

# FFT Monthly Summary: January 2024

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
81	15	0	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>	<b>309</b>						
<b>Responses:</b>	<b>100</b>						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	81	15	0	1	2	1	<b>100</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>81</b>	<b>15</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>100</b>
<b>Total (%)</b>	<b>81%</b>	<b>15%</b>	<b>0%</b>	<b>1%</b>	<b>2%</b>	<b>1%</b>	<b>100%</b>

### Summary Scores

👍 96% 👎 3% 🙋 1%

## 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:

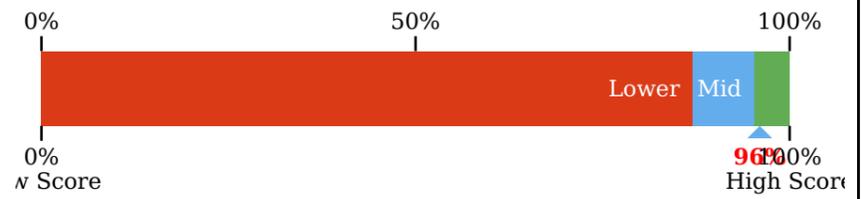
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

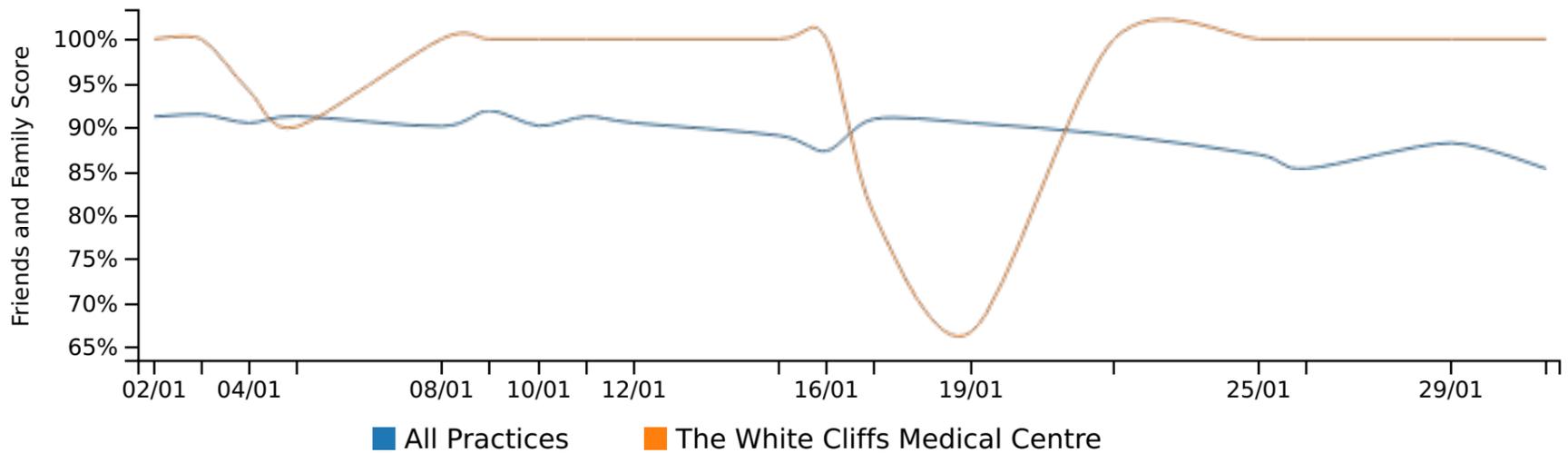
**Your Score: 96%**

**Percentile Rank: 85<sup>TH</sup>**



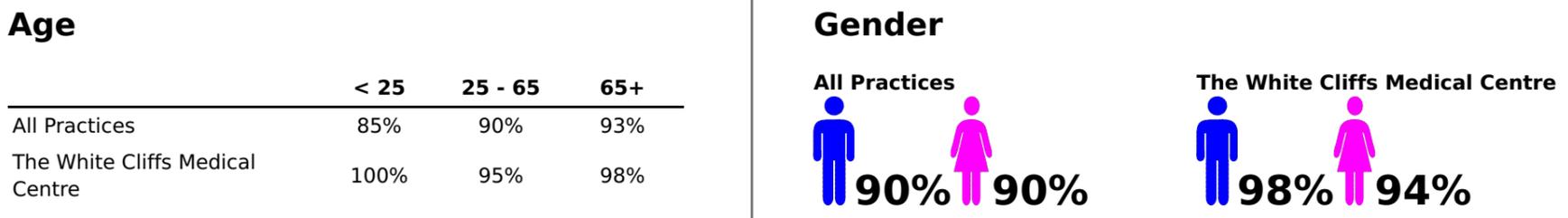
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
  2. Score calculated as per NHS requirements. See scoring guidance section.
  3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 85th percentile means your practice scored above 85% of all practices.

### Practice Score: 'Recommended' Comparison



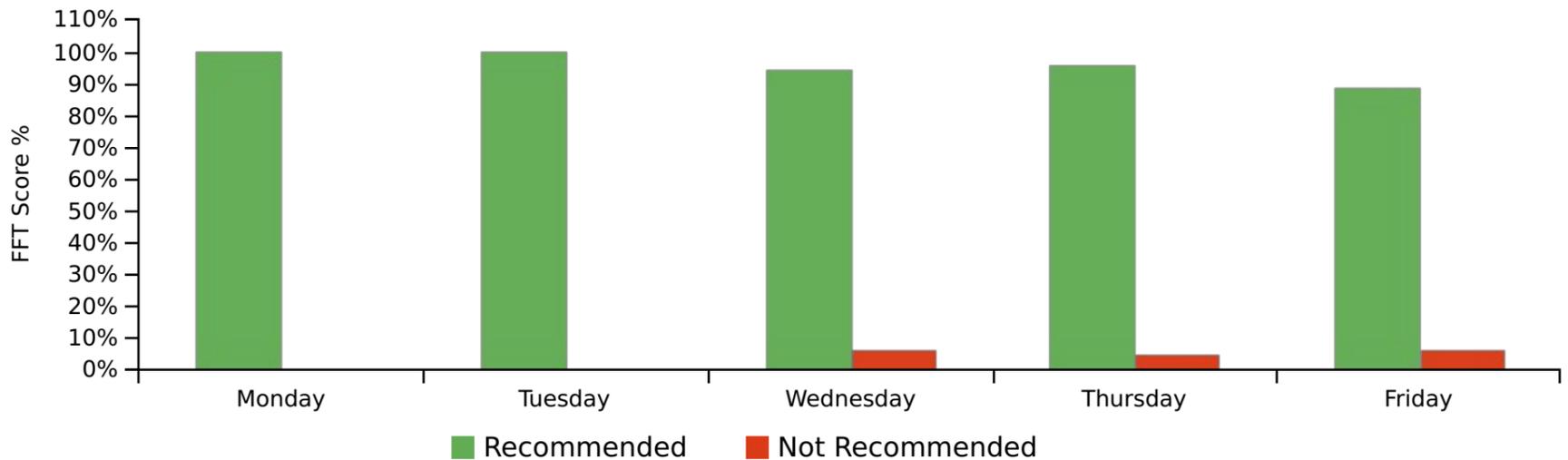
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



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

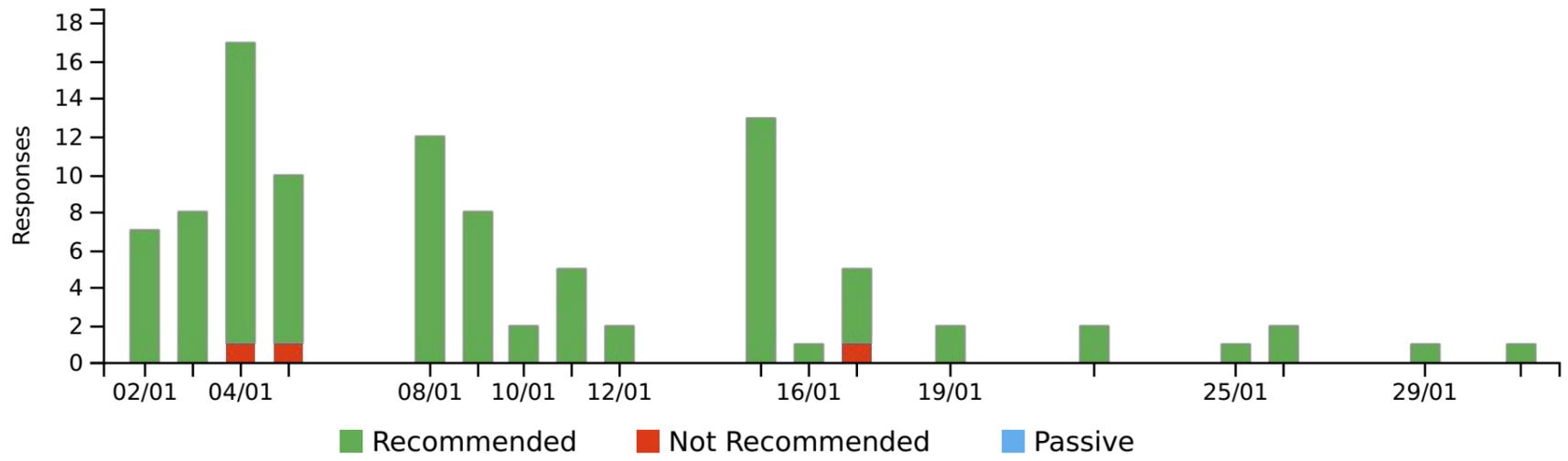
### Practice Score: Day of the Week Analysis



- 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

- ✓ On the whole it was good
- ✓ Came in for a blood test all done within 5 minutes, no waiting
- ✓ On time and efficient
- ✓ Very good service, carried out more than a review which I initially went for.
- ✓ The nurse was very nice. Everything got done quickly with reassurance, as I have issues with taking medication.
- ✓ Easy to book in. Appointment on time.
- ✓ Jane was helpful as always.
- ✓ Nurse very good. Over very quickly. Bit cold in there tho
- ✓ Everyone is friendly, efficient & professional. I have always received a very good service.
- ✓ Appointment was on time
- ✓ I had a good experience. A lot of waiting around but that can't be helped
- ✓ The receptionist and nurse were very friendly and welcoming. Even tho the receptionist was on the phone she still welcomed me and signed me in. Excellent multitasking. The nurse was amazing, on time (maybe even a few minutes early) for my appointment. She put me at ease as I was having a blood test and it's always hard for people to get blood from my veins. She managed to take the bloods needed and she made me feel very relaxed. I could even go to say it was an enjoyable experience. Fantastic staff.
- ✓ Nice and clean, light and airy. Reception staff very nice and polite. On time, nurse also polite. Answered the questions I had
- ✓ Always polite, professional especially as I've heard how some people talk to the staff there !!! I've never had a bad experience, sometimes I have to wait but it's never too long and I always get a "sorry for keeping you waiting" when it's my turn. All the staff there do a fantastic job.
- ✓ Staff were good but wait times very very long. Jane Goddard is brilliant
- ✓ Very quick turnaround was good got to the surgery early they we're happy to see me straight away
- ✓ Polite and efficient, seen on time by a very professional nurse, great service
- ✓ App to suit No wait on day Pleasant medic Suggested I made next app
- ✓ Very friendly staff, easy to make appointment and seen promptly on time.
- ✓ Because I was listened to
- ✓ Good appointments. Efficient nurse
- ✓ Had appointment when I wanted it, didn't have to wait to see the nurse and was out ten minutes later. Excellent service
- ✓ Staff were as helpful and friendly as ever
- ✓ Service was very good
- ✓ No problems experienced whatsoever
- ✓ Service excellent
- ✓ New nurse is very amiable.
- ✓ The doctor (female) was amazing listened and was supportive during whole consultation & nurses involved were also amazing! Thank you
- ✓ Saw nurse at 9 had blood tests prescribed pills and appointment for ultra sound at 3.50 great service
- ✓ I was seen on time and greeted with a polite smile
- ✓ Quick friendly professional. Made me feel comfortable
- ✓ Professional and caring service from Nurse Alex
- ✓ I have always been happy with everything when I have been to see GP or nurses odd occasion have had to wait ages to be seen but that's to be expected when there are lots of patients to see sometimes seen before time when I have an appointment like my visit today
- ✓ Such lovely staff
- ✓ The nurse was very kind and efficient
- ✓ Was seen on time and dealt with promptly
- ✓ Great seller vice, on time and nurse very pleasant.
- ✓ Because I did
- ✓ Always very friendly & helpful
- ✓ The nurse was very kind and made me feel better and she listened
- ✓ Very professional and a great 'bedside manner'
- ✓ Good nurses!
- ✓ Always great at surgery do a good job in a very busy environment
- ✓ Appointment was on and treatment was good and all questions were answered.

- ✓ I have explained in the first message.
- ✓ *Friendly staff. In and out quickly for a blood test.*
- ✓ Because helpful patient staff deserve praise
- ✓ *He helped a lot*
- ✓ All the staff are kind and helpful.
- ✓ *Always friendly staff*
- ✓ The lady at reception listened and spoke to me, and so did the nurse. They are the only adults I've spoken to in three weeks who are not family. I actually had a positive feeling leaving the surgery, thanks to the ladies.
- ✓ *Fantastic service by the team always .*
- ✓ I was seen on time and with great care
- ✓ *I found the service excellent and welcoming*
- ✓ Very good service
- ✓ *I was seen on time and made to feel at ease all the time .*
- ✓ Mine was an appointment this morning...with the nurse...but the practice is a walk in service which is rare and extremely important.Each surgery is extremely busy and you might have to wait 2 hrs to see a doctor ( ,if you don't get to the queue an hour earlier than opening time)but you will see one.Hear of other practices where patients ask to see the doctor..." I've got an appointment next week if that's any good!!!"The walk- in surgery is a rare and highly valued facility.ThankYou
- ✓ *I always arrive earlier. My appointment was early so I wasn't waiting long and Emma the nurse was super lovely! Finished earlier as well! Can't recommend this GP practise enough! They have been outstanding.*
- ✓ Very understanding when I attended an appointment and had not realised I shouldn't of eaten i felt so bad, they made another appointment for me .
- ✓ *Nurse Michelle is friendly, informative and went over and above expected work (blood test). My wife later told me she is her favourite nurse.*
- ✓ No waiting staff efficient and pleasant. Good explanations
- ✓ *She was amazing and very helpful*
- ✓ On time, informative, and polite
- ✓ *Lovely surgery doctors are lovely to talk to nurses are great staff on the desk are very easy to talk good service*
- ✓ I got this appointment within 24 hours.the nurse was great kepted me informed all the time very professional
- ✓ *I was on time for both appointments I had and the ladies were both friendly and thorough*

### **Not Recommended**

- ✓ *Doctors are very good but Appointments should book by phone , so everyone at-least knows their timing , so they can come accordingly and they can save their time.*
- ✓ *Poor communication, one of the GPS has a poor understanding of dementia and the different health needs they can have.*
- ✓ *2.5 hour wait, no updates, no WiFi access, staff and doctor fairly indifferent and uninterested*

### **Passive**