

# FFT Monthly Summary: September 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
79	16	2	1	1	0	0	0	0	99	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>260</b>						
<b>Responses:</b>	<b>99</b>						
	<b>Very good</b>	<b>Good</b>	<b>Neither good nor poor</b>	<b>Poor</b>	<b>Very poor</b>	<b>Don't know</b>	<b>Total</b>
SMS - Autopoll	79	16	2	1	1	0	<b>99</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>79</b>	<b>16</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>99</b>
<b>Total (%)</b>	<b>80%</b>	<b>16%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

👍 96% 👎 2% 🗑️ 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:

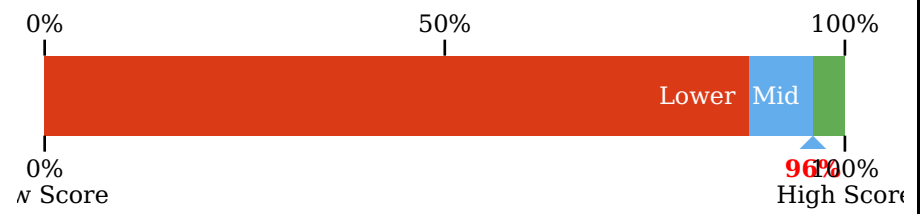
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

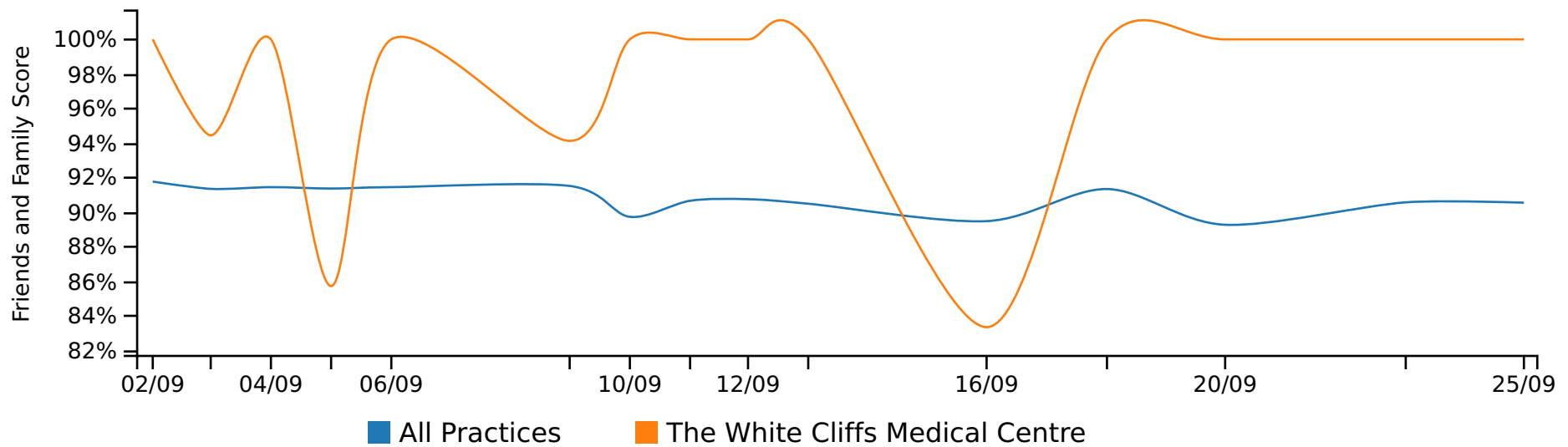
**Your Score: 96%**

**Percentile Rank: 85TH**



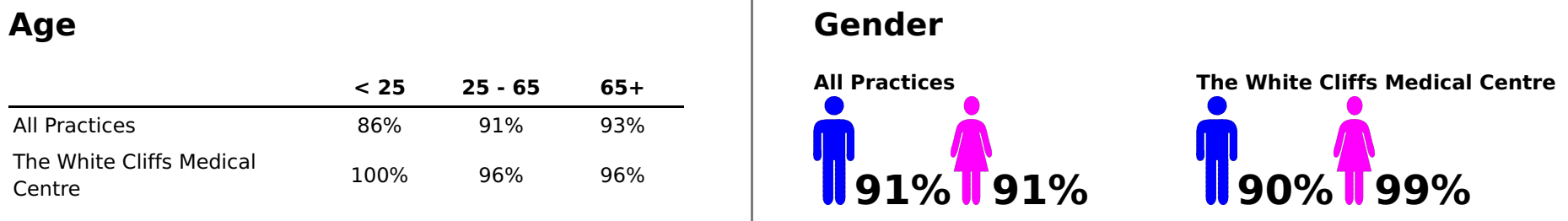
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
  2. Score calculated as per NHS requirements. See scoring guidance section.
  3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 85th percentile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

### Practice Score: 'Recommended' Comparison



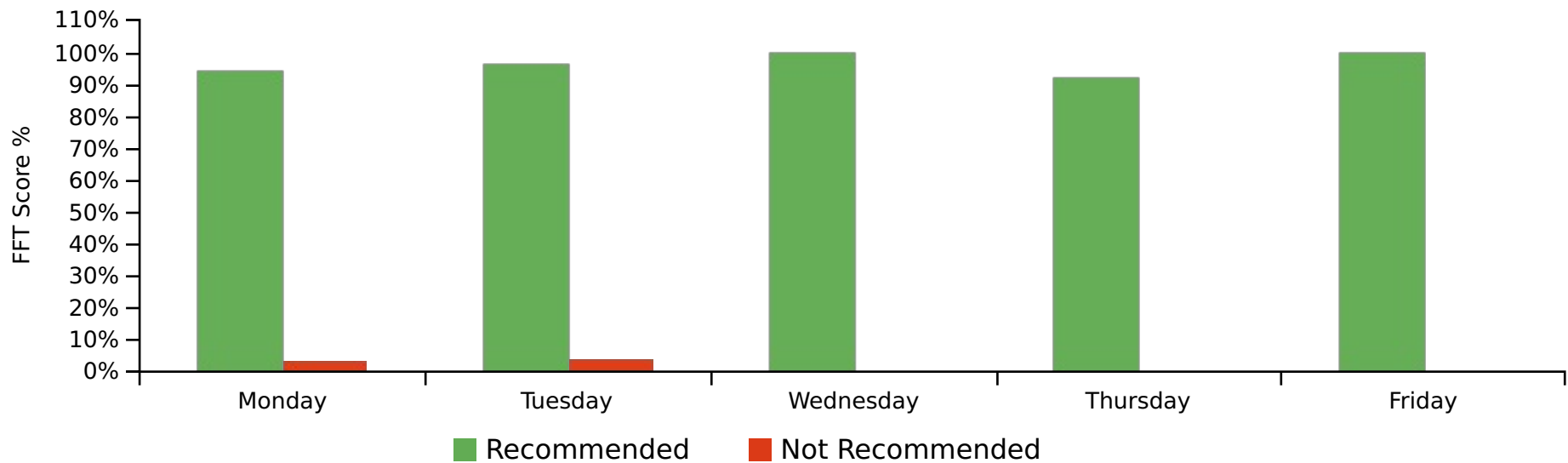
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



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

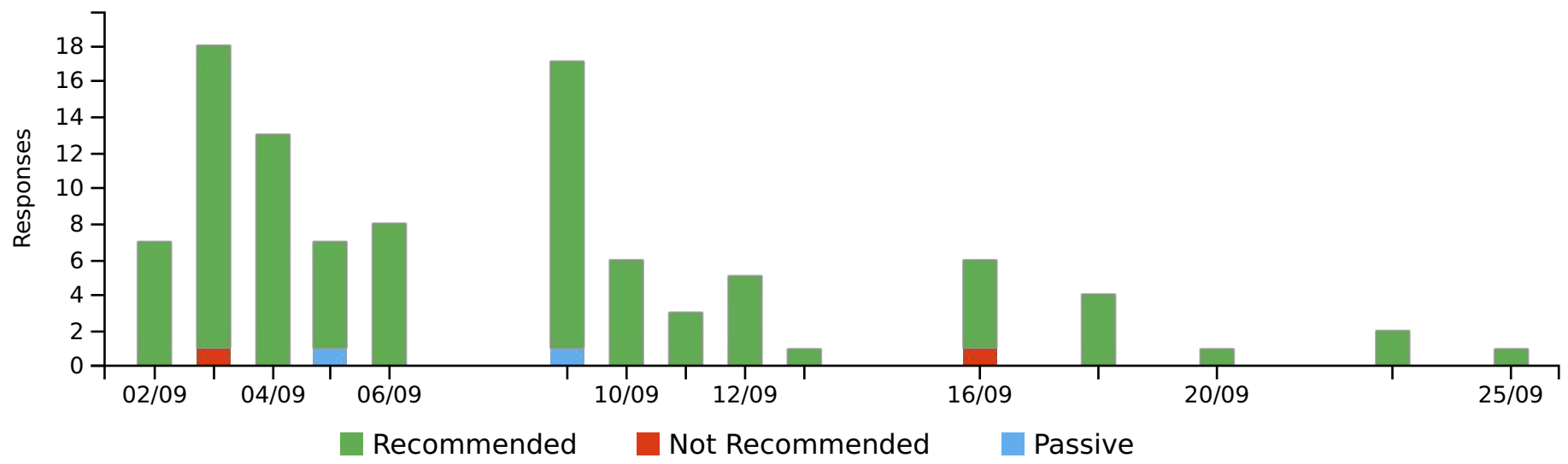
### Practice Score: Day of the Week Analysis



- 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.



✓

- ✓ Emma is great, very professional, helpful and making blood tests very stress free.
- ✓ *Appointment on time And great treatment*
- ✓ very nice staff and service!
- ✓ *Blood test appointment unnecessary. Generated from a routine recall but did not consider recent tests.*
- ✓ Was seen quickly had blood test in the morning Dr rang in afternoon with results and gave medication
- ✓ *All the information I wanted and more in the form of a very pleasant meeting.*
- ✓ You have the most efficient diabetic team who looked after us very well. Thank you.
- ✓ *Competent professional and polite staff*
- ✓ Seemed very caring and informative.
- ✓ *Fantastic treatment and advice*
- ✓ Emma was wonderful with doing my blood test and other information and Martine was very polite and kind at reception
- ✓ *No problems straight in and out nurse was very good*
- ✓ Alex was very polite, friendly and reassuring
- ✓ *I arrived early for my appointment and was seen straight away , the nurse was very nice and helpful with some questions I asked*
- ✓ Friendly, fast and efficient service. Thank you!
- ✓ *I have been having my leg dressed for nearly 5 months now. The nurses are all so lovely Sue, Jane Haillee. So friendly & welcoming. Hopefully 1 more appointment & I should be done.*
- ✓ Reception was friendly and the nurse too
- ✓ *Appointment made easy, quick and lovely service*
- ✓ Very efficient nurse taking blood. Good service
- ✓ *Sue the nurse was excellent*
- ✓ Ever since being with the surgery, I have never had a reason to complain. Staff are always helpful and polite. The doctors are always considerate and explain things . Wonderful service and surgery.
- ✓ *In and out and good service*
- ✓ They were very attentive and provided good service.
- ✓ *Apt on time . Receptionist & nurse both pleasant*
- ✓ On time, knew what Dr had asked for , efficiently executed procedures.
- ✓ *Felt safe*
- ✓ Your service is very good

### **Not Recommended**

- ✓ **Very hard to get an appointment**

### **Passive**

- ✓ Saw the nurse today and she was lovely but really desperately need to see a dr which the nurse also advised . I am unable to stand for over an hour outside to get in early and also unable to sit in the surgery for hours waiting as I work full time . Some advise would be good ?
- ✓ *When a doctor asks me to arrange a 24hr blood pressure and 24hr heart monitor due to me having issues, I don't expect to be told that I need to wait 3 months for either of them!! Disgusting*