

FFT Monthly Summary: November 2023



Sandwich Medical Practice
Code: G82063

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
85	11	0	1	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: 270

Responses: 98

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	85	11	0	1	1	0	98
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	85	11	0	1	1	0	98
Total (%)	87%	11%	0%	1%	1%	0%	100%

Summary Scores

98% 2% 0%

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:

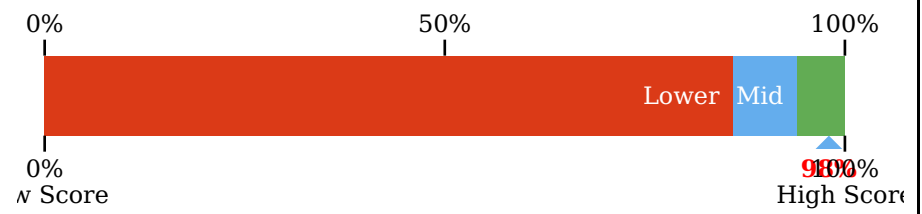
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

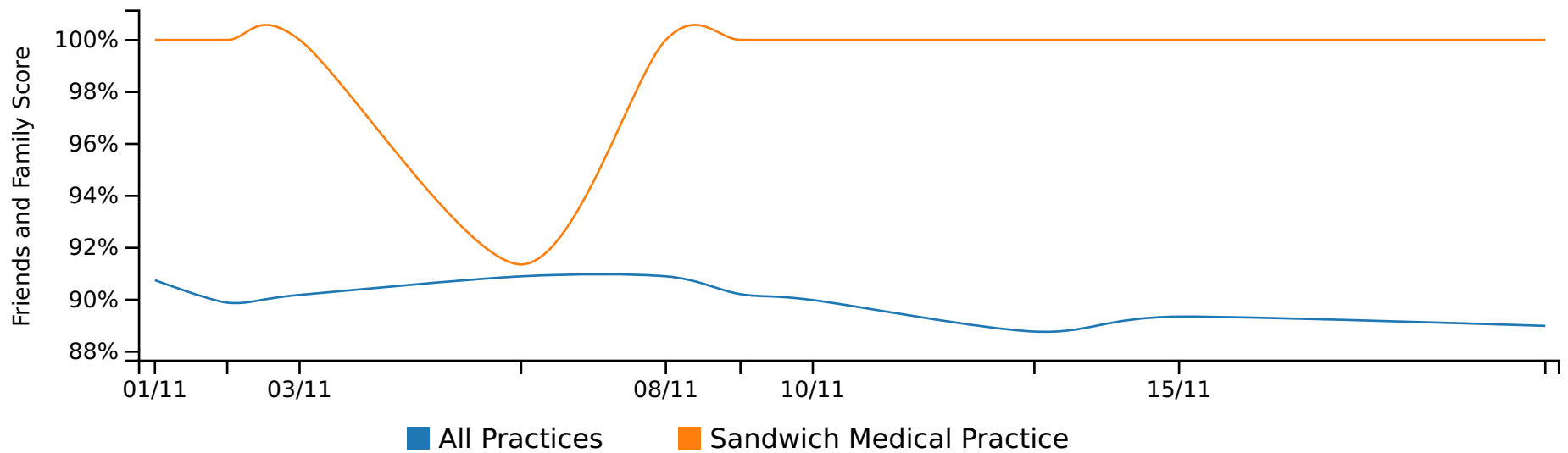
Your Score: 98%

Percentile Rank: 95TH



- 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 95th percentile means your practice scored above 95% 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

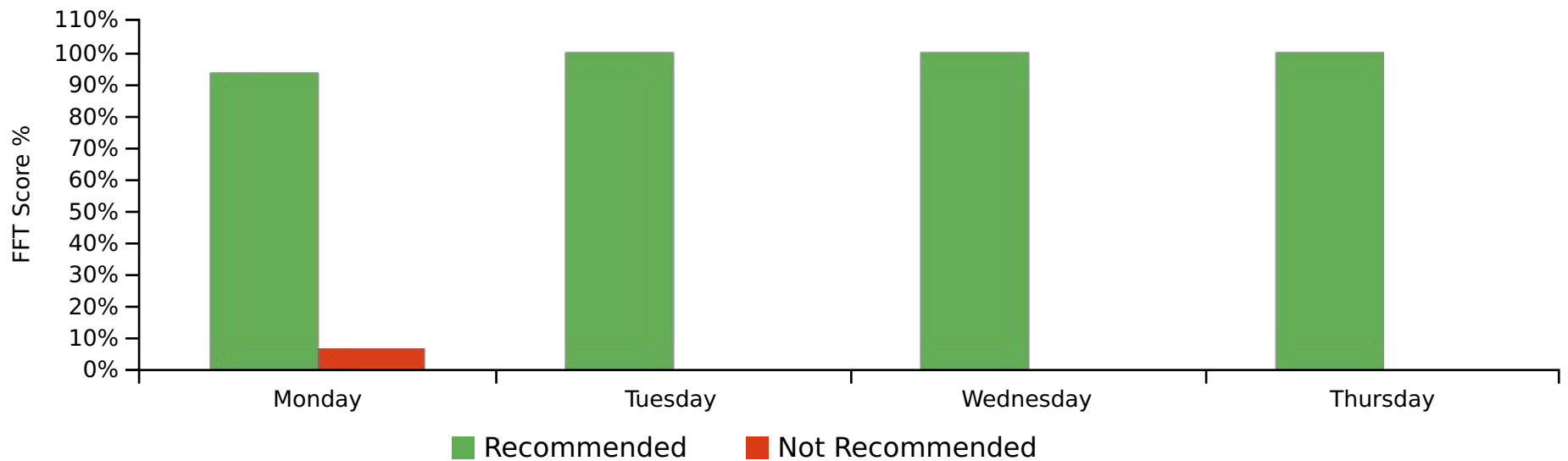
	< 25	25 - 65	65+
All Practices	85%	89%	93%
Sandwich Medical Practice	100%	96%	100%

Gender



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

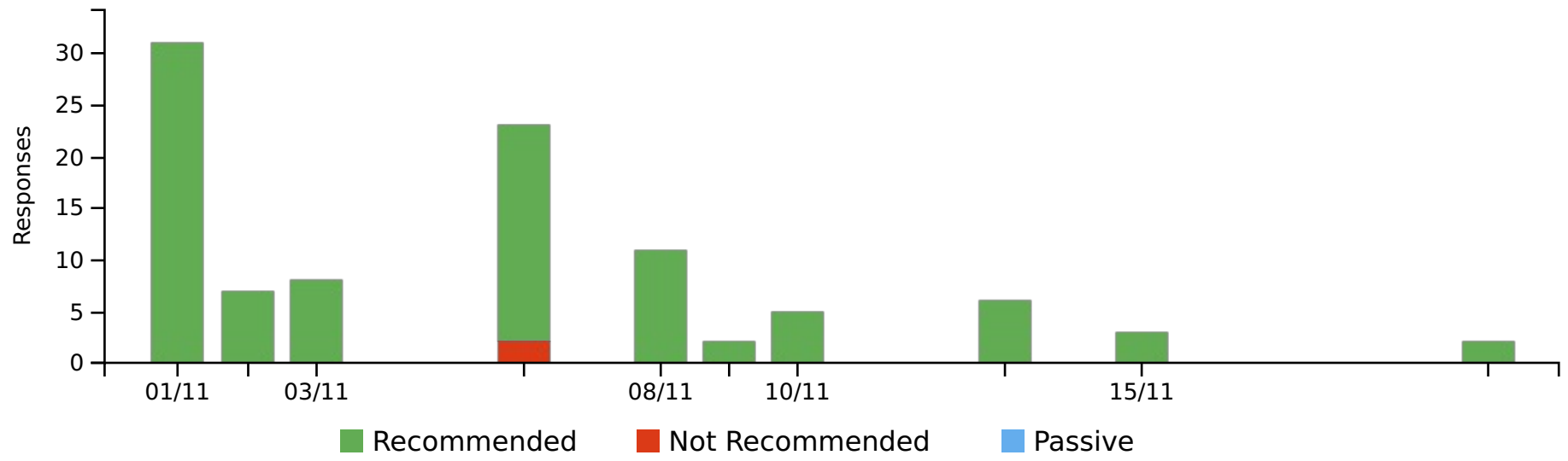
Practice Score: Day of the Week Analysis



- 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.

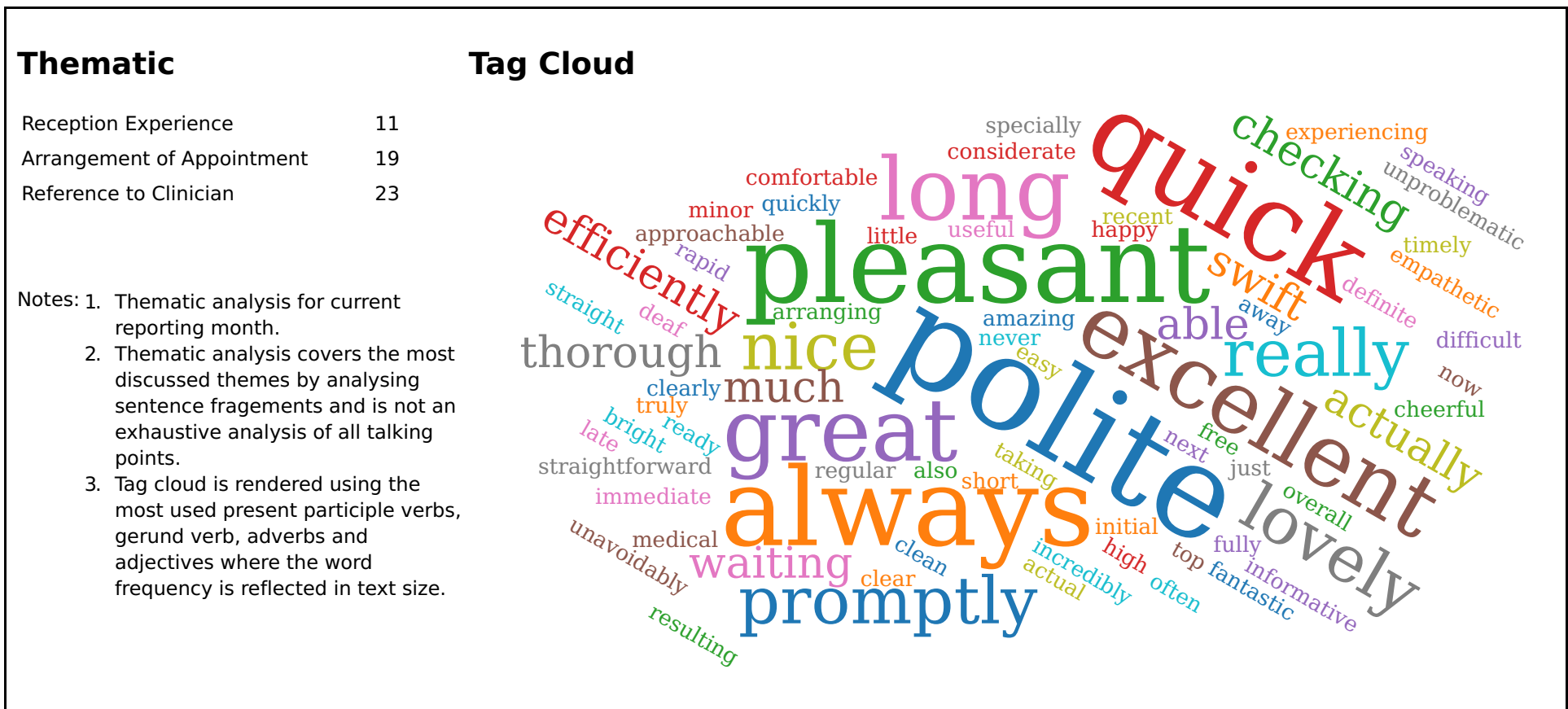
SECTION 4 Patient Response Analysis

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

- ✓ Firstly my appointment started on time & Nurse Fran explained everything to myself & my husband with time for us to ask & answer any questions .
- ✓ I never have any issues when I visit the surgery
- ✓ Amazing service from my initial appointment with the nurse with her arranging for me to have ECG done with very little time to wait. I came home fully reassured. Thank you to all involved.
- ✓ The service is always top-notch
- ✓ Great service as always
- ✓ Swift, friendly, professional attention and advice from health practices and receptionist
- ✓ Rachel is an excellent nurse, good humoured and helpful. It is a definite bonus as a regular user of blood tests and injections to have someone like her taking care of me.
- ✓ It was a blood test, I was seen on time, Mrs Jackson was pleasant and friendly and was ready for me. The blood was taken without any discomfort and I was finished within 5 minutes!
- ✓ Because - I saw a nurse and the nurses are both caring and good.
- ✓ Because the service I received was great
- ✓ Lovely doctor , explained everything very clearly, very empathetic
- ✓ Hassle free waited 5 minutes no problem
- ✓ Happy with appt with the doctor & the things he's checking & his arrangement for a follow up appt.
- ✓ My issue was seen to and a plan for next steps made
- ✓ Good nurse very nice and polite
- ✓ Dr was very helpful and understanding
- ✓ Quick appointment.Excellent attention to detail from Dr.Left feeling satisfied with the out come .
- ✓ Doctor Barclay was friendly , approachable and caring
- ✓ Appointment was on time and efficiently taken
- ✓ Appmt on time
- ✓ Very friendly and personable nurse.V.efficient.Noticed staff waiting room helping a deaf I
- ✓ On time, pleasant and efficient.
- ✓ Quick and on time.
- ✓ For Blood test This morning
- ✓ All very efficient and unproblematic.
- ✓ really the gp took a great deal of time with my daughter
- ✓ Friendly, timely understanding, discussion in a way that was understood
- ✓ Dr Barclay really listened and took the time to understand my grief and what I felt was helpful. I did not have to wait long and the checking in is very efficient.
- ✓ Swift appointment booking, daughter seen promptly and offered help and advice
- ✓ All staff are incredibly helpful, I've been able to make appointments quickly and have had my appointments on time.
- ✓ Friendly staff good atmosphere when in surgery and nothing is too much trouble 1st Class
- ✓ Short wait pleasant waiting area cheerful efficient nurse
- ✓ Reason for the high rating was the questions I asked were answered with concern and very helpful Mike Trice
- ✓ On the day appointment and rapid access referral made.
- ✓ I was seen promptly. I felt I was listened to and given good advice.
- ✓ I was able to get an appointment which is a miracle and the nurse I saw was really thorough knowledgeable and friendly only downside was the long wait I now have for the required tests !!!!!
- ✓ Always so polite and helpful
- ✓ Seen on time receptionist very helpful straightforward self booking in Doctor was excellent seen promptly
- ✓ I didn't have to wait and the nurse got me another appointment for my blood test
- ✓ Great improvement with my recent experience didn't feel rushed with the appointment
- ✓ Very good professional and friendly service.
- ✓ Everyone was very helpful and pleasant
- ✓ Received excellent attention.
- ✓ Actually got an appointment to see someone The person I saw cared for a change. Gave me good diagnosis and advice. Thanks Lyndsey Jackson I think it was

- ✓Vert nice friendly people
- ✓All staff were lovely and friendly.
- ✓Because the service was so good
- ✓Laura was knowledgeable and put me on a path for treatment.
- ✓Gaye was very efficient and friendly.
- ✓Dr Barclay was very helpful. I felt 'looked after'.
- ✓Nurse practitioner was kind. The receptionist was patient and helpful.
- ✓No waiting time. Bright clean surgery. Very efficient and caring staff member. Clear information about content of appointment
- ✓Very helpful and overall a pleasant experience
- ✓Lovely and considerate service with a difficult bloods
- ✓Long lead time for appointments But good experience when actually received the medical treatment
- ✓Dr Roberts comes across as very professional and caring. She went through all my concerns and sent me an email today with some useful information as she said she would. I find a face to face appointment so much better than a telephone call. It's just a shame we don't get offered an actual appointment very often.
- ✓I meant to put 1. I was given an appointment today, and have a blood test booked for Monday. Fantastic service.
- ✓Appointment was on time and very quick, it was treated in a very professional, polite and friendly way
- ✓It felt like Dr Ahmed truly listened, he also made my daughter feel very comfortable in speaking about her illness.
- ✓Friendly staff, good service. I used the auto sign in system, was seen on time, and dealt with efficiently
- ✓On time. Friendly nurse
- ✓Quick and efficient - I was in and out in 10 mins
- ✓I was unavoidably late 'everyone was most helpful and understanding specially Fran
- ✓Same day appointment and polite staff
- ✓Always polite always helpful what more can i say
- ✓Quick on time efficient
- ✓Polite reception staff, Dr very nice and easy to talk to. Relaxed environment to wait which wasn't to long.
- ✓It would have 3 if the clinician hadn't been a 1
- ✓I phoned for an appointment today and got one straight away, the
- ✓All good, but the practice was experiencing technology issues this morning resulting in some stress for employees and some minor delays for patients.
- ✓My appointment was thorough and informative.

Not Recommended

- ✓In person yes ! The irony of an immediate response is not lost on me !?

Passive