jab appointment. Firstly I arrived early and got jabbed earlier than appointment, secondly was advised of other appointments needed and was able to arrange with reception immediately. Staff all friendly and helpful. Thanks
- ✓ All my checks were done quickly and professionally
- ✓ I went in, I got looked at and told what I needed to help the pain all good advice and service
- ✓ Doctor very thorough
- ✓ Excellent compared to my previous surgery.
- ✓ Large queue and surgery full but was seen on time and out quickly
- ✓ Straight in ,saw the nurse ,straight out ,good service .
- ✓ On time
- ✓ I walked in had my flu injection and walked out, and my wife thought that my appointment had been cancelled. Thats how quick I was.Very good.
- ✓ No waiting, very quick and efficient.
- ✓ Speed and friendly ness
- ✓ Very helpful and brilliant service
- ✓ Amazing service and friendly staff
- ✓ The check in service was fast and efficient as was the nurse ..
- ✓ Brilliant service and on time
- ✓ Seen on time and nurse Goddard was very nice and explained things well to my daughter.
- ✓ I had an appointment with the nurse for 14:15 at Shepherdsweil Surgery and the appointment was on time and the nurse was excellent, a credit to The White Cliffs Medical Centre.
- ✓ Receptionist and nurse were both efficient and helpful.
- ✓ Very good service.
- ✓ Good quality service
- ✓ Very efficient service from reception staff to the nurse who did the test

- ✓ *Swift quick service*
- ✓ Nurse Laura is always a pleasure. Always friendly making you feel comfortable.
- ✓ *Nice quick service xxx*
- ✓ The nurse I saw was very friendly and I hardly felt any pain when she did the injection
- ✓ *Because you asked.*
- ✓ Nurse was good I was happy
- ✓ *Brilliant curtious and respectful staff. Appointment on time and dealt with in privacy*
- ✓ Helpful and friendly staff. Appointments available, when you need them. Very professional
- ✓ *My appointment was on time, went straight in had the injection and out again. Very efficient... Thank you*
- ✓ Very short waiting time, friendly staff and gentle handling by the nurses
- ✓ *Very good ideed thanks.*
- ✓ I found the surgery very efficient, the staff cheerful and helpful.
- ✓ *Prompt, on time, in and out for flu jab. Perfect*
- ✓ The service we receive from this surgery is 100% and we are finally getting listened to
- ✓ *Because the service was*
- ✓ Accessibility, because of the open surgery I will be seen when I need to,even if I have to wait a couple of hours.
- ✓ *i always was seen by a doctor on the same day, i like the walk in system, very nice stuff.*
- ✓ The lady was so lovely and caring .. she lovely
- ✓ *Ms Lois was kind, friendly & efficient.*
- ✓ Can get services quickly,The doctor works promptly, helpful staff.
- ✓ *Always a good service. Lovely staff.*
- ✓ Afternoon appointment still running on time quickly administered nurse very friendly and pleasant
- ✓ *Appointment on time and only took about 30 seconds for the jab*
- ✓ Because they listen and take time with us

Not Recommended

- ✓ *Booked my flu vaccine today in the sheapards well surgery when I got there after taking the afternoon of work in dover I was told I was not eligible to have the flu vaccine. I am a frontline worker so I have now booked my free vaccine with boots pharmacy. It just would of been easier if you told me before the appointment and my wasted journey*
- ✓ *The receptionist was very rude on the phone and the nurse was very unhelpful*

Passive

- ✓ *Can't get an appointment at a time I want Waiting over two months for a repeat prescription to be sorted out even after a phone call, email and calling in to speak to the receptionist The nurses and my doctor are great though*