

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:	252						
Responses:	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:

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

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

For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

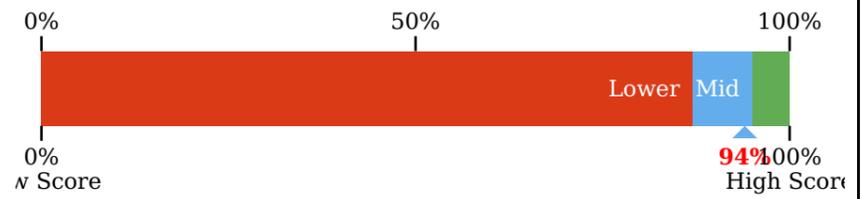
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

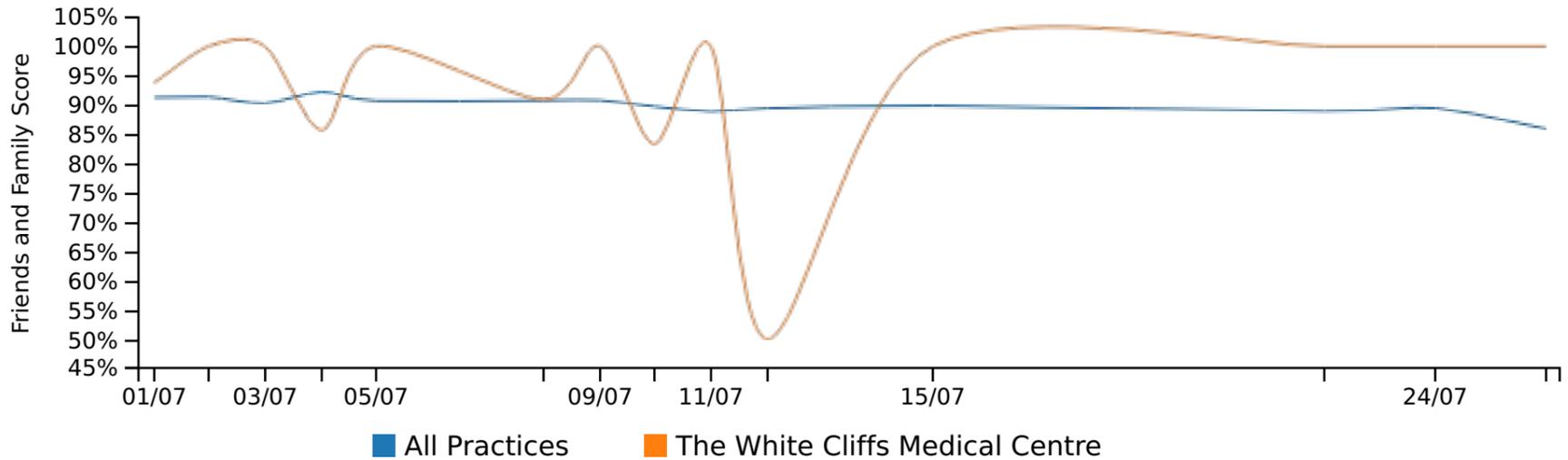
Your Score: 94%

Percentile Rank: 70TH



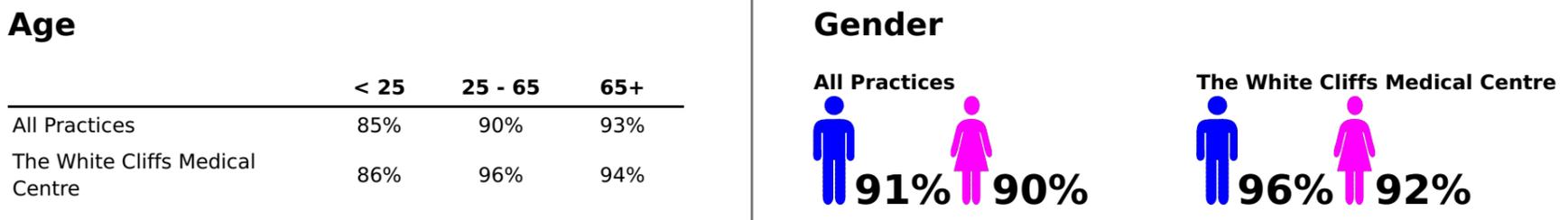
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 70th percentile means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

Practice Score: 'Recommended' Comparison



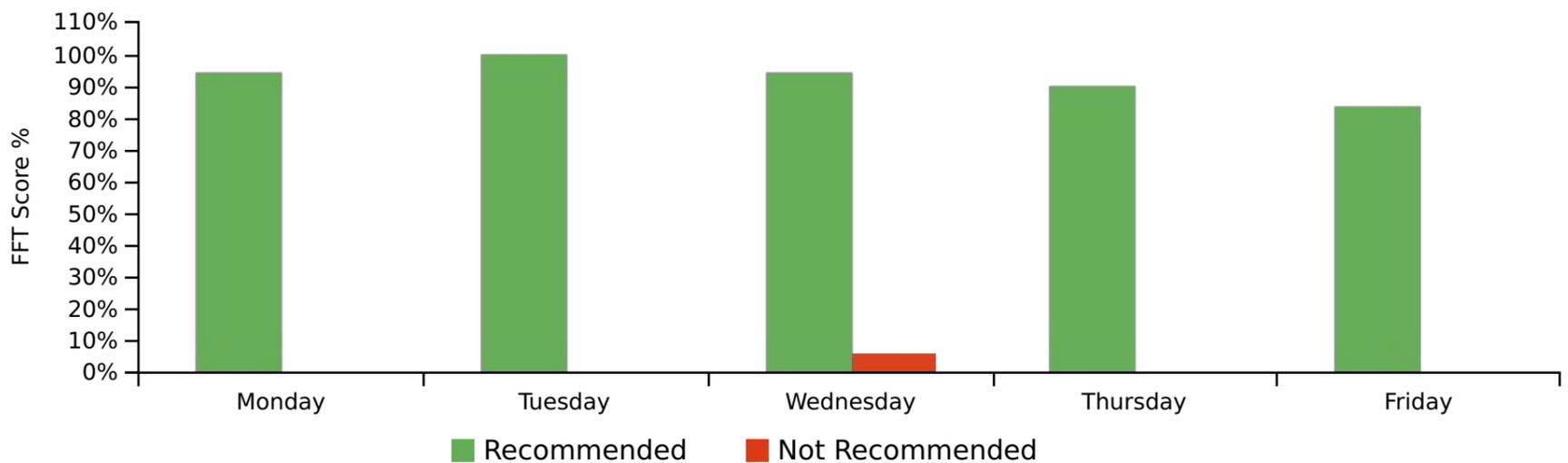
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

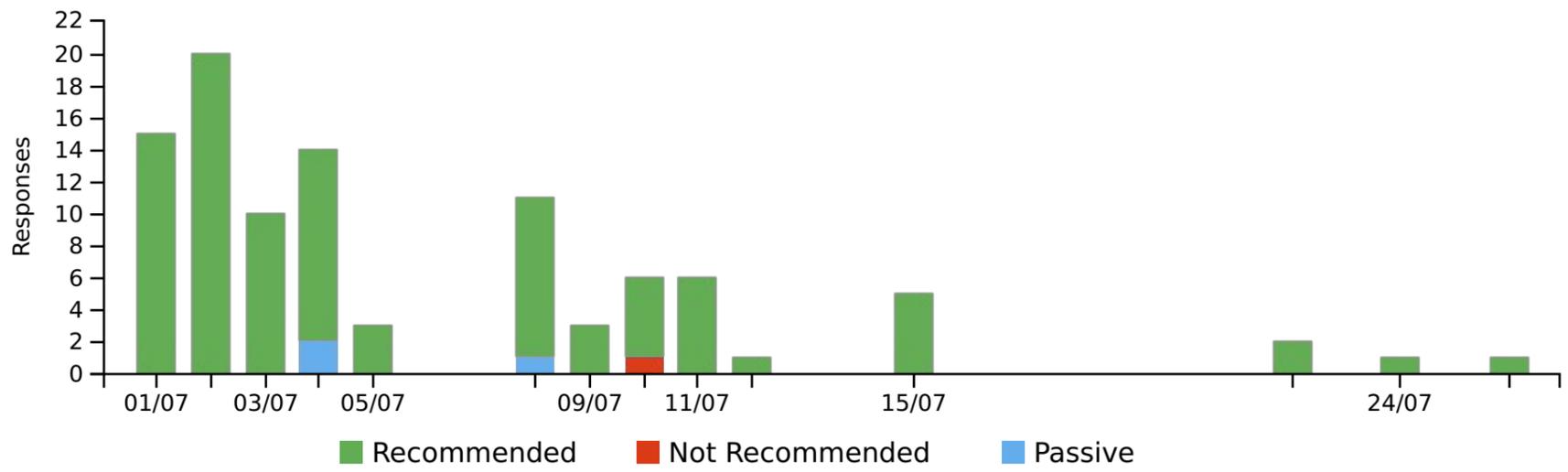
Practice Score: Day of the Week Analysis



- 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.

- ✓ 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 explained every thing to put me at ease No complaints*
- ✓ 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 Shepherdswell surgery far more friendly than the Folkestone Rd practice. I think i may start using the Shepherdswell 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*