

# FFT Monthly Summary: June 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
82	10	3	0	2	1	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

**Surveyed Patients: 259**

**Responses: 98**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	82	10	3	0	2	1	98
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>82</b>	<b>10</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>98</b>
<b>Total (%)</b>	<b>84%</b>	<b>10%</b>	<b>3%</b>	<b>0%</b>	<b>2%</b>	<b>1%</b>	<b>100%</b>

### Summary Scores

94% 2% 4%

## 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:

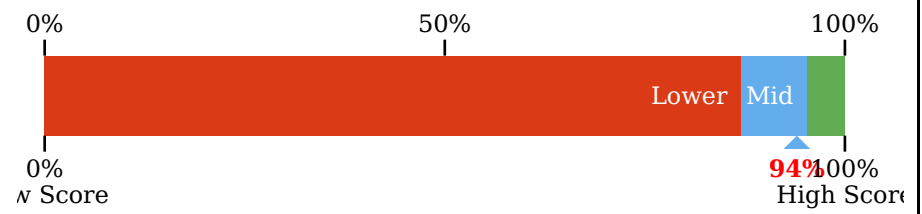
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

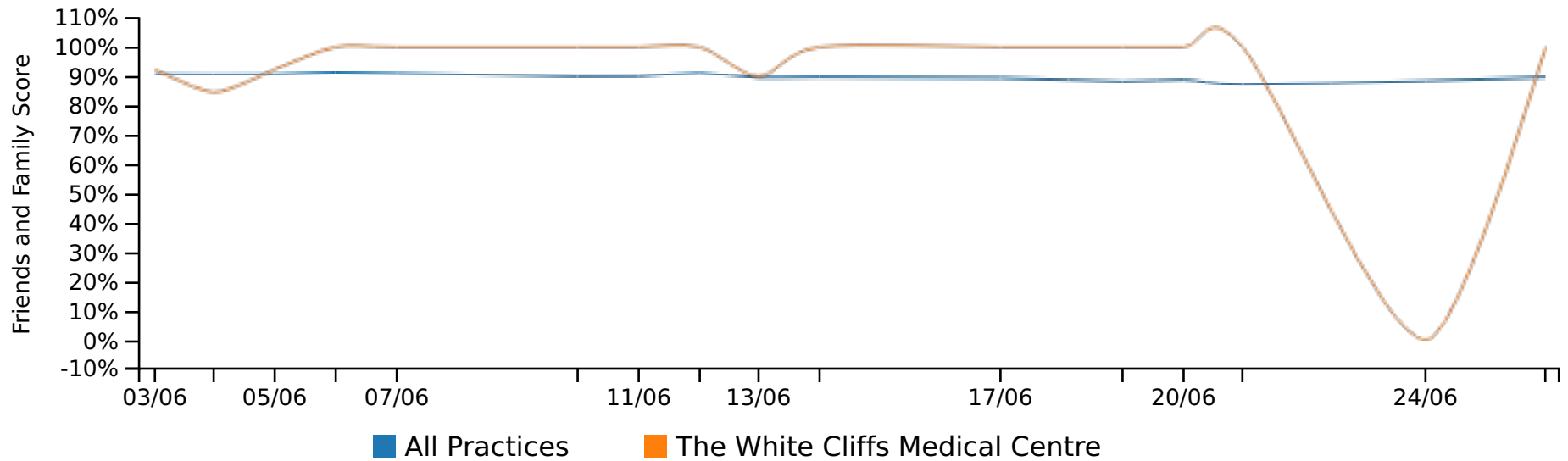
**Your Score: 94%**

**Percentile Rank: 70<sup>TH</sup>**



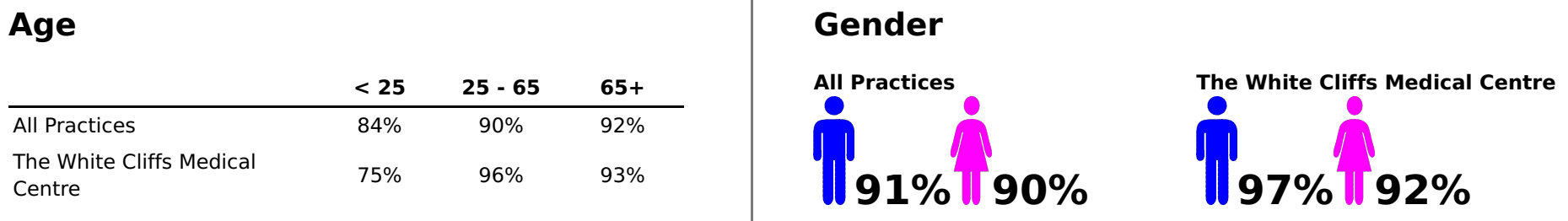
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
  2. Score calculated as per NHS requirements. See scoring guidance section.
  3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 70th percentile means your practice scored above 70% of all practices.

### Practice Score: 'Recommended' Comparison



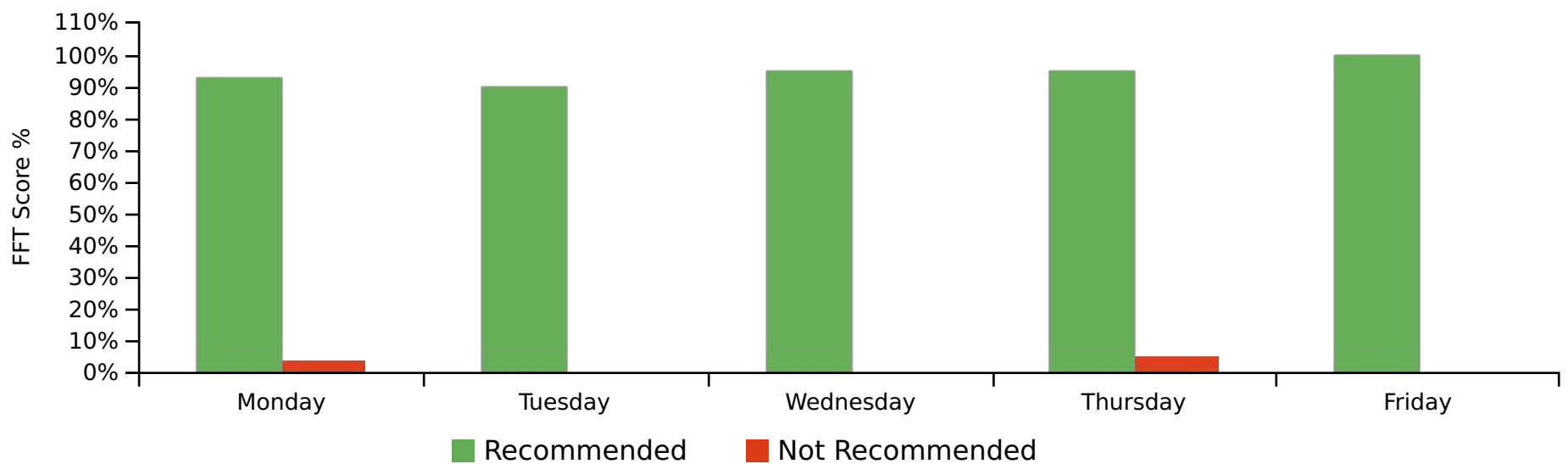
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



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

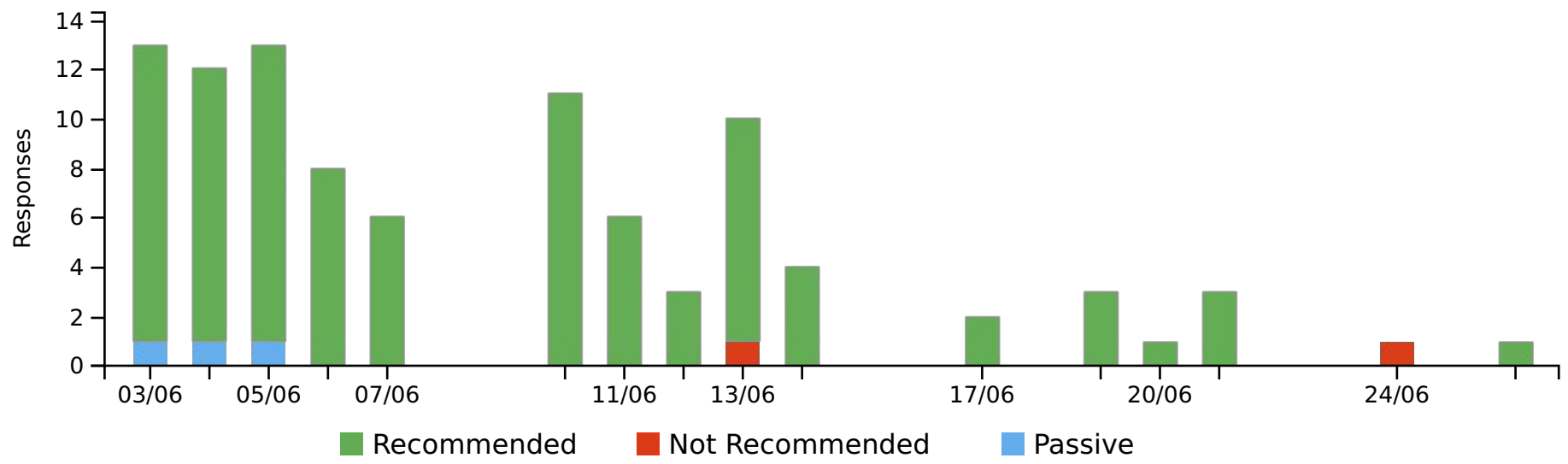
### Practice Score: Day of the Week Analysis



- 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

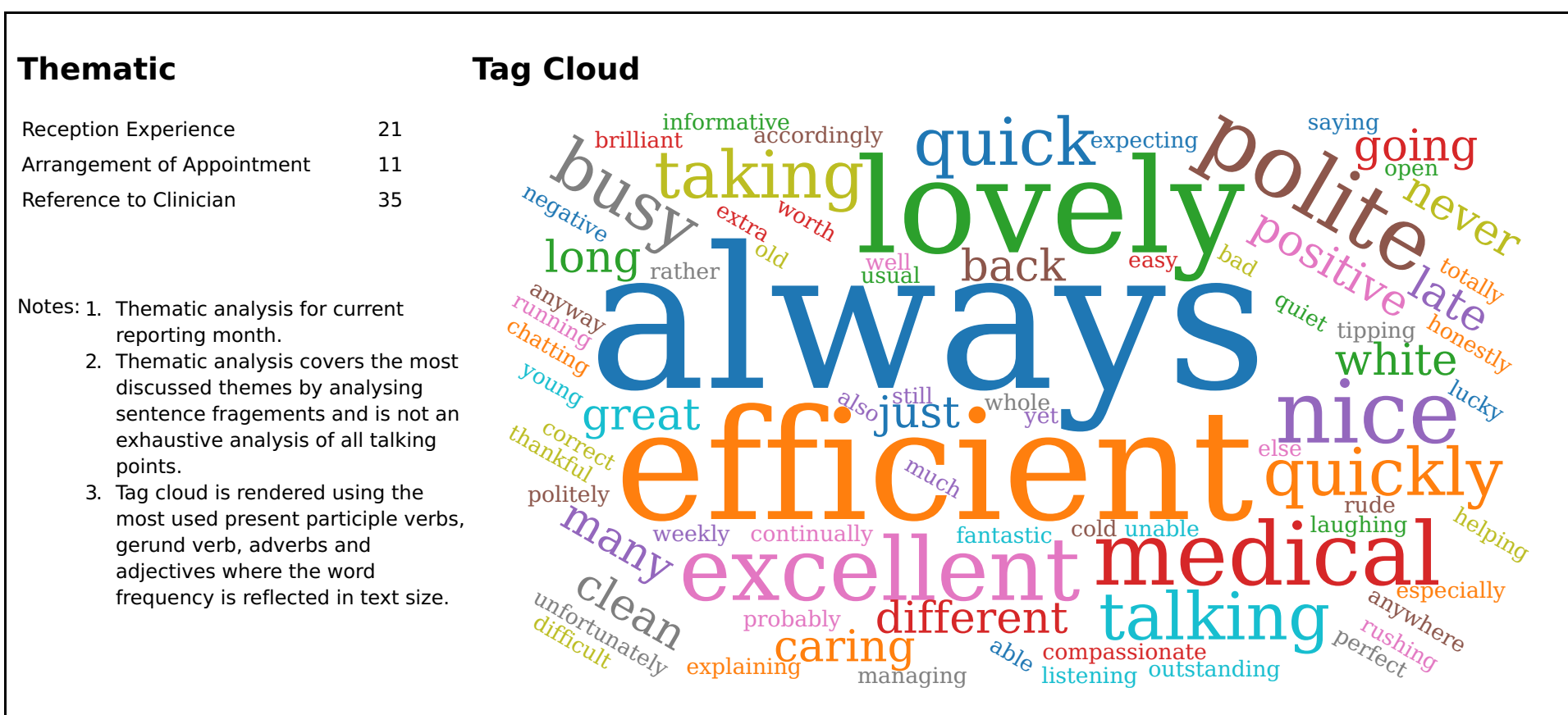
### Patient Responses



- 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

- ✓ I felt they did all they could to solve a medical problem
- ✓ Shingles jab done in 2mins by friendly nurse
- ✓ Because I'm very happy with what the nurse done today and I'm very happy with White cliffs medical center and I would not go anywhere else
- ✓ On time, friendly and good experience
- ✓ She was a nice person who I understood.
- ✓ Yes I had very good service this morning from two different nurses many thanks
- ✓ Because the procedure was done with care
- ✓ My appointment was on time and the young lady was very professional and polite
- ✓ My appointment was on time, helpful and friendly nurse and lovely staff.
- ✓ I was seen on time
- ✓ All staff were friendly as usual and surgery was clean.
- ✓ very good service
- ✓ The dr was extremely helpful and professional
- ✓ Emma Webster worth weight in gold
- ✓ No matter how busy they are they make you feel they care and always give to time to explain your ailments they always talk to you never at you. Thank you
- ✓ This is an extremely busy surgery yet nurse Emma will always give time to explain, listen and try to support, help anyway she can. It's very nice to have the same person continually taking care of me rather than a different person each time. The reception lady always has a smile and a good morning again they are busy and and have a lot of un thankful patients
- ✓ Would have been a 1 as Emma Webster was fantastic but wasn't a great welcome at reception. 3 people in reception, one was on phone so was expecting others at desk to welcome me but they just continued chatting between themselves and talking and laughing and I had to wait for the receptionist to finish her call to be welcomed in
- ✓ The nurse was very friendly and I didn't feel any pain during the blood test.
- ✓ The nurse was so lovely made me feel at ease talking to me while taking my bloods etc.
- ✓ The Practice Nurse was really lovely, very caring and compassionate and made me feel valued and at ease I.
- ✓ Staff very friendly and good communication
- ✓ The service was good
- ✓ Didn't have to wait long to be seen and the sonographer was kind, helpful and made me feel at ease
- ✓ Because I was satisfied with the service.
- ✓ Got seen by nurse Emma Webster who gave an excellent service
- ✓ Always get looked after by hallieShe listens to you
- ✓ The service I received today was not only very . extremely helpful. Thank you
- ✓ The lady on the desk was very helpful. Also the lady who did my ultra sound . Was very friendly and explained everything that was going to happen. Such a nice lady.
- ✓ Service at White Cliffs Medical Centre , is always very good , reception ladies always so helpful, all the nursing staff very pleasant and professional, Doctors excellent
- ✓ Because I think that the team do their best they can short staffed
- ✓ As always seen in 10 mins of my appointment
- ✓ Because I have never been treated so well your staff r all excellent thank you
- ✓ I've been below par and Dr tipping has been very good. The girls in the pharmacy, receptionists and nurses are all very pleasant and do a good job helping patients
- ✓ 10 out of 10 is very good because it was a very good service I received everybody is very happy which helps a lot when you go to the doctors and the nurse was very efficient. Thank you from Oliver.
- ✓ Lovely staff and happy with doctor and the outcome but had a 40 minute wait.
- ✓ Because I reserve the text message, how was your experience of our service? That's why I'm texting back because it was good service.
- ✓ Everything was quick and efficient
- ✓ The nurse mrs brain was outstanding in the service given to me today thank you
- ✓ The receptionist was lovely and the lady who done my blood test was very helpful and kind.
- ✓ Had a good meeting with the doctor & having more tests which have been booked. All positive at the moment.
- ✓ Very happy with service provided by Laura
- ✓ Alex was incredible. Professional and reassuring. Able to put me totally at ease. An asset to the team

- ✓ Excellent professional service from Emma
- ✓ Reception team were kind and quick. Waiting room was clean and quiet. Easy to park outside. My nurse was very kind and completed an uncomfortable appointment very quickly and was friendly.
- ✓ On time, helpful, patient kind. Nothing too much trouble. Didn't rush me. Knew my case & treated me accordingly.
- ✓ I just find that Dr Abiola takes a lot of trouble to really care for me and my family despite how overloaded he probably is. I trust him to understand what's going on and how to make decisions about how we proceed with managing my health :-)
- ✓ The doctor listened and understood all that we said and then what he suggested we felt was the correct course of action
- ✓ I was happy with my appointment with Halle.
- ✓ Efficient and listened to my concerns
- ✓ Emma & the young lady on reception were very helpful, polite & cheerful. Feel lucky to have this surgery especially the walk in clinic.
- ✓ Friendly professional staff members able to get a short notice appt
- ✓ I was given an ultrasound scan very quickly and all the staff are very helpful. Hailee has been very thorough and helpful too.
- ✓ The nurse was very informative and went the extra mile
- ✓ very satisfied with the service done
- ✓ Staff very efficient, although the waiting area had a lot of people waiting, there was still room to sit down. Nurse who conducted appointment was very thorough and efficient.
- ✓ I was dealt with promptly. I was listened to and given good advice. She was a lovely nurse.
- ✓ Reception welcomed me and answered my question politely. I did not have to wait long to be called in by the nurse who was welcoming and efficient. She had time to answer my questions and didn't give me the feeling of rushing to get me out. Felt the whole practice has time for old people.
- ✓ Good and quick service
- ✓ There are not many doctors around that will see you without waiting a week for an appointment.
- ✓ The nurse was pleasant, polite and friendly. Very efficient.
- ✓ My appointment was on time. Alex was very friendly and carried out her duties in a professional manner.
- ✓ Friendly, professional and punctual
- ✓ I was seen promptly, the nurse was wonderful, taking her time with me, listening to what I was saying. Talking to me and explaining what was happening
- ✓ I had a blood test I was seen on time the nurse was very nice bedside
- ✓ Good friendly service given by all staff
- ✓ Friendly nurse seen quickly
- ✓ Receptionist and front line staff caring and helpful. Medical staff exceptional. Open morning surgery hours brilliant. Compared to other surgeries I hear about it's 100% for the patient.
- ✓ My doctor Idowu is a great GP
- ✓ Alex, (nurse) went out of her way and sorted antibiotics if I need them for my cold. And was happy to listen to me.
- ✓ Always cheerful
- ✓ The doctor was very good but running late and this was not communicated
- ✓ Appointment was on time
- ✓ But it was a nurse not GP
- ✓ Because I feel I received good service it's not perfect but we live in difficult times
- ✓ Receptionist polite, appointment on time, nurse Laura very professional

### **Not Recommended**

- ✓ Rude receptionists
- ✓ Being advised on late news and a condition I have under control and have done for over 30 years isn't a phone call that was needed. I am advised by my specialist weekly as they have hands on knowledge.

### **Passive**

- ✓ Unfortunately you chose a bad day to send the survey. Because of an error I was unable to receive the treatment I attended for and will need to come back for another appointment. But the staff member dealt with it to my satisfaction. I didn't want to give a negative comment, but couldn't honestly give a positive one