

FFT Monthly Summary: May 2024

Sandwich Medical Practice
Code: G82063



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
78	14	4	1	2	1	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: 224
Responses: 100

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	78	14	4	1	2	1	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	78	14	4	1	2	1	100
Total (%)	78%	14%	4%	1%	2%	1%	100%

Summary Scores

92% 3% 5%

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:

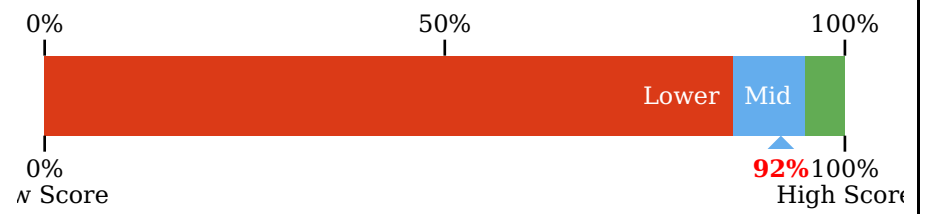
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

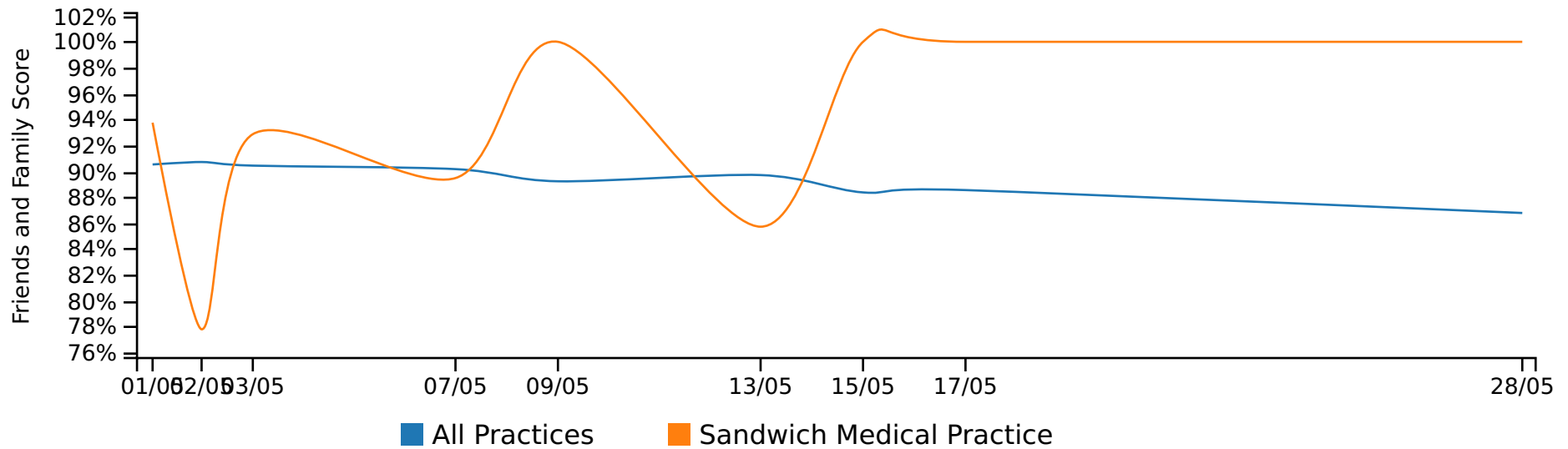
Your Score: 92%

Percentile Rank: 60TH



- 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 60th percentile means your practice scored above 60% of all practices.

Practice Score: 'Recommended' Comparison



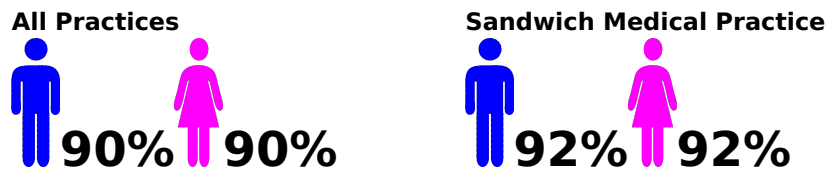
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

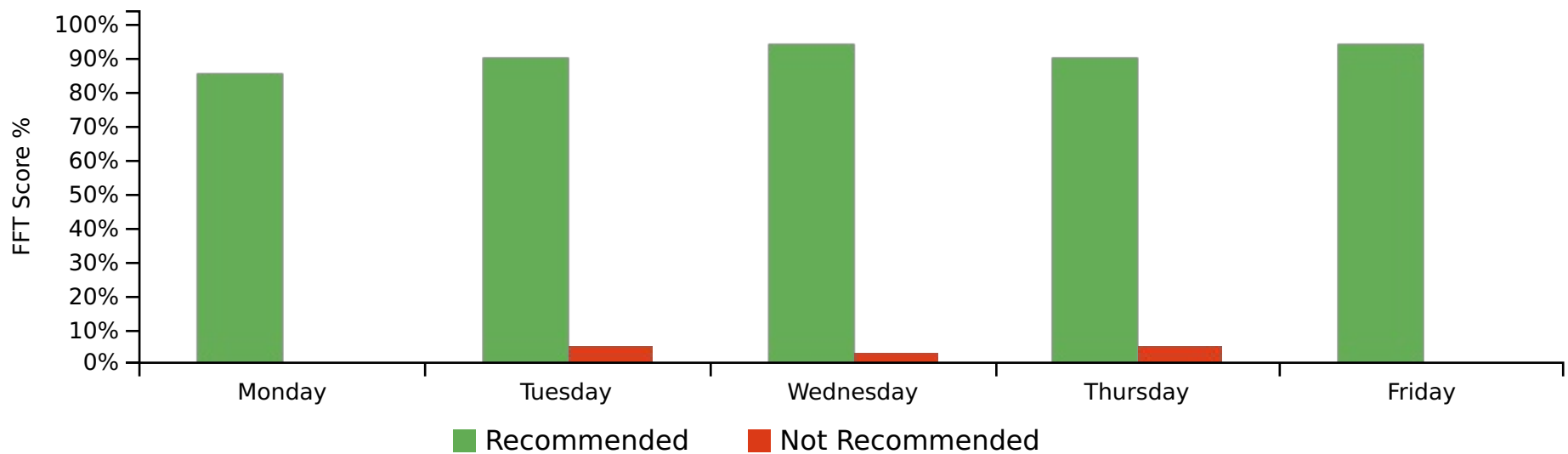
	< 25	25 - 65	65+
All Practices	85%	89%	92%
Sandwich Medical Practice	75%	98%	88%

Gender



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

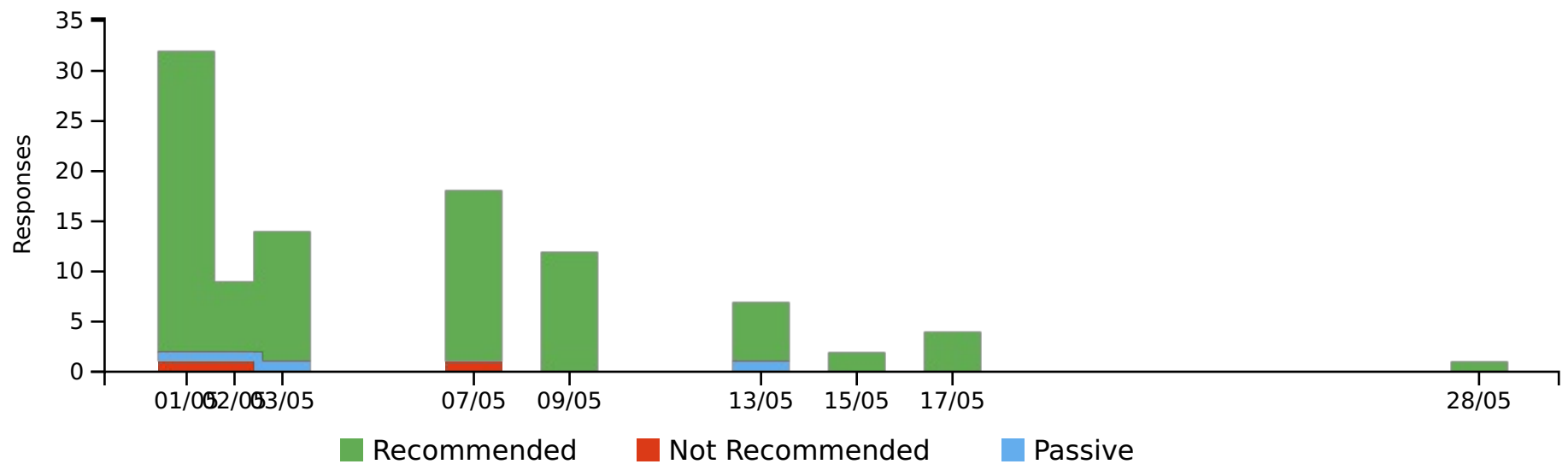
Practice Score: Day of the Week Analysis



- 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.

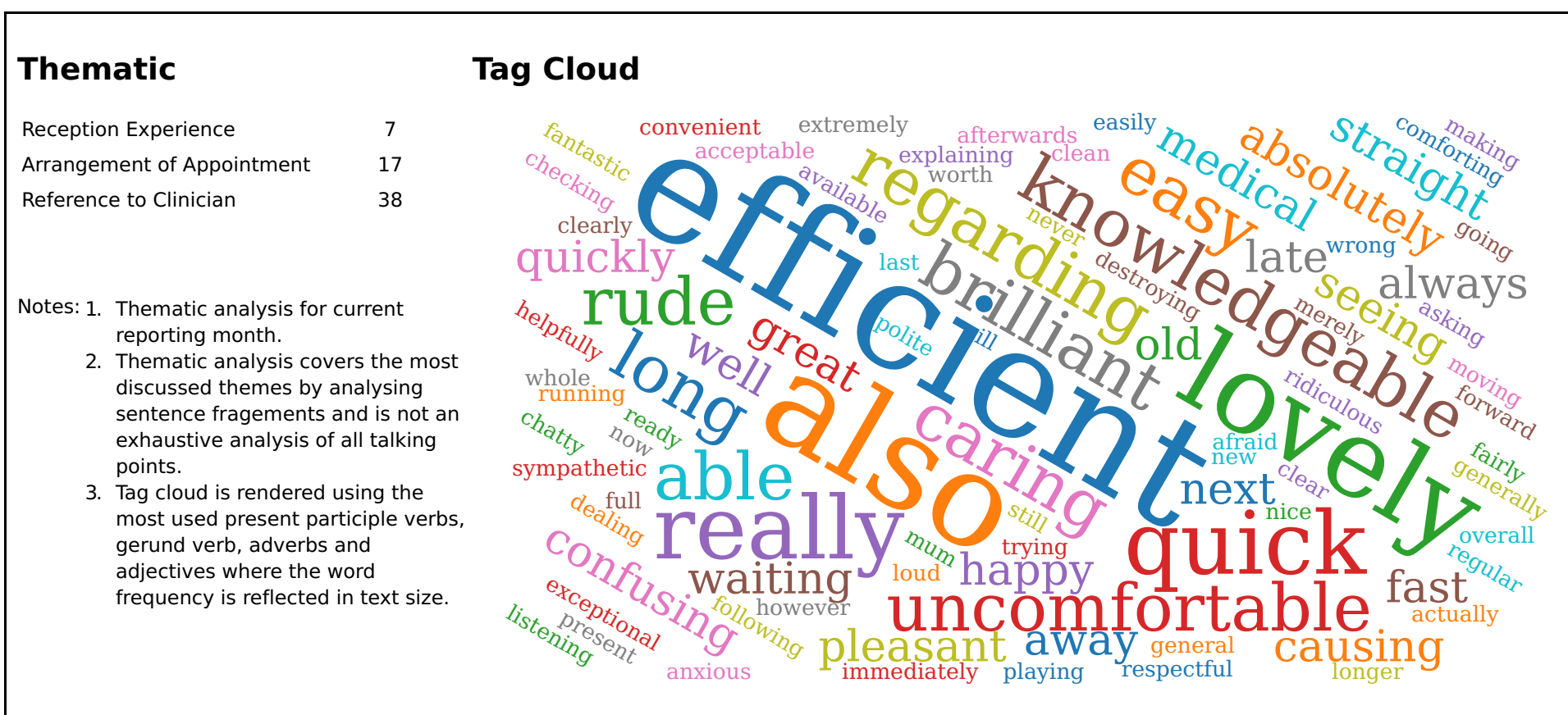
SECTION 4 Patient Response Analysis

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

- ✓The appt was on time. The nurse gave a detailed explanation of who she was and her position. I felt at ease. She listened to my questions and gave answers that reassured me. The prescription was sent to the chemist and was ready that afternoon. The result of my X-Ray was given and advice on what I should do if the course of antibiotics didn't solve the problem. All in all I left the doctors happy and reassured. Paul Garforth
- ✓The doctor was excellent but had to wait 20 minutes
- ✓Excellent and support service
- ✓Becky Watts excellent nurse.
- ✓Very confusing at surgery as to where you go zones confusing
- ✓Kind, helpful, professional
- ✓Friendly, professional and knowledgeable.
- ✓The nurse was efficient and kind, and also not afraid to ask for a colleague to help when my veins didn't cooperate during the blood test!
- ✓Laura was lovely and listened to what was wrong, and although she was running late, she didn't rush the time she spent with me during my appointment. Thank you also to the lady I spoke with this morning who organised the appointment and who also took the time and patience with the call.
- ✓Reception staff helpful with mum. Doctors sympathetic and dealt with mum's concerns with kind consideration, explaining clearly the process involved
- ✓Delays in seeing Dr's Needed an appt to see Dr and given 16th June
- ✓Because i have good service xx
- ✓Friendly and knowledgeable
- ✓Because it was prompt, friendly and helpful. Thank you.
- ✓Excellent nurse
- ✓No waiting injection explain done and 10 minutes wait afterwards all done
- ✓Very quick friendly service. They were extremely helpful.
- ✓Excellent treatment and on time
- ✓Good
- ✓Excellent help today.
- ✓Cannot fault the service received by everyone at the practice. My wife is also of the same opinion.
- ✓I was 20 mins late for appointment, but still seen within 10 minutes
- ✓Efficient and they listened respected my concerns and only had my interests at heart , Sam the pharmacist and Alex knight are an asset to sandwich medical practice
- ✓Yes I'm new patient ,thought all staff I saw ,very professional
- ✓Dr listen to my symptoms and concerns with empathy and understanding. Reassured, and told me of the next steps to find the problem. Thank you
- ✓Anita went over and above my appointment time with her today.
- ✓She was very friendly and respectful. Very efficient dealing with my problem.
- ✓Excellent care and advice
- ✓Nice nurse
- ✓I find the doctors and staff very efficient and caring and the s
- ✓Jasmine.....the nurse practitioner...was exceptional.
- ✓First time I felt listened to and we started a plan of treatment for me after years of asking for help
- ✓Excellent service from Dr Bonnet
- ✓I phoned this morning, got an appointment in the afternoon. Saw Dr. Rakha who was brilliant, listened to me and has put me forward for blood tests and ECG. Then got an appointment for blood tests in two weeks time.
- ✓Anita the nurse was absolutely lovely. She was friendly, caring and efficient. She really put me at ease.
- ✓Very good. At her job
- ✓Dr Rahfa was very thorough , explain I didn't feel rushed
- ✓Alex listened to my concerns and gave me some sound advice regarding my health.
- ✓Because on moving to Worth my wife and I have found the treatment we have received as been excellent
- ✓Called yesterday morning and was given an appointment to see Alex Knight. He was very helpful regarding my problem and also squeezed me in the following day for a blood test. He was also able to help along with the receptionist, in organising a physio appointment for me for next week.
- ✓Being over 80 years old and seeing a regular doctor is comforting as they get to know your problems. So I expect my score will remain very good. Should you ask about the general practice I would mark it as good, my reason being that the practice is overwhelmed by the numbers of patients it has to cope with.
- ✓Appointment was on time, and Becky was very friendly and chatty.

- ✓ Didn't have long to wait , the doctor was very understanding and helpful
- ✓ *Dr gave time to listen to medical concerns*
- ✓ Very knowledgeable and helpful regarding my condition.
- ✓ *because receptionist alway helpfully*
- ✓ Good care and explanation
- ✓ *I merely expressed my experiences.*
- ✓ Although my appointment went well there was a long delay before I get to see the doctor.
- ✓ *Very good service*
- ✓ Very professional
- ✓ *Fast efficient service on time*
- ✓ Fast turn round - shame the checking in system only works for some of the building at present unless
- ✓ *Fantastic Dr only wish we could book an appointment quicker*
- ✓ Because the people that work at the surgery, really care
- ✓ *Able to book appt via link. Seen quickly and both nurse and phlebotomist were lovely and helpful*
- ✓ doctor really good.
- ✓ *Always helpful , friendly and on time*
- ✓ Quick,efficient,polite.
- ✓ *Quick & caring nurse. Only think was the music playing was too loud*
- ✓ Staff very helpful & Dr bonnet is great
- ✓ *Seen fairly close to the appointment time, very pleasant and helpful GP.*
- ✓ Brilliant service and always on time
- ✓ *Appointment at convenient time. Helpful nurse who took time to listen and give clear advice. Full marks!*
- ✓ Alex listened to what I said and reassured me . Then referred me onto dermatology as I hoped he would do .
- ✓ *Easy check in, friendly nurse, clean practice*
- ✓ Because I was satisfied
- ✓ *You asked for it did what was required*
- ✓ Pleasant environment and Amanda was lovely. Thank you
- ✓ *Happy with the whole thing experience*
- ✓ Because the practising nurse was very good and never left me with a bruised arm, but we won't say what the other one it was teaching him was done to me last time they was both very good
- ✓ *Dealt with efficiently*
- ✓ Quick, seemed like the trainee is being trained well
- ✓ *Because 1. I had a appointment Face to Face. 2. Because I was ill. 3 Because I felt as if the doctor was actually listening. Good job, I had a chest infection. On antibiotics, am getting there.*
- ✓ All areas very professional
- ✓ *The phone was answered immediately and an appointment was given very quickly.*
- ✓ Prompt service
- ✓ *Good service after long wait*
- ✓ The nurse was very helpful and she really put me at ease , very professional, thank you
- ✓ *Appointment on time. Difficulty taking blood test,,but very professional response.*
- ✓ On time appointment
- ✓ *Your nurse Becky was absolutely amazing friendly, professional and overall brilliant*
- ✓ my appointment was on time and was given easy to understand information. And able to arrange a follow up appointment easily.
- ✓ *Lovely recepcionists, very helpful, seen on time and a very kind doctor, william webster*

Not Recommended

- ✓ *Mistake should have read 1!*
- ✓ *In the words of my daughter:Very rude practitioner, commented straight away on my weight in a rude way. Making me feel uncomfortable. In my words:Straight away pointing out a gain in weight within 6months in a rude manner, causing my daughter to feel very uncomfortable throughout the rest of consultation. Then going on to school feeling very anxious and down about her weight. Causing my daughter to feel like food is a problem. We live a society today that mental health MATTERS, this can lead to have a detrimental impact on her life. My daughter now feels very uncomfortable if she has to come into the surgery and no longer wishes to see that practitioner again. At 13 years old to feel that way is disgusting.*

Passive

- ✓ Trying to get an appointment to see the doctor in any form, telephone or face-to-face, is ridiculous and at times soul-destroying when you are feeling unwell, worried and need to answers. 7-8 weeks waiting time is not acceptable. However, when you do manage to see someone, the service is generally good.
- ✓ *I had to wait 7 weeks to see a Doctor - but the Doctor was good*
- ✓ Staff are great but I needed to see someone but no available appointments to book - told to go down tomorrow morning at 8am and book an appointment when more slots are released