

FFT Monthly Summary: December 2023



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
70	19	2	3	3	0	0	0	0	97	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:	295						
Responses:	97						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	70	19	2	3	3	0	97
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	70	19	2	3	3	0	97
Total (%)	72%	20%	2%	3%	3%	0%	100%

Summary Scores

92% 6% 2%

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:

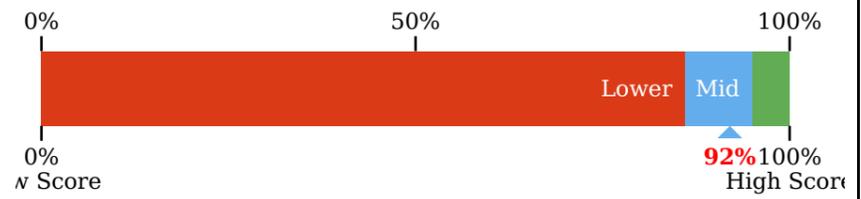
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

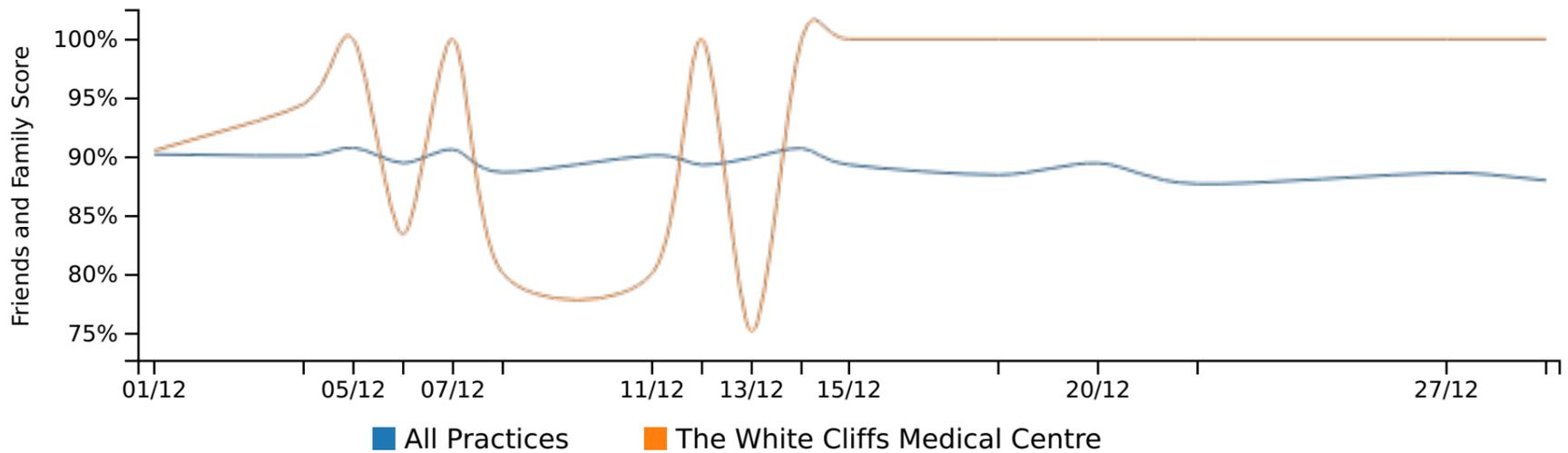
Your Score: 92%

Percentile Rank: 60TH



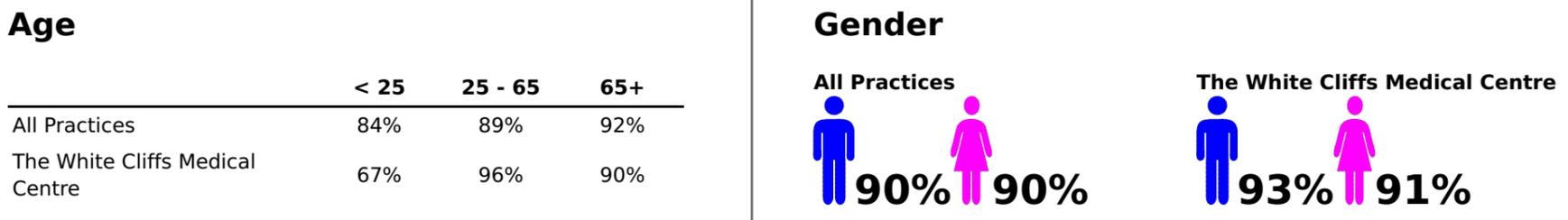
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 60th percentile means your practice scored above 60% of all practices.

Practice Score: 'Recommended' Comparison



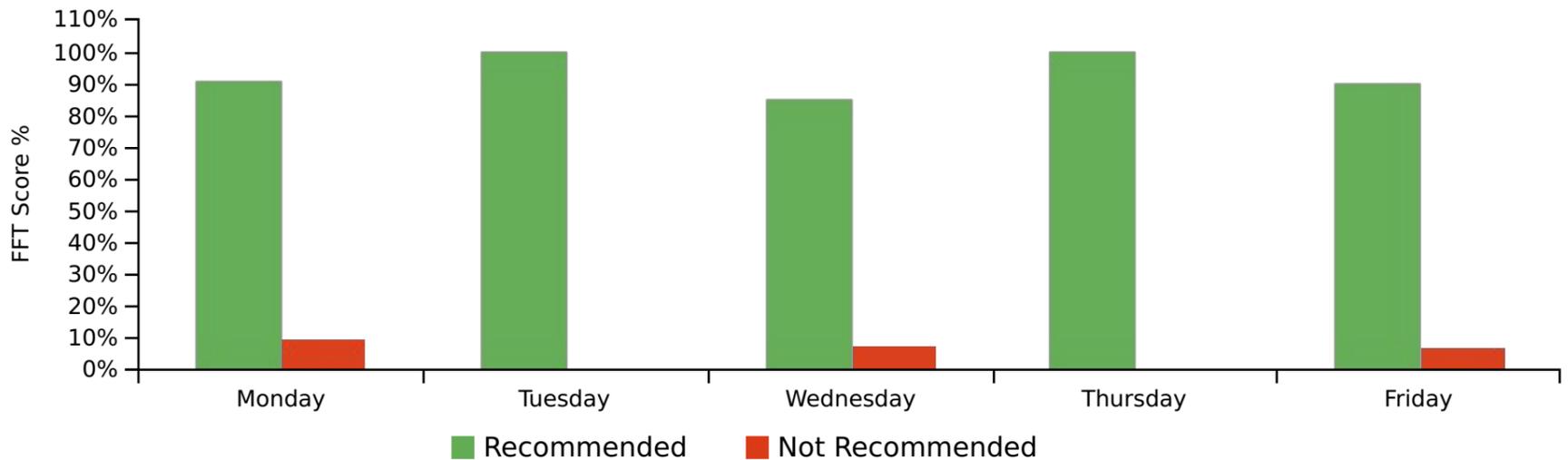
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

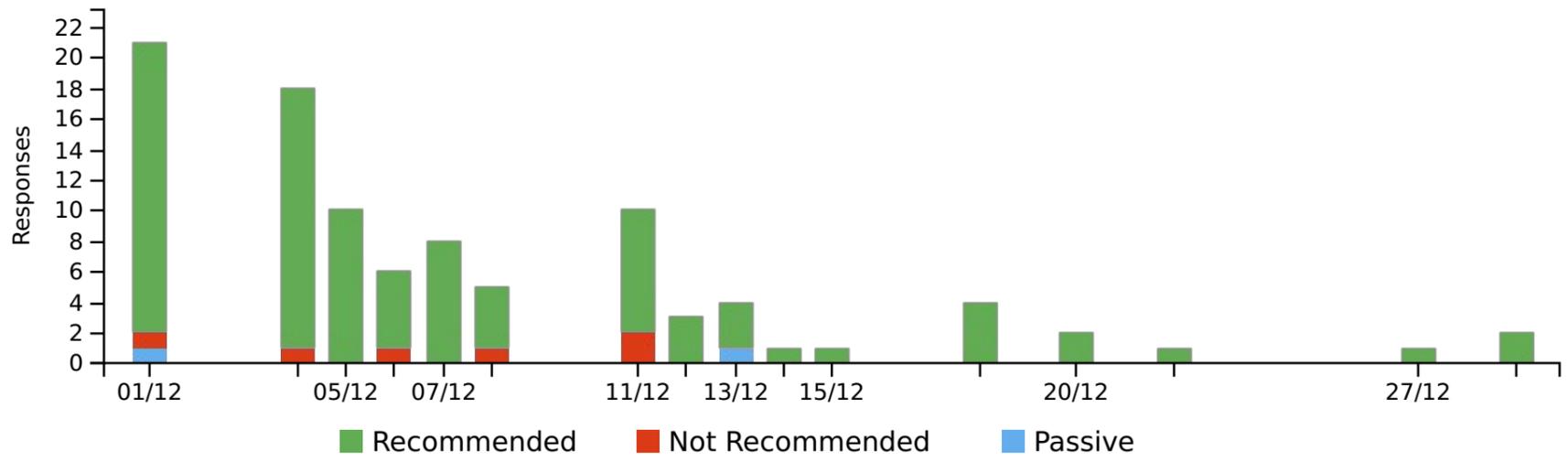
Practice Score: Day of the Week Analysis



- 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.

- ✓ Nicely told where to sit down and my waiting was friendly and quiet. The nurse came out to call my name and see me into the room where she checked things out and treated me nicely
- ✓ *Doctor thourah*
- ✓ Sue Brain was very polite and friendly, made me feel happy and comfortable, she was professional and I was seen on time
- ✓ *My nurse Was lovely& very efficient*
- ✓ The staff are excellent. So is the service
- ✓ *I was seen on time by First the nurse and very professional and on time for Dr appouintment again kind Dr*
- ✓ Professional service, polite staff, apologize when short staffed or running late
- ✓ *Overall Very pleased with the white cliffs clinic.*
- ✓ The nurse that I had today was so lovely and kind and gave me a lot of her time
- ✓ *Friendly polite and appointment on time*
- ✓ Haillie Mitchell's Nurse is a very supportive. Able to advice patients promptly.
- ✓ *Booking for blood test was quick and easy as was the blood test.*
- ✓ The nurse mrs brain was outstanding in the service given to myself this morning
- ✓ *Because I was satisfied with the service!!*
- ✓ Also very helpful
- ✓ *Always helpful*
- ✓ I was seen quickly no waiting around, nurse was efficient at doing her job
- ✓ *Nurse was very thorough*
- ✓ Brilliant service, from a very kind nurse. Sue Brain the nurse was very caring and offered me an appointment for a pneumonia vaccine which I wasn't aware I am eligible for .
- ✓ *Warm welcome from reception and went straight in for my appointment. Nurse was friendly and helpful as always. Thank you*
- ✓ The process of getting in contact was slow (Buckland made a referral for the surgery to ring me, this never happened. When I rang myself it took 40 minutes to get through). But once tests were arranged it was quick and efficient.
- ✓ *Receptionist and nurse very helpful.*
- ✓ I hoped the Doctor would ring me!

Not Recommended

- ✓ *Had to wait 3 hours 40 minutes*
- ✓ *Because I have been waiting since 9.am this morning for a call from my doctor and I have still not got. I was informed by a carer that my doctor would phone me this morning about my problem and I have not received the call.*
- ✓ *Lovely lady and respectful*
- ✓ *Great service as usual*
- ✓ *Because you have to wait so long to see a Doctor. And have a wait in waiting for a blood test which was 30 minutes late , then you end up with a bruised arm?*

Passive

- ✓ *Didnt get my bloods taken as not water taken*
- ✓ *Don't know as yet if given answer*