

# FFT Monthly Summary: November 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	11	3	2	0	0	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

<b>Surveyed Patients:</b>	<b>253</b>						
<b>Responses:</b>	<b>98</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	82	11	3	2	0	0	<b>98</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>82</b>	<b>11</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>98</b>
<b>Total (%)</b>	<b>84%</b>	<b>11%</b>	<b>3%</b>	<b>2%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

👍 95% 👎 2% 🗳️ 3%

## 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:

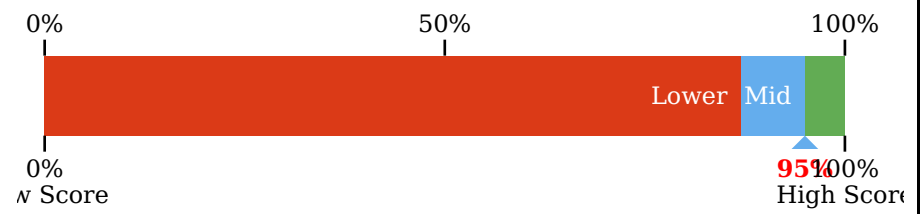
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

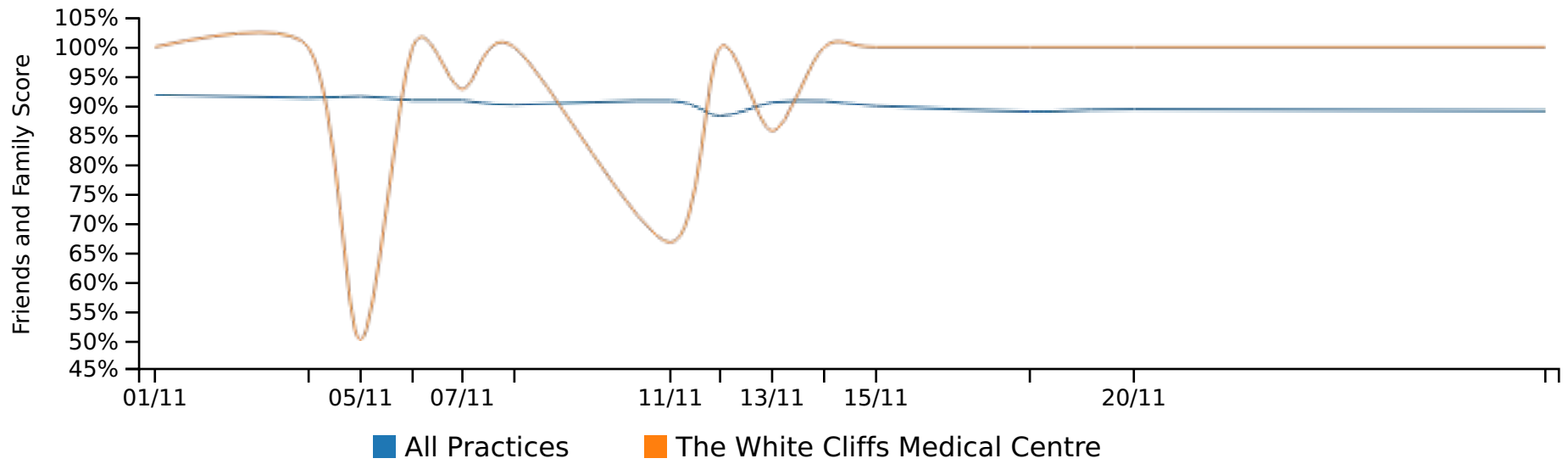
**Your Score: 95%**

**Percentile Rank: 75<sup>TH</sup>**



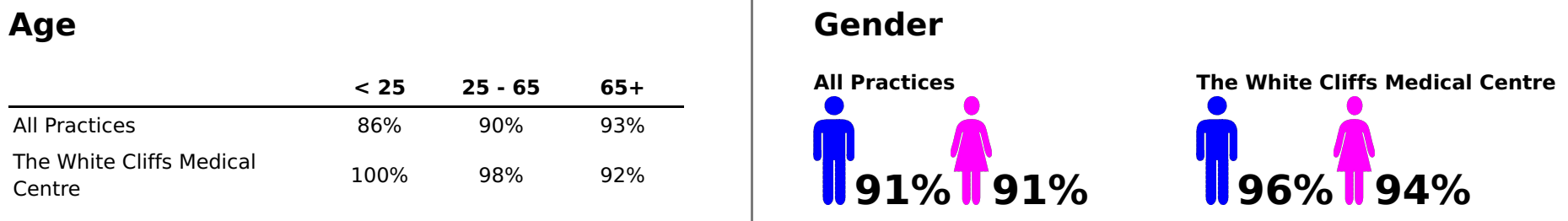
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
  2. Score calculated as per NHS requirements. See scoring guidance section.
  3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 75th percentile means your practice scored above 75% of all practices.

### Practice Score: 'Recommended' Comparison



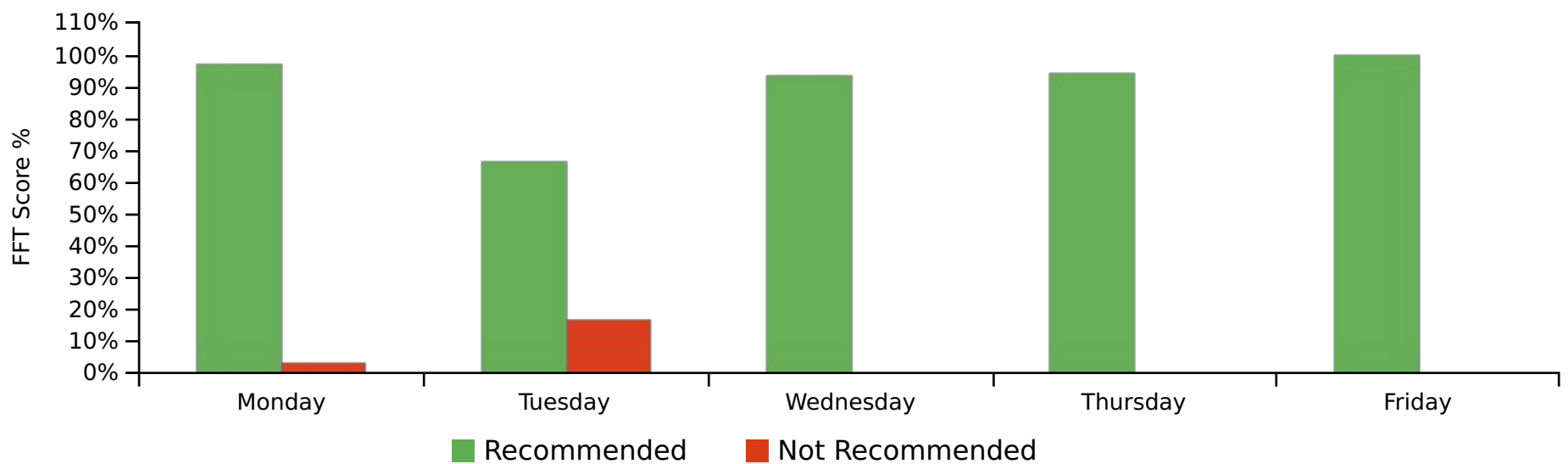
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



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

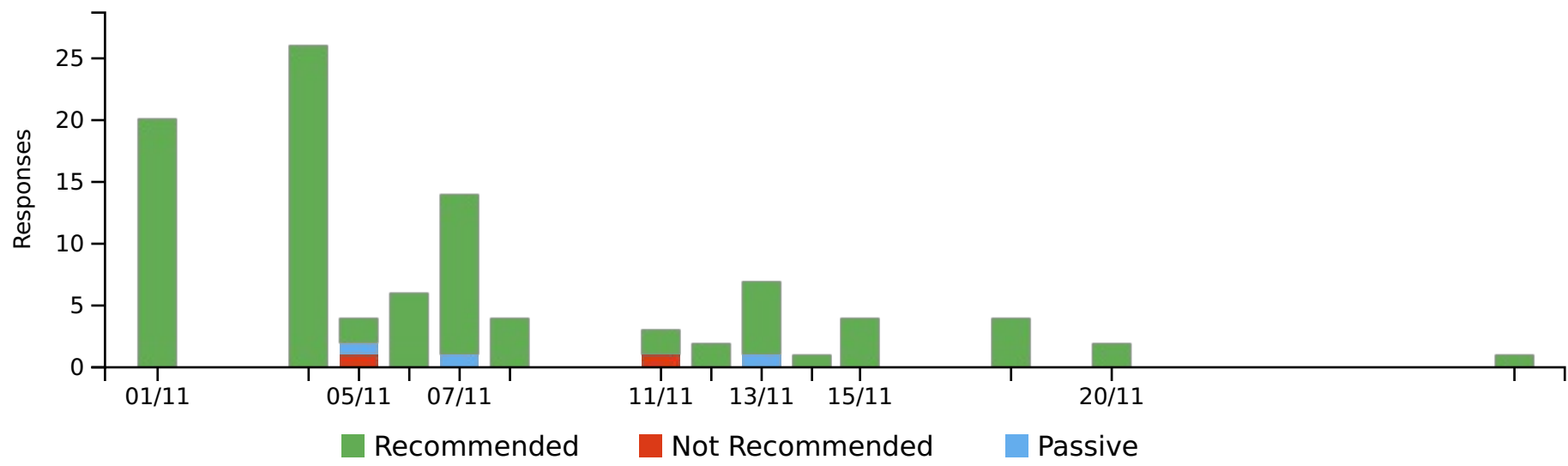
### Practice Score: Day of the Week Analysis



- 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.



- ✓ *Because you asked for it , it was good overall*
- ✓ *Very pleasant consultant..short waiting time prior to seeing consultant..efficient and knowledgeable service ,and an overall good experience.*
- ✓ *Kind and efficient*
- ✓ *I was on time and the nurse who gave me my injection was really kind and informative*
- ✓ *Appointment time was was kept did not have to wait*
- ✓ *As I had an 8 o'clock apt, Emma came outside and called my name so I didn't have to queue. Emma is always very friendly and efficient. Credit to your staff*
- ✓ *The appointment system was effective. Nurse was very friendly and professional*
- ✓ *Friendly staff no waiting appointment on time excellent*
- ✓ *Didn't wait to long*
- ✓ *Receptionist and Dr were personable but efficient. I was in and out very quickly, despite having a late in the day appointment. The surgery has lots of parking and is clean and clinical looking (I like this). My only complaint is that I had to wait 5 weeks for the appointment. However it cautionary rather than urgent.*
- ✓ *I can see a gp when I need to. Always get my problems sorted. Everyone professional and do their jobs well despite being busy*
- ✓ *Surgery was clean and tidy. Staff were lovely and polite.*
- ✓ *Nurse v competent and friendly*
- ✓ *Nurses were very kind and reassuring*
- ✓ *My appointment was with nurse Jane - she always runs on time and puts me at ease. She's professional and easy to talk to even about sensitive topics. She's really organised and a wonderful asset to white cliffs*
- ✓ *It's true always willing to help.*
- ✓ *Dr Tapping listens, she is thorough, an excellent doctor*
- ✓ *Efficient*
- ✓ *Excellent care from a very supportive and friendly member of staff*
- ✓ *Always friendly staff and service*

### **Not Recommended**

- ✓ *Very hard to get an appointment and to get drs to call you back*
- ✓ *Poor/lazy patient communication skills and preparation for the appointment. Lack of warmth in general today.*

### **Passive**

- ✓ *I was late and had an accident with my stoma bag. Not your fault but I would not have been able to give a urine sample anyway*