FFT Monthly Summary: March 2024

Sandwich Medical Practice Code: G82063

SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
93	5	0	1	0	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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients: Responses:	229 99						
Kesponses.	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	93	5	0	1	0	0	99
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	93	5	0	1	0	0	99
Total (%)	94 %	5%	0%	1%	0%	0%	100%

Summary Scores

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:

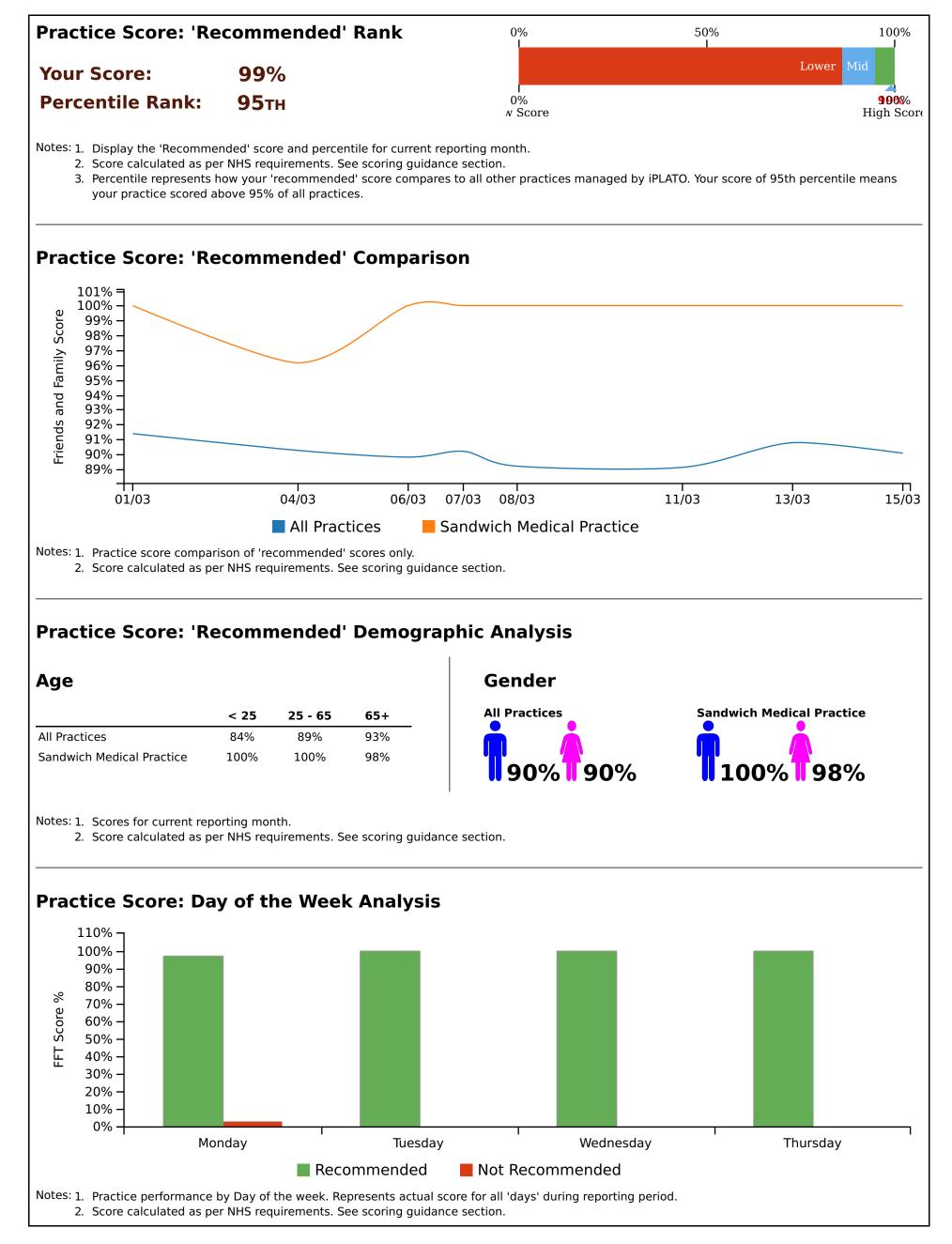
Recommended (%) =	very good + good x 10				
Recommended (%) –	very good + good + neither + poor + very poor + don't know				
Not Recommended (%) =	very poor + poor x 100				
Not Recommended (%) –	very good + good + neither + poor + very poor + don't know				

For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

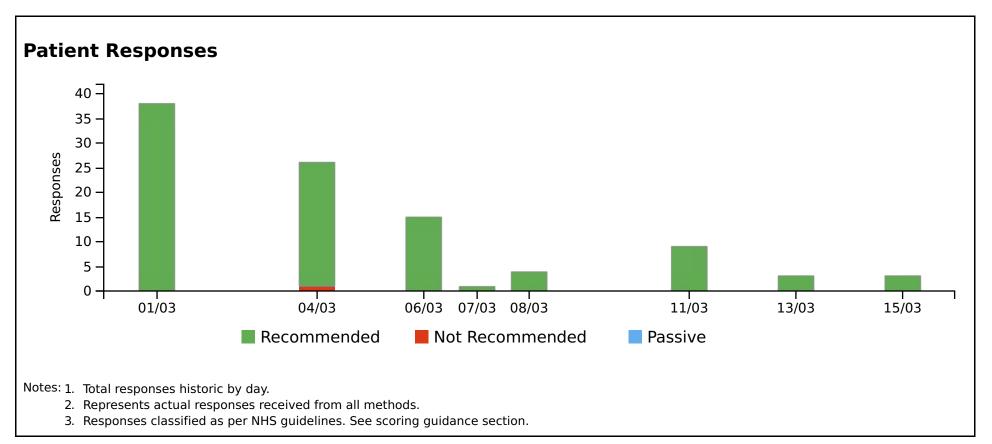


http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

SECTION 3 Practice Scoring



SECTION 4 Patient Response Analysis



SECTION 5 **Patient Free Text Comments: Summary**

Thematic Tag Cloud flexible **Reception Experience** professionally 12 sitive. diabetic brilliant empathetic timely Arrangement of Appointment 9 Reference to Clinician 27 Notes: 1. Thematic analysis for current fantastic reporting month. coming quickly 2. Thematic analysis covers the most early effective discussed themes by analysing waiting sentence fragements and is not an exhaustive analysis of all talking points. 3. Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and emelv regarding adjectives where the word prescribing frequency is reflected in text size. reporting straight sympathetic

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 / X No consent to publish comment

Recommended

Because they are very good and and they are very caring.

✓ Quick, efficient and kind

Because the reception staff are allwAys very helpful nurse Jackson's it so kind doctor bonnet is the most kindest and caring doctor and has been amazing with my daughter. A very happy patient Alison trevellion

Everything satisfactory

- ✓ At 88 yrs,I had a fall. Following visits,appointments and phonecalls,back on my feet in 5 days. Thank you
- ✓ Appointmemts are on time, very professional surgery, lots of kindness and compassion amongst all staff. Many thanks!

✓ Very quick and easy

✓ Staff friendly, helpful, empathetic. I was listened to and I was heard I was able to obtain appointment needed and I received treatment needed Waiting areas clean and spaced well apart Overall good service

The doctor was good

- ✓ Dr Bonnett is always very helpful and understanding of my fairly complex issues. The admin staff are always very helpful.
- ✓ Friendly reception.Got in to appointment early. Professional service from nurse.
- Because I've got the answers I needed, and the doctor was fantastic
- ✓ Nurse was on time, friendly, and explained why the test was needed. Excellent experience. Thanks.
- ✓ Very pleased to see a doctor in person. All my concern were addressed, and I felt valued.
- ✓ The reception was very helpful and I was able to see the doctor I have seen before and asked to see thank you

✓ So fast, efficient and helpful

- Everyone I dealt with was helpful and professional
- ✓ Because you have looked after me for the past 40 plus years for which I am grateful..
- Because today my APP. was for 8/10am and was seen on time!
- ✓ the receptionist was very polite and understanding and my nurse was extremely helpful. Hopefully my fit note will arrive soon and i will be immensely impressed
- ✓ My doctor was on time, gave a thorough examination, offered a solution and a follow up.
- ✓ The lady was really nice
- ✓ Full mot all sorts of tests carried out Arranged scan
- ✓ Very prompt and efficient test.
- ✓ Efficient and professional
- ✓ Appointment on time all my questions clearly answered
- My appointment was on time and the nurse was lovely and really helpful.

✓ Attentive and caring, kind and supportive with thorough examination of medical condition to prescribing treatment.

Because although I had to wait a few weeks to see Dr. Roberts I have built a good relationship with her regarding my health issues and I believe continuity is important when treating a patient

✓ It was a pretty smooth process from coming and leaving. Reception staff were friendly and helpful. Didn't wait too long to be seen.

✓ Efficient, helpful and pleasant.

✓ Everyone ef

✓ On time ,very efficient . Thank You

✓ Had the appointment booked for a while didn't have to wait long and Lydsay was lovely and professional.

✓ All very efficient and very pleasant manner of the nurse

✓ Fitted me in last minute and Alex is a great diabetic nurse

✓ Great doctor. Great service

✓ Seen on time and nurse very helpful

✓ Doctor Bonnett showed great understanding and empathy. Excellent care xxxx

V My experience has been very good, my issues feel as though they are important and are being dealt with in a timely manner, staff all very polite and helpful too

✓ First class service by the nurse

✓ Was seen on time and got efficient and friendly service.

✓ Quick and nice doctor

✓ No wait and dealt with efficiently.

The GP I saw was very supportive and thorough, with a further follow up discussed. I felt more positive following my appointment. Continuity with the same

GP is so important.

- ✓ The lady who did my blood test was very nice and was was very kind didn't feel it at all
- ✓ Doctor Bonnett is a great doctor and very easy to talk to and very understanding.
- ✓ Didn't have to wait. Check in easy
- ✓ It was a pleasant experience everyone seemed happy.
- ✓ Always excellent service from start to finish
- Very fast and friendly was Anita
- ✓ Prompt and polite service
- \checkmark Was effective and seen quickly and done very professionally
- ✓ Able to get a same day appointment and very thorough consultation
- \checkmark On time pleasant, test carried out easily with a full commentary.
- ✓ Very good service
- ✓ Very satisfiedOn time and helpfull
- ✓ I met the nurse today for a bp check she was really lovely taking the time tolisten.
- ✓ Fast and efficient service
- ✓ Seen quickly, and dealt with efficiently and with charm.
- ✓ the nurse was brilliant and answered my questions, plus the blood test was quick and painless. please pass on my thanks and appreciation
- ✓ Staff were very pleasant and professional
- ✓I arrived early and was seen straight away, the nurse Alex was friendly and informative.
- ✓ Mrs Philpot was very pleasant and I didn't feel a thing.
- ✓ No complaints!
- ✓ It was good to be able to talk with Dr Hartwell and get a good understanding of where I am with my medication, and Lindsey has been excellent.
- ✓Amanda Leaton took my blood efficiently & had a friendly approach which put me at my ease.
- ✓ Excellent staff
- ✓ Was seen on time
- ✓ Very prompt in bring seen and very friendly.
- Prepared to be flexible
- ✓ Appointment was on time and the nurse was excellent.
- ✓ Excellent service.
- ✓ The lady doctor was very patient and thorough and was sympathetic to my problem
- ✓ Shame it took 2 hours to get through and the started at 10 in the que must only but one person on reception

Not Recommended

Difficulty of getting appts, pressure to not have same day appt but choice is 6 weeks away, put if from reporting symptoms until really have to. Lack of consistency, lack of connecting whole person's issues- one symptom in isolation responded to when holistic approach could lead to better diagnosis, so false economy with your time and very frustrating for patient.

Passive