

# FFT Monthly Summary: September 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
74	16	2	2	5	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

<b>Surveyed Patients:</b>	<b>243</b>						
<b>Responses:</b>	<b>99</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	74	16	2	2	5	0	<b>99</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>74</b>	<b>16</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>0</b>	<b>99</b>
<b>Total (%)</b>	<b>75%</b>	<b>16%</b>	<b>2%</b>	<b>2%</b>	<b>5%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

91% 7% 2%

## 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:

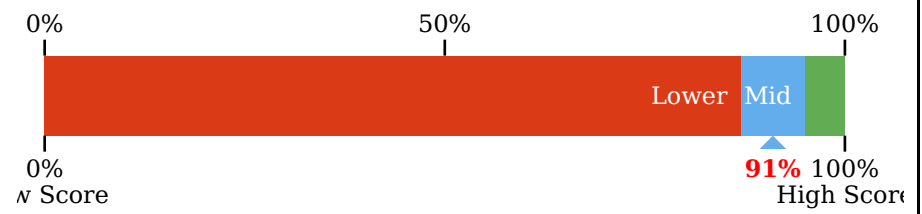
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

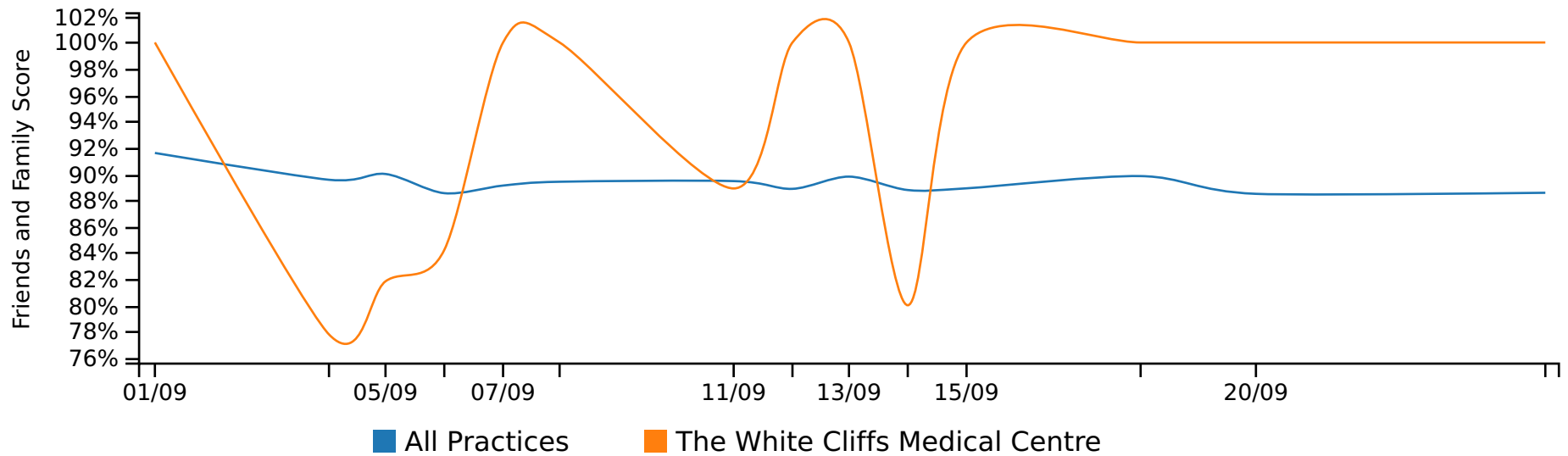
**Your Score: 91%**

**Percentile Rank: 50<sup>TH</sup>**



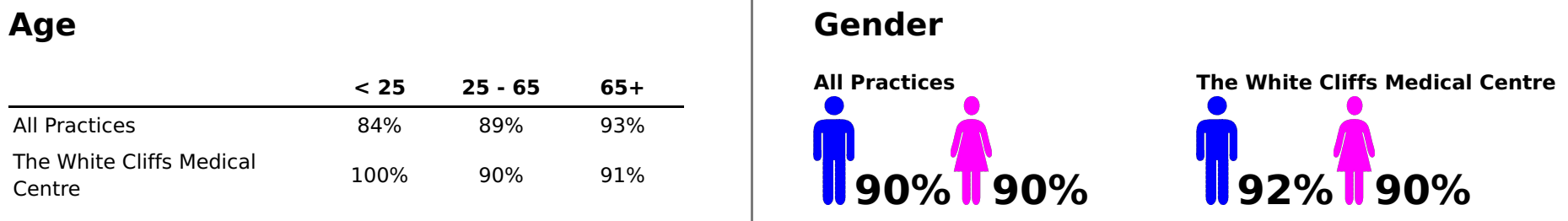
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
  2. Score calculated as per NHS requirements. See scoring guidance section.
  3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 50th percentile means your practice scored above 50% of all practices.

### Practice Score: 'Recommended' Comparison



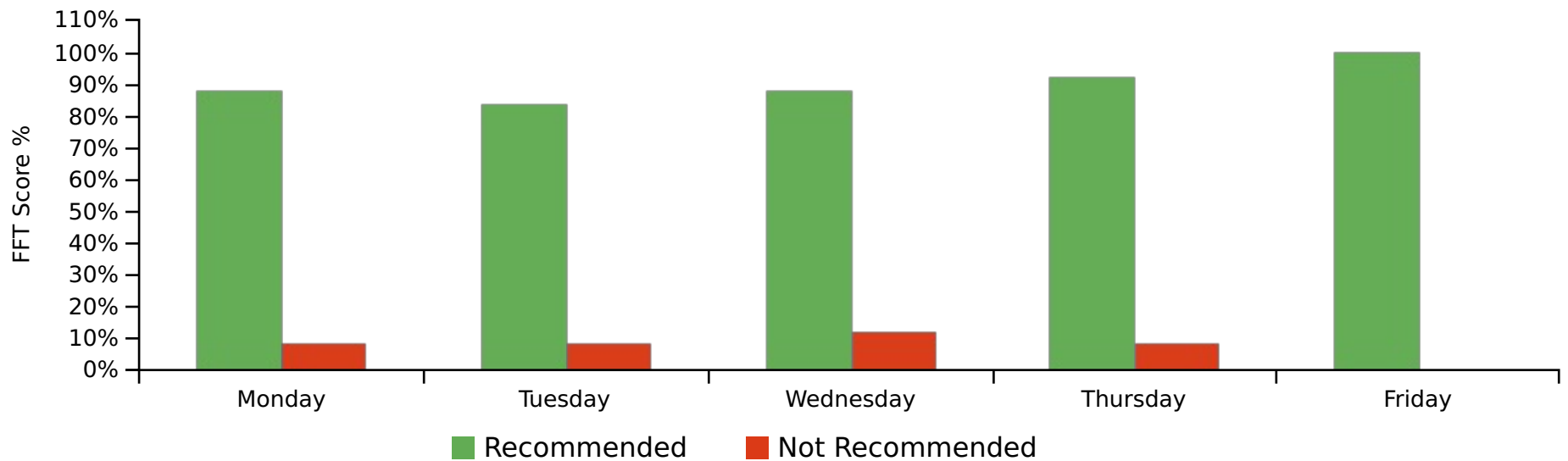
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



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

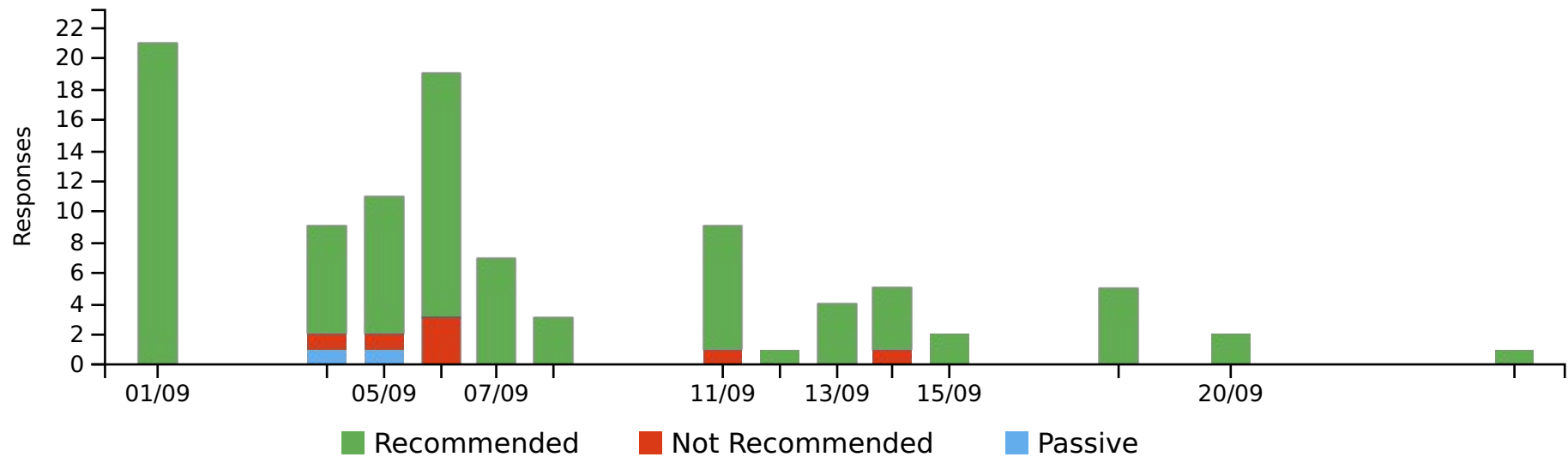
### Practice Score: Day of the Week Analysis



- 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.



- ✓ *Prompt appointment, felt relaxed and nurse was excellent at Her job*
- ✓ *Because of bus running late i arrived an hour late and was seen straight away*
- ✓ *Nice nurse*
- ✓ *I was on time and the nurse was lovely and very thorough*
- ✓ *Receptionist polite and helpful, short wait, nurse professional*
- ✓ *Excellent service from Nurse Hallie and receptionist*
- ✓ *Because I in and out in no time at all.*
- ✓ *Good service I felt confident to discuss all my worries with the doctor.*
- ✓ *My appointments are always on time And receptionist are always nice*
- ✓ *I always find the Doctor very good, always listens to what you have to say and I have never had any complaints. The reseptionist are very helpful and very pleasant...*
- ✓ *Polite, efficient and first class service at a local village GP practice.*
- ✓ *The waiting times to see a doctor is terrible as in average have to wait 3 hours, but seeing a nurse, or scan etc that is very well organised*
- ✓ *Reception staff are alway very friendly and helpful.*
- ✓ *Quick and easy*
- ✓ *As far as we are concerned the service here is always Very Good.*
- ✓ *The nurse was very attentive , asked how I was feeling . Chatted about the blood test . Didn't have to wait long . Good*
- ✓ *Yes because the nurse was very good xxx*
- ✓ *The nurse I had was very helpful and you had a laugh about thing and I think that what it should be to tell your problems and have a laugh*
- ✓ *The nurse rememberers me all the time she is caring she's fab*
- ✓ *I was seen before my appointment time the nurse was great to talk to and very good at her job*
- ✓ *That's what you asked for*
- ✓ *On time*

### **Not Recommended**

- ✓ *Didn't mean to put 5. Should have been 1. The doctor was considerate kind and helpful as well as professional. Sorry*
- ✓ *Sorry 1*
- ✓ *Numerous formal complaints made and not actioned/responded to. Escalated to South East Complaints Team for further investigation.*
- ✓ *I had a ultrasound booked today at 09.20 which I was there for at that time. The receptionist was on a call for a whole 5mins. She was not oviously the regular lady because she was getting guidance about something. Never the less I stood there for a a whole 5 minutes hence now 5 minutes late for my appointment. I understand she has phone calls to answer and make. But not to even acknowledge me was so rude. I could have been an old person and couldn't stand. I work as a receptionist in a solicitors. And would never ignore the clients even if I was on the phone. The other thing I was tight for time. And that 5 minutes cost me. As work were good enough to let me come out for the appointment. One last thing they said it would be a female sonographer. But is was a man. I was fine with that. But could have been a waste of someone time or very difficult...*
- ✓ *I did I pressed 5*
- ✓ *I don't come to see the drs like I need to because of the walk in style set up where you have to be there for 7am to have a chance at being seen early in the queue to get to work as I can't get half a day off to wait in a waiting room so I feel My health has suffered*

### **Passive**

- ✓ *The answer is self explanatory if you read it.*
- ✓ *Straight forward blood test in and out in 10 minutes Perhaps should have put 2!*