

FFT Monthly Summary: January 2025

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	2	0	4	1	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: 256

Responses: 100

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	82	11	2	0	4	1	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	82	11	2	0	4	1	100
Total (%)	82%	11%	2%	0%	4%	1%	100%

Summary Scores

93% 4% 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:

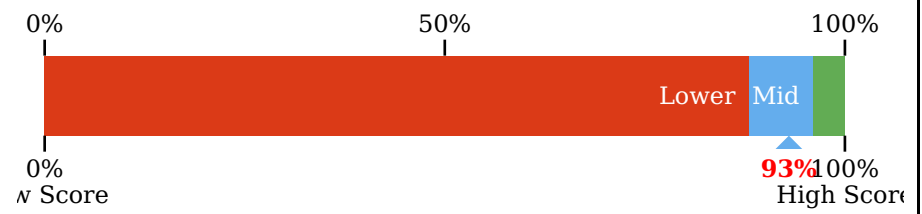
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

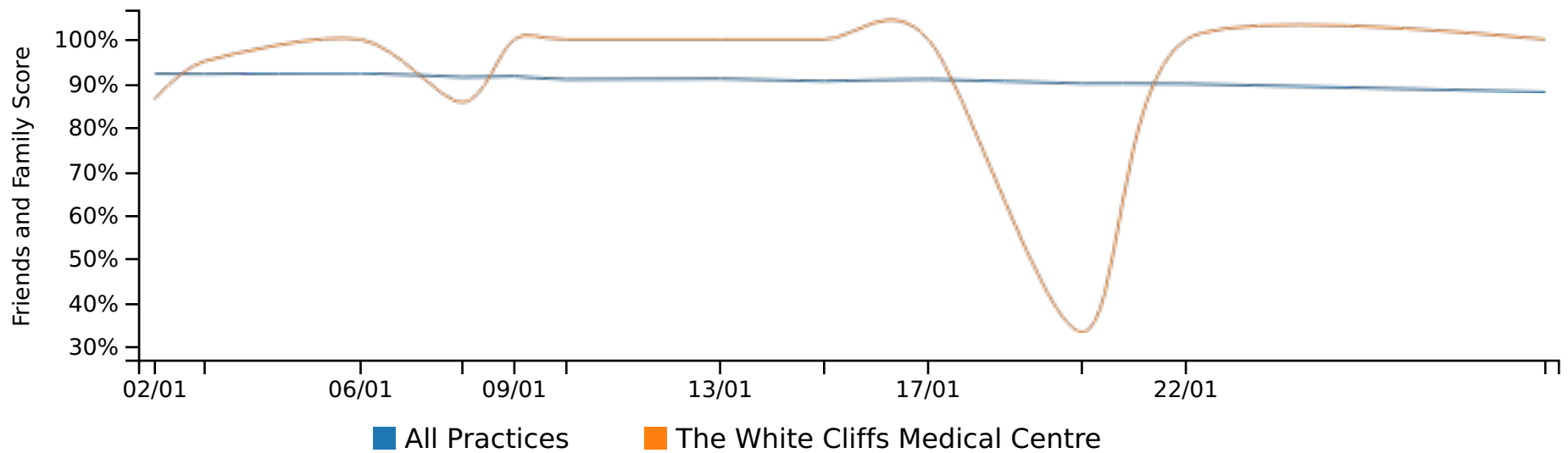
Your Score: 93%

Percentile Rank: 55TH



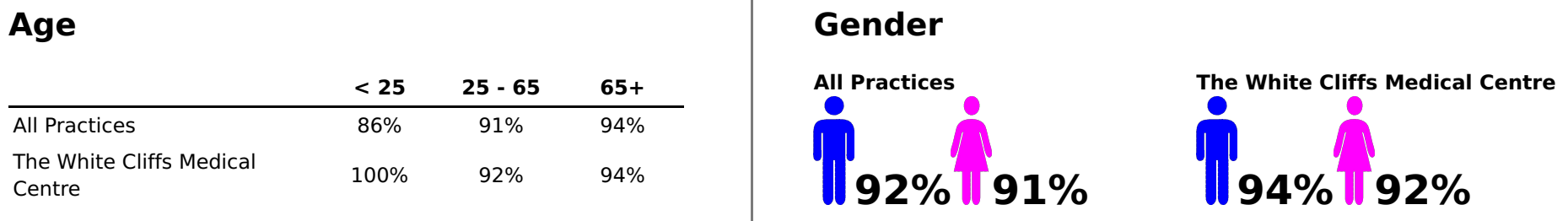
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 55th percentile means your practice scored above 55% of all practices.

Practice Score: 'Recommended' Comparison



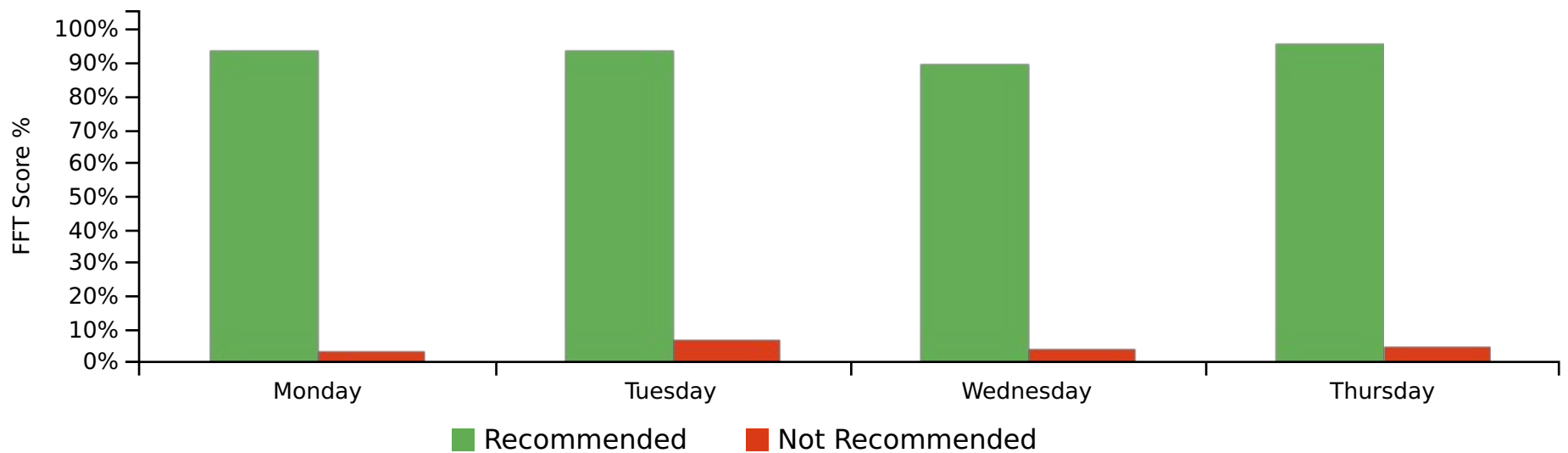
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

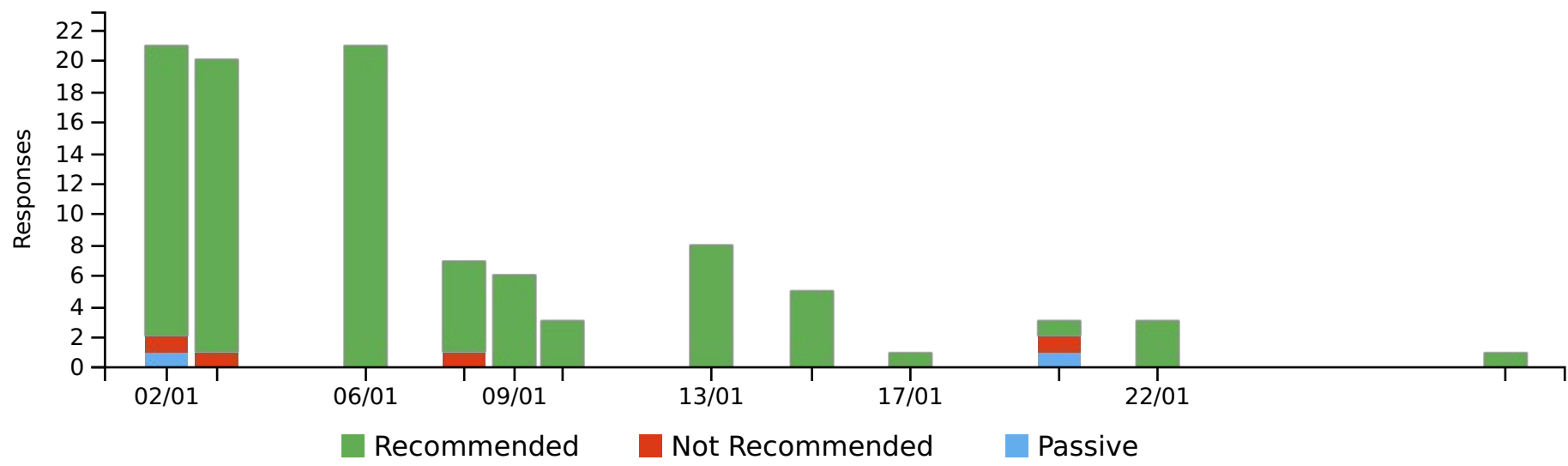
Practice Score: Day of the Week Analysis



- 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.

- ✓ I gave a number 1 because I was seen on time and efficiently by friendly staff.
- ✓ *Quick to make appointment. Efficient and prompt service on attendance. Staff politex*
- ✓ Following a consultation I was referred instantly to the cancer pathway. Following tests I was diagnosed with cancer and have had surgery. I now need support 3 times a week from the Practice nurses to dress a wound following infection from the surgery. All the nurses have been outstanding in their support and care, as have the reception staff. I have also received offer of support from the cancer nurse. The level of service, support and care right from initial consultation has been amazing and I am incredibly grateful
- ✓ *On time, good customer focus, all questions answered.*
- ✓ Very efficient and polite staff
- ✓ *Overall very good but wouldn't give a fitness referral*
- ✓ Staff nurses drs always look after me
- ✓ *Very good service, very polite*
- ✓ Was very welcoming and friendly and also helpful.
- ✓ *As I am not very well the locom doctor that made sure I had all my bloods was done today and the lady on Friday sent an email to the doctors so they can book one for me I need a ct scan on my chest I have got bronchitis*
- ✓ The nurse was great you all are there
- ✓ *Because, The service I had was excellent*
- ✓ The nurse was very nice and was on time very easy to talk to and explained any questions we had
- ✓ *Seen very quickly, in and out quickly. No delay*
- ✓ I'll give the answer because from the time you walk through the door, the secretaries behind the counter polite help you with any questions you have and always get an excellent service at Wycliffe's medical Centre
- ✓ *Jane is always very welcoming and chatty. Also is looking into something that I mentioned, that will help me. Best GP surgery around!*
- ✓ Very nice people very helpful
- ✓ *Quick visit and very friendly nurse and reception staff*
- ✓ Very good service
- ✓ *I have used the Shepherds well surgery from the day it opened and have had first class service ever since.*
- ✓ Friendly and efficient
- ✓ *Staff are always helpful and polite*
- ✓ Both nurses I saw provided excellent service
- ✓ *As always greeted in a polite friendly manner, and treated professionally, respectfully as a person. The staff work hard at this practice but are let down by the lack of full time doctors which is sad as this is otherwise a very very good practice.*
- ✓ Still have difficulty getting through on the phone, but once you are able to get an answer, it's ok.
- ✓ *I was treated kindly, professionally A ND my appt was on time.*

Not Recommended

- ✓ Gladly... total incompetence of your office staff. Some idiot sent me an appointment for 07:30 when you don't open until 08:00!... this is just the latest example of incompetence, it took me FOUR, YES, FOUR trips to the surgery to collect my unfit for work certificate even though I followed the instructions given to me by the incompetent front desk staff... so you can log this as a complaint, or do I make a complaint to the BMC myself?
- ✓ *Had to escalate complaints (regarding lack of responses, incorrect test results being fed back, referrals done incorrectly, urgent cancer leaflet sent out by mistake etc). The practice manager never responded and is useless. Was investigated by ICB who also agreed WCMC's service was unacceptable.*
- ✓ What do you mean?
- ✓ *Freezing cold in waiting room for 3 hours. Chairs uncomfortable and cold*

Passive