

FFT Monthly Summary: July 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	12	3	0	1	2	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:
Responses:

252
100

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	82	12	3	0	1	2	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	82	12	3	0	1	2	100
Total (%)	82%	12%	3%	0%	1%	2%	100%

Summary Scores

94%

1%

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:

Recommended (%) =
$$\frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

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: 70TH

0%50%100%

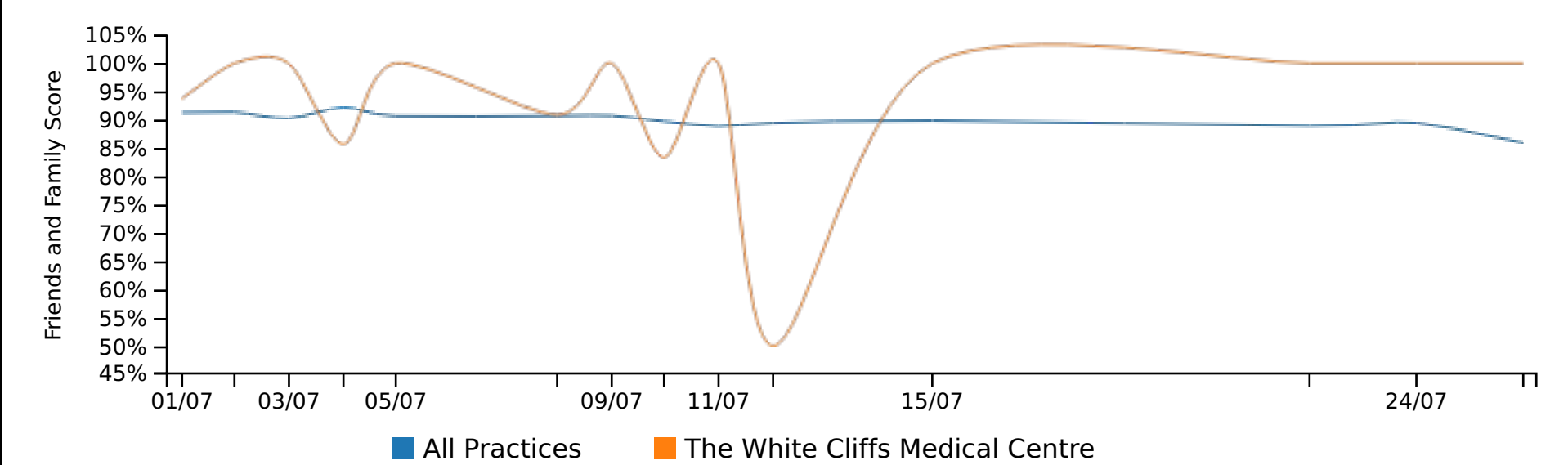
0% Score

LowerMidHigh Score

94%100%

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

Age

	< 25	25 - 65	65+
All Practices	85%	90%	93%
The White Cliffs Medical Centre	86%	96%	94%

Gender

All Practices

91%

90%

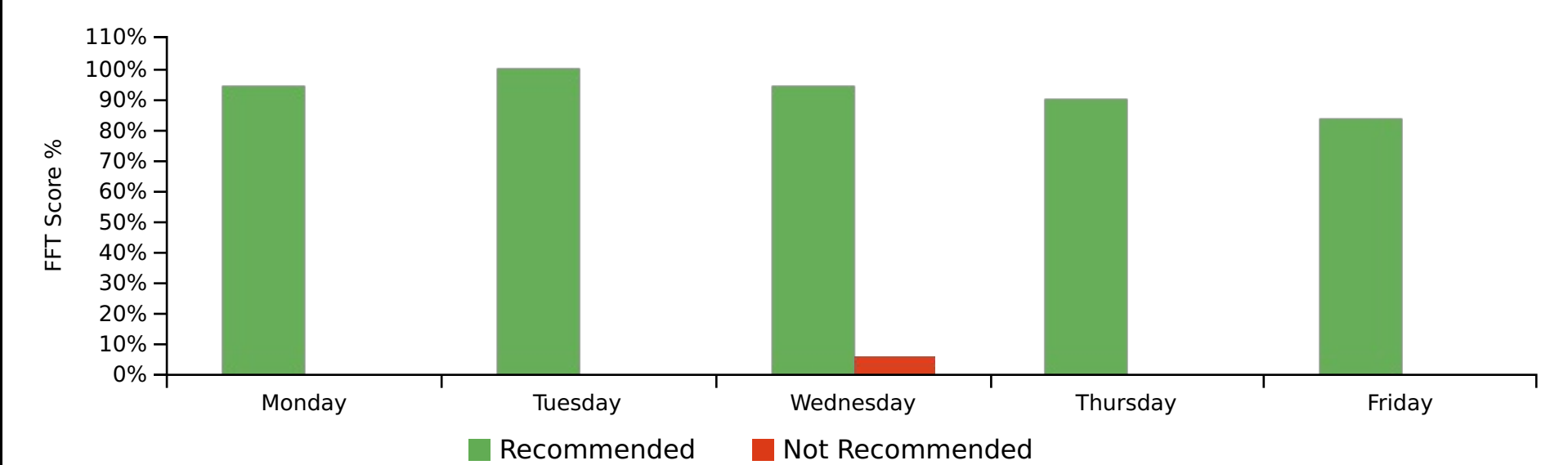
The White Cliffs Medical Centre

96%

92%

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

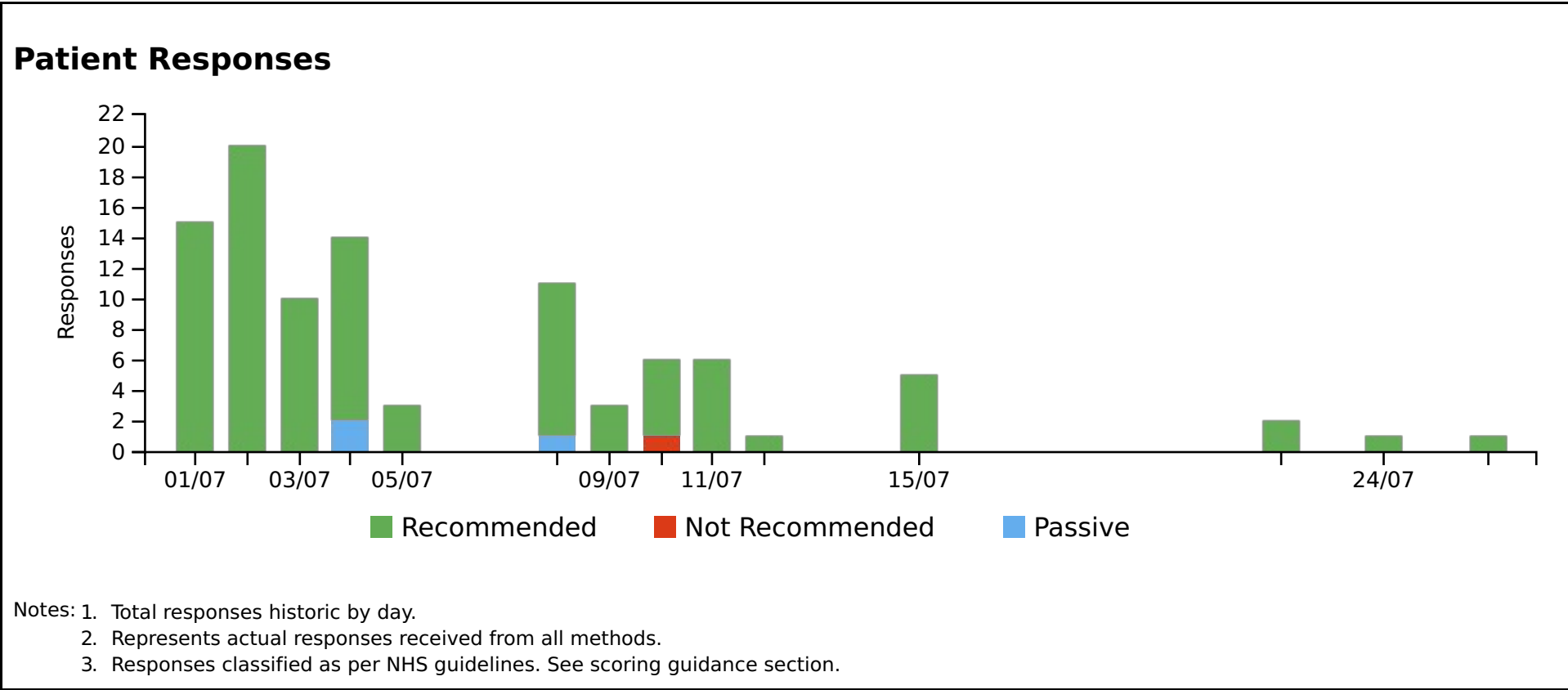
Practice Score: Day of the Week Analysis



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



SECTION 5

Patient Free Text Comments: Summary

Thematic

Reception Experience	19
Arrangement of Appointment	9
Reference to Clinician	27

Notes:

1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragments and is not an exhaustive analysis of all talking points.
3. Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and adjectives where the word frequency is reflected in text size.

Tag Cloud

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 was very happy with the service I received today
- ✓ *Walk in us good we can always be seen. Nurses are very pleasant and helpful. Gp very nice when you see them. Receptionists smile and explain how things work etc*
- ✓ Nurse was efficient and friendly and on time .
- ✓ *Easy access, helpful and pleasant staff.*
- ✓ A swift service delivered on time with a friendly staff member.
- ✓ *For prompt and efficient service.*
- ✓ I always find the staff very pleasant and helpful i always come away satisfied
- ✓ *Very efficient*
- ✓ On time efficient
- ✓ *The nurse is wonderful!!*
- ✓ Helpful, professional, polite, kind, patient
- ✓ *My nurse was so good she explained everything and got my bloods pain free a lovely lady*
- ✓ Everyone was very pleasant and helpful
- ✓ *I had blood sample taken an blood pressure emma the nurse was very helpful however seeing the dr is a problem i had pins put in my toes 7year ago an now they are broken ineed x ray as to stand an walk is v painful*
- ✓ Very friendly, helpful and efficient.
- ✓ *Was seen on time for appointment with a pleasant nurse*
- ✓ On time, very happy and efficient nurse.
- ✓ *Always pleasant and helpful*
- ✓ Very efficient very good all-round and very polite.
- ✓ *I was seen straight away, the nurse was lovely and very efficient*
- ✓ Would have been 1 but they forgot to make me another follow up appointment for 3 months for B12 injection
- ✓ *They've looked after me well*
- ✓ Appointments were on time without delay
- ✓ *Excellent service professional, always feel like a patient not a number been with surgery for years*
- ✓ Always courteous and professional
- ✓ *All staff in the surgery are very helpful and efficient. The Doctor is proactive and gives confidence.*
- ✓ Yes
- ✓ *Fast friendly professional service*
- ✓ Seen on time, nurse organised a second urine test for infection so a doctors meeting not required,also checked my Diabetic screening and organised a blood test too.Really that is how it should be. On occasion I have seen a GP and they have set up a blood test appointment and I always wondered why the GP couldn't have done it there and then. That's only happened on one occasion at White Cliffs. My previous practise did it as a matter of course.
- ✓ *The reception and pharmacy staff were not only professional but also friendly and helpful. The doctor took time to listen to me and explained my condition fully.*
- ✓ Its so good that people can walk in to see the doctors in the morning
- ✓ *Prompt and very thorough Ultra Sound examination*
- ✓ We find that Drs and Nurses are always pleasant and helpful The Girls on Reception and in Pharmacy are lovely
- ✓ *Helpful nurse*
- ✓ Shepherdswell - clean, quiet and on time.
- ✓ *The reception was very welcoming. I was seen at my appointed time by a very friendly and efficient Nurse, Sue Brain, who handled all the necessary procedures smoothly and sent me on my way without much fuss.*
- ✓ Because the practice has been superb
- ✓ *Everyone is welcoming, kind and listen.*
- ✓ Sorry, busy working
- ✓ *Prompt prescriptions + usually quickly answered phone calls + involvement in my own health management which has been complex in the last 8 months*
- ✓ The nurse saw me on time and was very polite and friendly.
- ✓ *Very good*
- ✓ Checked in quickly and efficiently. Only waited a few minutes until I was seen, then nurse very thorough
- ✓ *I find the medical personal dealing with me to be most helpful and positive*

- ✓ Emma who took my blood was very good and took care to not hurt m
- ✓ *Your always great*
- ✓ Appointment on time friendly welcoming staff
- ✓ *I had a blood test this morning saw nurse at the exact time. I was given time to talk to her about my recent knee replacement surgery which was a help for me. Spoke to receptionist on way out to order some medication that I was given on discharge from hospital and needed some more. That was sorted for me efficiently.*
- ✓ The nurse was extremely helpful, kind and caring x did everything she could to put me at ease.
- ✓ *Ace staff*
- ✓ Because I have been impressed with how quickly my problems have been dealt with.
- ✓ *The service was very good.*
- ✓ The nurse was brilliant, very professional and gentle
- ✓ *I was seen by the lovely nurse, she was very sympathetic towards me, arranged physio and scan luckily for me the next day, the physiotherapist was just asking sympathetic, and so to was the lovely lady who did the scan, also thank you to the ladies on the desk.....*
- ✓ Listened to and kind staff
- ✓ *Jane was very good exsplaind every thing to put me at ease No compaints*
- ✓ They always try to help sort things out as quickly as possible
- ✓ *Because it was.*
- ✓ Nice and friendly staff and my appointment was on time.
- ✓ *Very polite and great care was taken*
- ✓ Because I was very pleased with the way I was treated
- ✓ *On time*
- ✓ Well it was my first time attending white Cliffs Medical Center and everything went well
- ✓ *Friendly staff,well organised!*
- ✓ Very rude client in the surgery today and staff remained professional and calm. Excellent
- ✓ *He listened every thing my problems I'm diabetic, blood pressure*
- ✓ I have been a patient of White Cliffs Medical Centre , Dover practice for near on 38 years....I like the idea of a walk in surgery, however, sometimes having to wait for near on 2 hours can be a little tedious when it's your day off. XI found the staff in Shepherdsweil surgery far more friendly than the Folkestone Rd practice. I think i may start using the Shepherdsweil practise. I always used to see Mr and Mr Premnath but now i will only see Dr Abi.I find him very thorough,.makes me feel at ease and sorts out any issues I may have . All.in all I am happy with my visits . Thank you
- ✓ *Yes doctor Abbey best since I've been with practice 20 odd years*
- ✓ On time very polite and helpful at reception desk
- ✓ *receptionist wasnt great qsking why i was there*

Not Recommended

- ✓ I waited 3 and a half hours to see the doctor for 2 minutes and after telling him my second problem I was told he doesn't have time to hear any other problems as there's other people waiting. Also my wife visited on the same day to be told bad advice. Also today 111 contacted your surgery on my behalf to request a call from the doctor and I didn't receive a call atall. Also there is a lady who works the desk sometimes who has been rude to my wife over the phone on a couple of occasions.

Passive

- ✓ I despaired of getting an appointment with a doctor. When you telephone the surgery it take anything from 17 to 24 minutes for it to be answered. I no longer feel safe trying to cope with asthma, diabetes and loss of kidney function.
- ✓ *Sometimes long waits for a very quick appointment. Staff are very friendly though can't fault them*