

FFT Monthly Summary: May 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
82	12	1	2	1	0	0	0	0	98	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:	275						
Responses:	98						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	82	12	1	2	1	0	98
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	82	12	1	2	1	0	98
Total (%)	84%	12%	1%	2%	1%	0%	100%

Summary Scores

96% 3% 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:

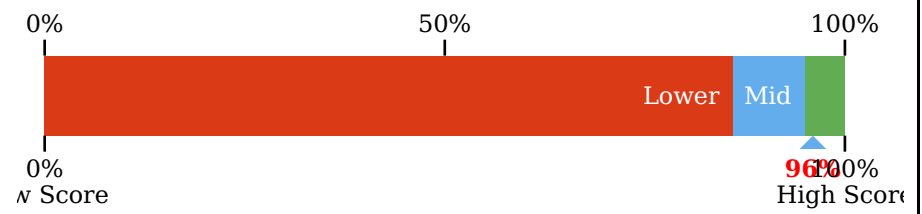
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

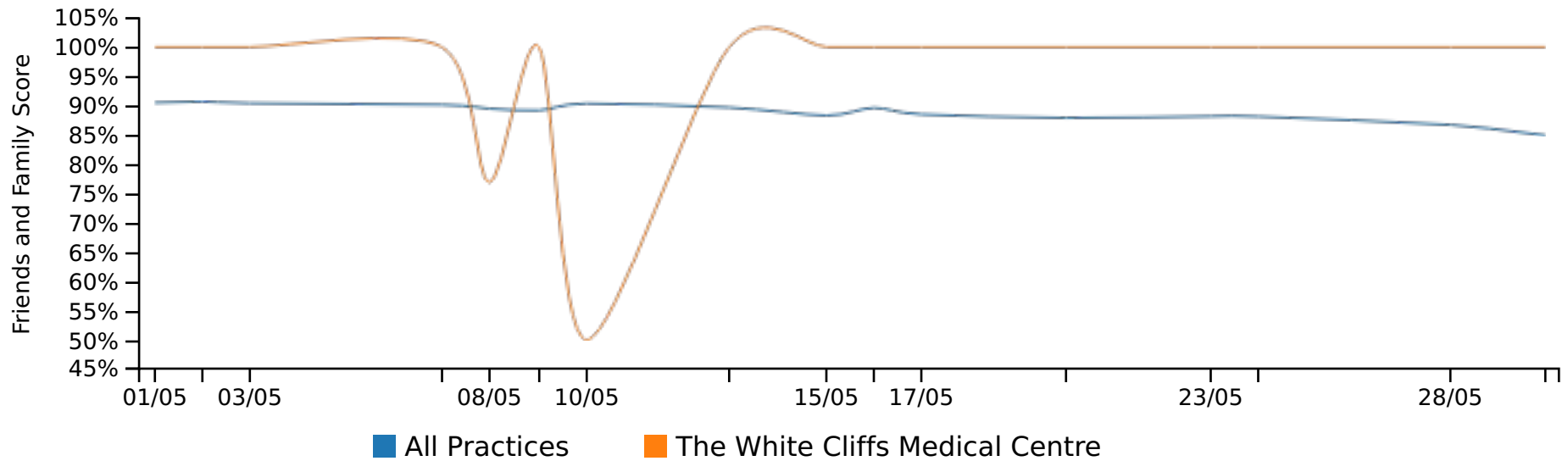
Your Score: 96%

Percentile Rank: 85TH



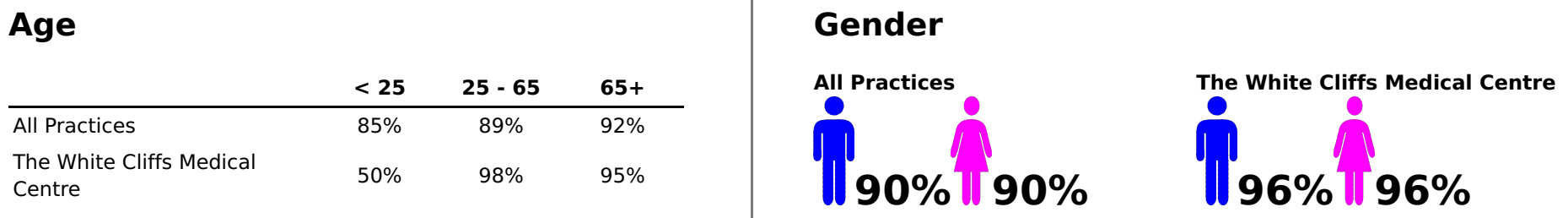
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 85th percentile means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

Practice Score: 'Recommended' Comparison



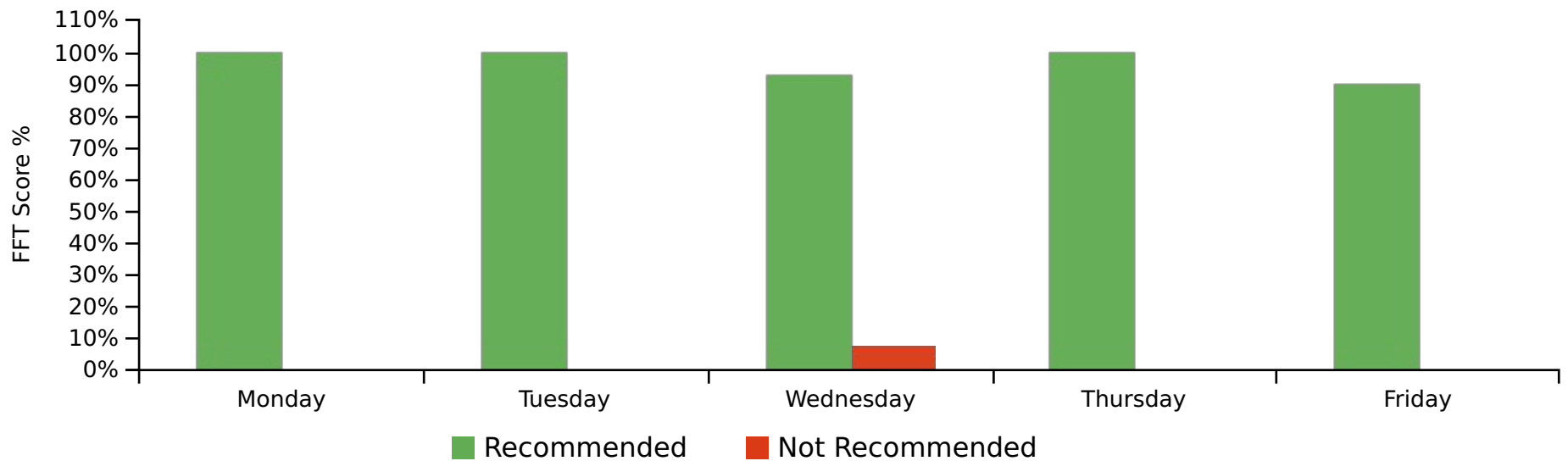
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

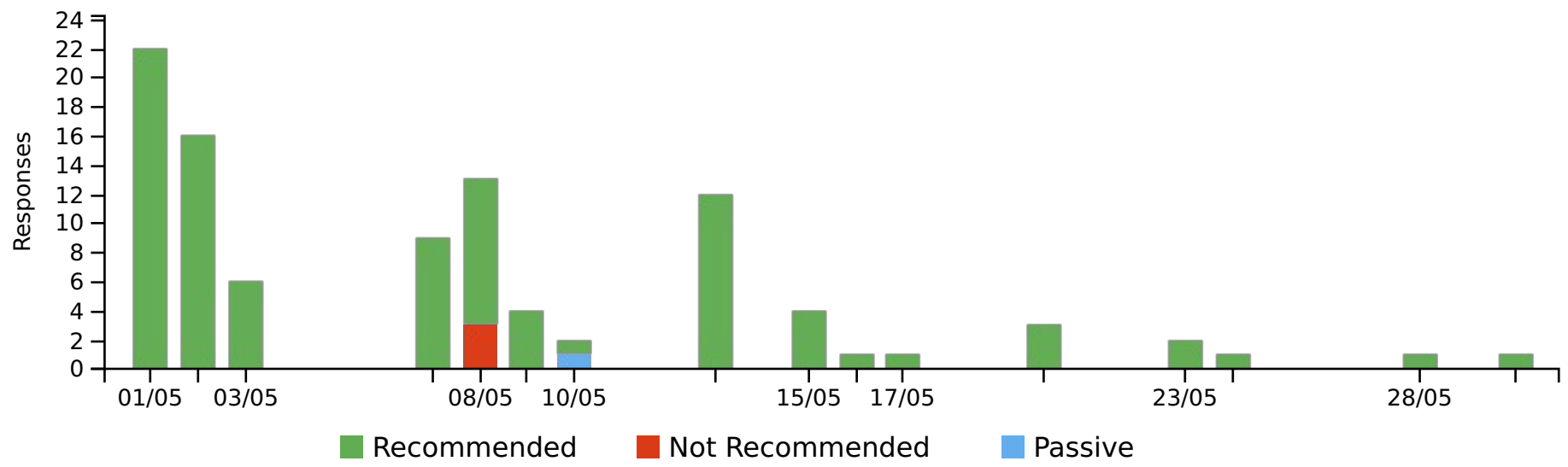
Practice Score: Day of the Week Analysis



- 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

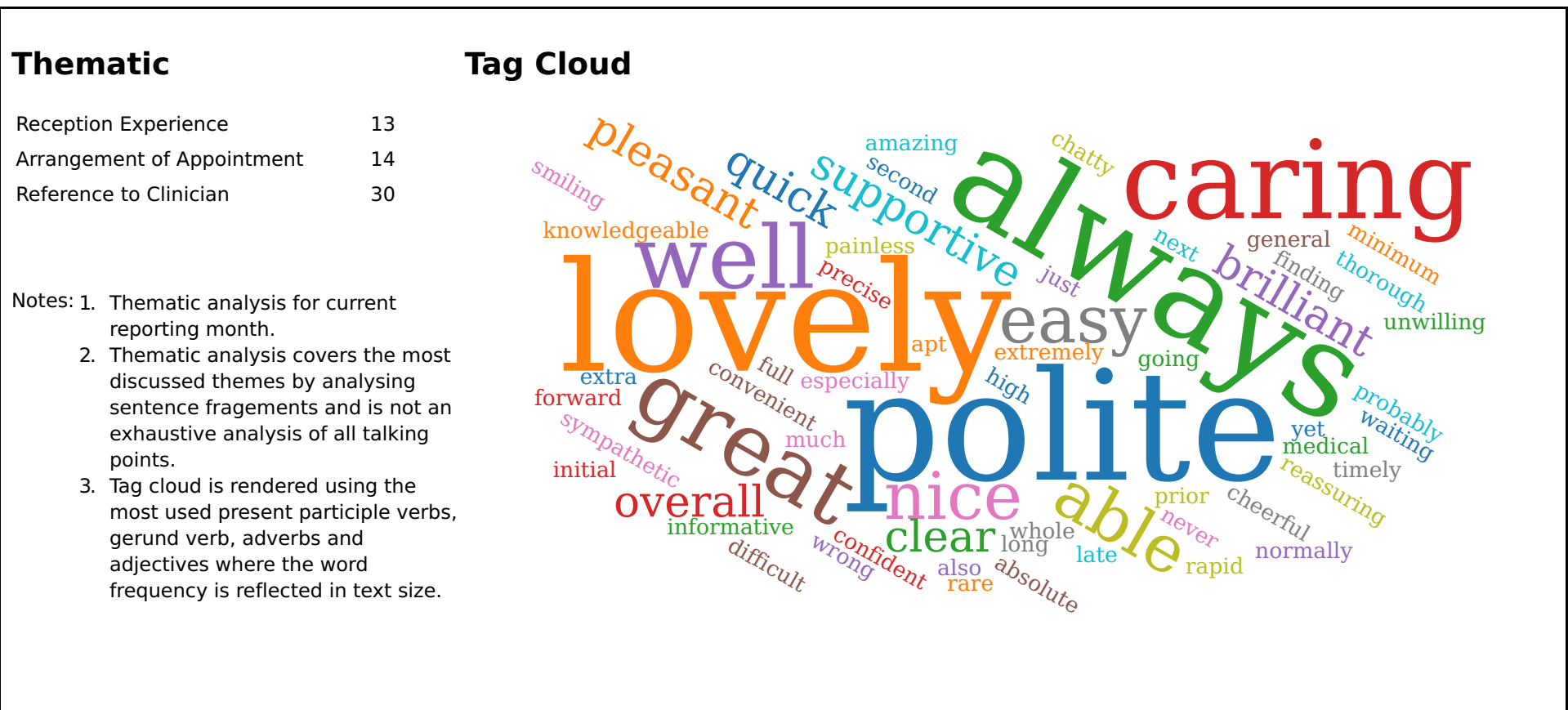
Patient Responses



- 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



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

- ✓ Every visit to see Hallie is very good. She is both professional and friendly at the same time.
 - ✓ This GP explains what the problems are and how she intends to deal with them
 - ✓ Because the nurse was very nice and very polite
 - ✓ Easy to get appointments. Both doctors and nurses are polite, professional and understanding. Pharmacists and reception staff are always polite and professional
 - ✓ The service you provide is very good and convenient, I was only in there for 40mins I saw doctor and had blood test
 - ✓ I was especially impressed by haile the practice nurse. She is a pleasure to be seen by caring friendly and professional. She is an asset to the surgery.
 - ✓ The nurse was very good finding the vein which made it painless. I was able to book the next blood test and to have my blood pressure taken in order to keep a check on it and save a second visit.
 - ✓ She was so nice and kind , helpful.
 - ✓ I have found everyone at the surgery is extremely helpful,I have found my medical requirements are thoroughly dealt with and I feel confident that they check blood test results and actAccordingly.Also the general feel of the surgery is welcoming and nothing is too much trouble they are an example of how to run a surgery
 - ✓ All staff so helpful and friendly. Have always been seen when ne
 - ✓ Because I have no complaints. Seen on time. Nurse most efficient and receptionist and pharmacy staff very polite and helpful.
 - ✓ Staff very helpful and caring
 - ✓ We have found the whole surgery is professional, caring and supportive. With the drop in system you are guaranteed to see someone that morning which is very reassuring.
 - ✓ Lovely nurse very efficient and thorough and pointed out high blood pressure
 - ✓ Notification reminder.Seen On Time.Friendly Staff.Lovely building & very efficient
 - ✓ Very. Welcoming
 - ✓ Very kind and helpful nurse
 - ✓ Prompt professional and friendly helpedMeFeelAt ease
 - ✓ 1 very good
 - ✓ Had a blood test and blood pressure taken
 - ✓ Apt on time
 - ✓ I think it is relevent to the Shepherdsweil Surgery.
 - ✓ Appointment was on time and nurse was very friendly and helpful
 - ✓ It was ok
 - ✓ Because it was quick and easy
 - ✓ Very friendly and caring
 - ✓ Appointment was on time and the nurse was very pleasant
 - ✓ Very informative and was able to explain everything to me
 - ✓ Friendly , precise, clear explanation
 - ✓ I was seen on time and Sue is very caring and understanding.
 - ✓ Dr Jain and nurse know what they are doing. They are welcoming
 - ✓ Was given excellent advice
 - ✓ I have been treated very well
 - ✓ The nurse I saw was very personable and took the time to explain my further treatment
 - ✓ Lovely nurse, gave me her full attention and was sympathetic and understanding. I was pleased that I was able to get an appointment within a week.
 - ✓ Friendly staff, not to long of a wait and overall great service
 - ✓ Every body friendly and helpful
 - ✓ Alex prior was amazing with me and went the extra mile to help
 - ✓ Helpful polite. Treatment kept to the minimum. Good advise going forward.
 - ✓ Jane is just brilliant. She always makes you feel at ease. She is kind, listens and gives clear sound advice.
 - ✓ Nurse kind and helpful
 - ✓ Very good overall but can be difficult to get ahold of on the phone at times.
 - ✓ Go there for a blood test always seen quickly
 - ✓ Appointment on time nurse very nice and helpful
- Gave answer 2 rated good

✓

✓ *Never had any problems. All staff polite and efficient*

✓ *The receptionist was friendly. Sue the practice nurse was cheerful & chatty & put me at ease and explained what my results meant. I was seen on time*

✓ *I've always been treated well and with respect*

✓ *Appointment was on time and nurse explained everything.*

✓ *The staff were excellent, service was great. Didn't have to wait, got appointment quickly.*

✓ *I was late yet I was attended to.*

✓ *Was seen quickly and my wound dressed well. Nurse was great*

✓ *I was seen on time. The nurse was lovely and did a great job.*

✓ *Polite staff, knowledgeable, no delay in my appointment*

✓ *Excellent in all ways.*

✓ *On time. Out in good time*

✓ *The nurse was brilliant. Excellent bedside manner. She managed to get blood from my unwilling veins at the first attempt.*

✓ *Felt at ease.*

✓ *It's a lovely clinic, lovely doctor everyone is very helpful.*

✓ *ontime and efficient burse*

✓ *Prompt and professional service*

✓ *Had to wait beyond appointment time*

✓ *Had an appointment for blood test. Appointment on time. Very friendly nurse. In and out in no time. Thank you*

✓ *The response to an initial phone call was so quick- within the day I phoned I had seen a GP and been booked into an asthma clinic and for blood test. This all happened very quickly so I'm very pleased that the system worked well!*

✓ *Nurse/ receptionist so helpful . I normally attend Folkestone Road . So this was an absolute joy to see helpful smiling staff*

✓ *Timely and pleasant.*

✓ *Because it was very good, as per number 1*

✓ *Very efficient, kind and supportive. On time for appointment.*

✓ *Good helpful staff. Parking easy. Appt always rapid to arrange. Pharmacy on site.*

✓ *No I can't, because if I told you Doctor would probably know who had written this?*

✓ *Emma didn't keep me waiting. She got my blood first time, which is rare.*

✓ *My appointment was with the nurse, on time and friendly, professional service.*

✓ *Because the doctor listened and showed concern.*

✓ *every nurse I've had has been lovely and welcoming*

Not Recommended

✓ *The appointment was booked for the wrong date by the receptionist team.*

✓ *No appointments with GP on site for a month*

✓ *Because I am satisfied*

Passive

✓ *Only went for a blood test*