FFT Monthly Summary: October 2023

Sandwich Medical Practice

Code: G82063



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
79	18	1	2	0	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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients: 219
Responses: 100

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	79	18	1	2	0	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	79	18	1	2	0	0	100
Total (%)	79 %	18%	1%	2%	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 (%) =
$$\frac{\textit{very good} + \textit{good}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$
Not Recommended (%) =
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

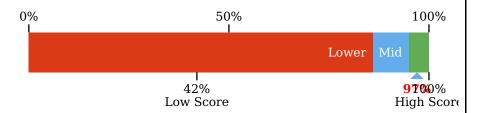
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

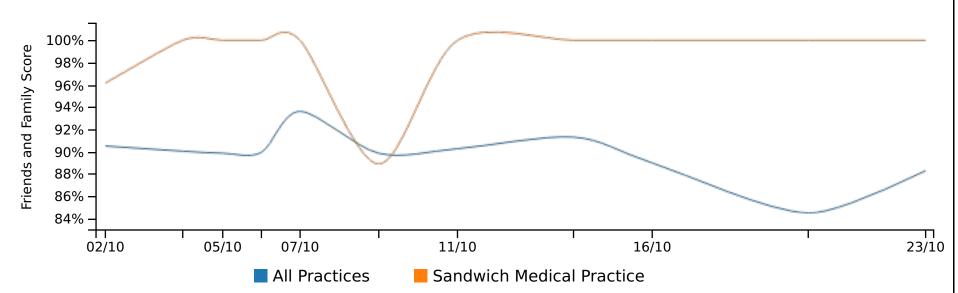
Your Score: 97%
Percentile Rank: 85TH



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.

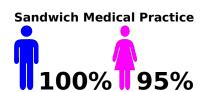
Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	85%	89%	92%
Sandwich Medical Practice	100%	93%	100%

Gender

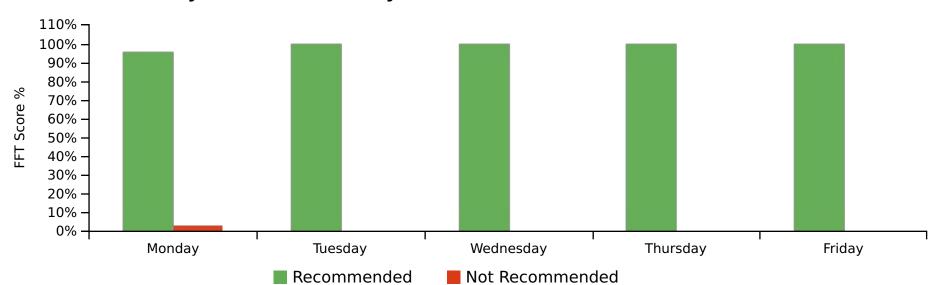




Notes: 1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

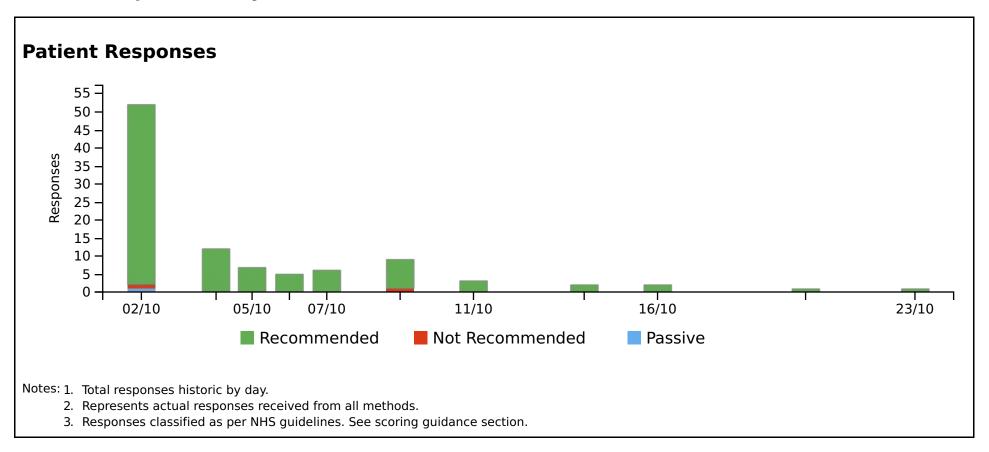
Practice Score: Day of the Week Analysis



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**



Thematic Tag Cloud checkin complaining Reception Experience 18 Arrangement of Appointment 14 Reference to Clinician 26 high gentle Notes: 1. Thematic analysis for current reporting month. Colonica Color lookingb 2. Thematic analysis covers the most discussed themes by analysing generally sentence fragements and is not an great exhaustive analysis of all talking next points. patiently real per 3. Tag cloud is rendered using the making most used present participle verbs, gerund verb, adverbs and adjectives where the word frequency is reflected in text size. orrectly

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

- ✓ Sorry, no
- ✓ I would have given a more positive answer, but I booked in by the machine and then didn't know if I had been booked in. The doctor was running late, but I did not know that. I was happy to wait, but the uncertainty about whether I had used the device coloured my response. My comments, as usual, really reflect the uncertainty caused by outdated technology. I am sorry, but your patients deserve a better service from Sandwich Medical Practice. Update your procedures as a matter of urgency. I had waited patiently for this appointment for over 7 weeks. Not unhappy about the response of the doctor, but getting there was torturous.
- ✓ All good as always
- ✓ Quick and very efficient
- ✓ Appointment was given very quickly and the nurse made my very anxious daughter feel much better about the appointment

thoughtful

- ✓ Because you asked
- ✓ Excellent service on time , very professional and helpful
- ✓ Easy self check-in and prompt appointment with friendly staff
- \checkmark Lovely nurse, friendly, efficient and very gentle with the needle!
- ✓ Because first you're greeted with very helpful & polite reception staff. Also it's very clean & well signed where to wait. I'm fortunate not to have to come very often but when I do I feel very satisfied with how I'm treated.
- ✓ HCP was excellent! An asset to your surgery!
- ✓ Alex was excellent and arranged for a face to face with Dr Drew next week, thank you
- ✓ All went well
- ✓ Super friendly as always! Efficiant timing today and I was in and out really quickly
- ✓I thought the nurse was very good. Making me feel better.
- ✓ Generally very good service. Staff on the whole friendly and helpful. There is a wait on the phones but not as bad as other places. Gave the answer as we once completed an online referral for our daughter and never received a call
- ✓ Excellent service, polite staff
- ✓ Saw nurse who dressed my leg. Very friendly so felt relaxed. Didn't have to wait long. Surgery very clean and tidy.
- ✓ Who wants to know.?
- ✓ Smooth and professional
- ✓The call system works well. Saw the Doctor who was very knowledgeable and helpful. Booked a few tests with the receptionist all done very efficiently! My only grumble is I had to wait 5 weeks to get the appt.
- ✓ Friendly efficient appointment
- ✓Always helpful and understanding, both my wife and I have medical problems and the surgery has always been there for us both
- ✓ Good service given by Dr Knight, very understanding
- ✓ Doctor was very helpful and effective, so 1. I had to wait 3 months for an appointment because my previous appointment got cancelled by the practice. Receptionists are super friendly in person but can be a bit gruff and seem rushed on the phone. So overall a high 2, low 1.
- ✓ Very good doctors and staff thanks roger Dean
- ✓ friendly & helpful. Skilled. On time for appointments. Dont ays get back with me like they said they wou
- ✓ Polite and understanding reception staff. Prompt appointment. Clean and modern facilities. Excellent care and support provided by nurse we saw
- ✓ The doctor was very helpful and seemed to want the best for me
- ✓ Yes it was very good
- ✓I did give you reasons Alex very helpful and in time
- ✓ 1. Very goodDoctor Ahmed is a wonderful doctor. Extremely patient. He listens & explains everything. Gets the job done. Hope he doesn't leave the our GP practice.
- \checkmark Things seem to sorted quickly
- ✓ Efficient and professional nurse.
- ✓ Because I thought Amanda was very caring and kind.
- ✓ Quick, efficient and really nice staff
- ✓ Very thorough,had a good discussion and examination and explained every thing to me.
- ✓ Very helpful and understanding
- ✓ Well organised, little waiting time and professionally done
- ✓ On time. Friendly. Professional service
- ✓ Because Vicky did a very thorough and expert job, both in terms of checking she had the required parameters correctly and that she got the blood sample

quickly and efficiently with minimal stress to me...my veins are very small and difficult to access

- ✓ All of my questions anwsered, and helpfull
- ✓ Because the advice was good i just need to get my health better
- ✓ Find the staff & service good & helpful
- ✓ Very nice helpful nurse always happy
- ✓ On time, and efficient
- ✓ It was fast and efficiently done had both injections one in each arm by a handsome guy
- ✓ I needed an appointment with nurse at short notice and you managed to fit me in in 48 hrs. On the other hand, the telephone answering process is usually pretty painful, but I suppose it's to be expected if you are very busy.
- ✓ Because the staff in reception are always very helpful and the medical team and doctor are very supportive and caring thank you Mick Burr
- ✓ Friendly and professional staff
- ✓I am always seen within my timeline of appointments
- ✓ On time Sam was very helpful and dealt with appointment quickly and professionally
- ✓ No waiting. Quick painless blood test.
- ✓ Just happy to received good service with a lovely nurse
- ✓I registered my elderly Mother on Monday. She has health issues and I cannot believe how quickly the doctor did a home visit and blood tests were done! Feeling that she is getting the proper care that she needs at last. Excellent. Thankyou.
- ✓ Excellent advice and explanations, very prompt response from check in and, as always, polite and respectful
- ✓ Although I was late they still saw me for my blood test the premises are clean staff efficient
- ✓ I had to make an 8:00am call to see a doctor as the scar from my recent hip replacement turn red and inflamed and was seeping an unpleasant discharge. I saw Alexander Knight who identified the problem, took a swab, dressed the wound and put me on a course of antibiotic. He also arranged a follow-up appointment in 4 days.I am very pleased with the service today.
- ✓ Appointment on timeStaff are excellent, friendly and efficient.
- ✔ Because the receptionist the week before got me a doctor's appoient within a few days after I explained I'd had a pain for 4 wee Dr. Roberts ordered emergency bloods, urine and stool sample anithin a couple of days I was called in for additional blood samp today (09-Oct). I don't think I could have been treated quicker
- ✓ Appointment on time. Pleasant surroundings, pleasant staff.
- ✓ Kind. Thoughtful and considerate
- ✓ Efficient, friendly surgery staff
- ✓ HCA who took my blood today was very kind and professional
- ✓ Long wait to make appt but reception were quick once I got through. Easy check in on the day and I spoke to a nice doctor who heard me and recommended a referral quickly. No fuss no bother. Great stuff
- ✓ A very good GP, explained everything in easy to understand terms. Excellent service and a well run busy surgery.

Not Recommended

- ✓ The nurse seemed impatient and was complaining she was having a bad day.
- ✓ It is ridulously hard to get appointments with a nurse or doctor.

Passive

✓ Honestly feel there's no real sense of care for the patient, it's not the staff it's the system, it seems very disjointed and fragmented, not looking at the person but just fulfilling tasks.