

# FFT Monthly Summary: February 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
80	13	1	1	4	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

**Surveyed Patients: 266**

**Responses: 99**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	80	13	1	1	4	0	99
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>80</b>	<b>13</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>99</b>
<b>Total (%)</b>	<b>81%</b>	<b>13%</b>	<b>1%</b>	<b>1%</b>	<b>4%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

94% 5% 1%

## 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:

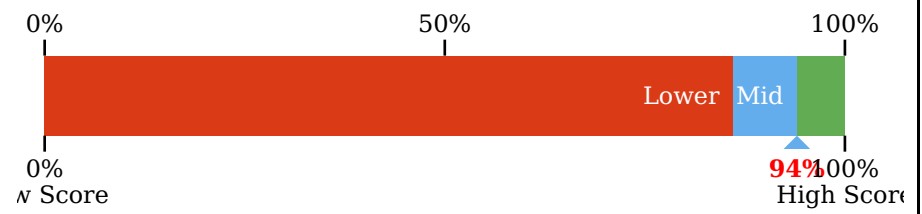
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

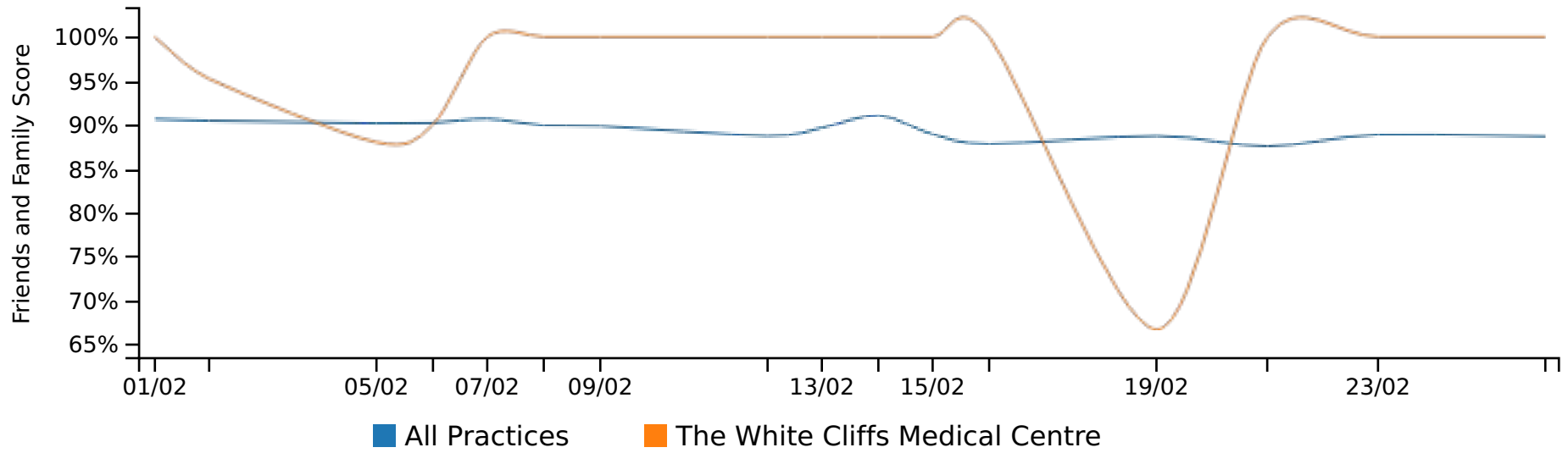
**Your Score: 94%**

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



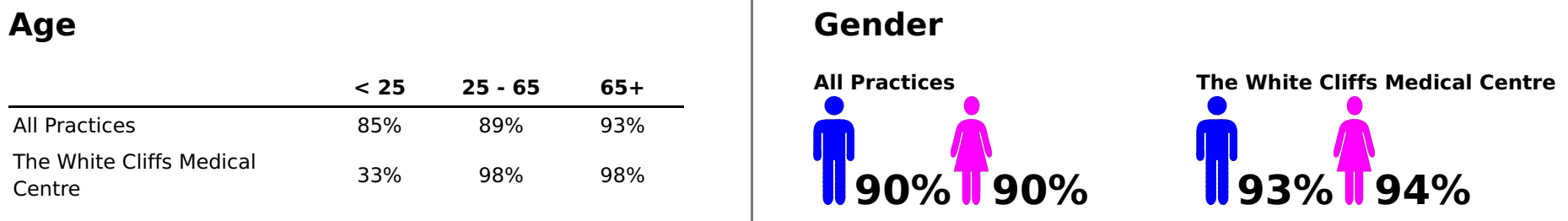
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
  2. Score calculated as per NHS requirements. See scoring guidance section.
  3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 75th percentile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

### Practice Score: 'Recommended' Comparison



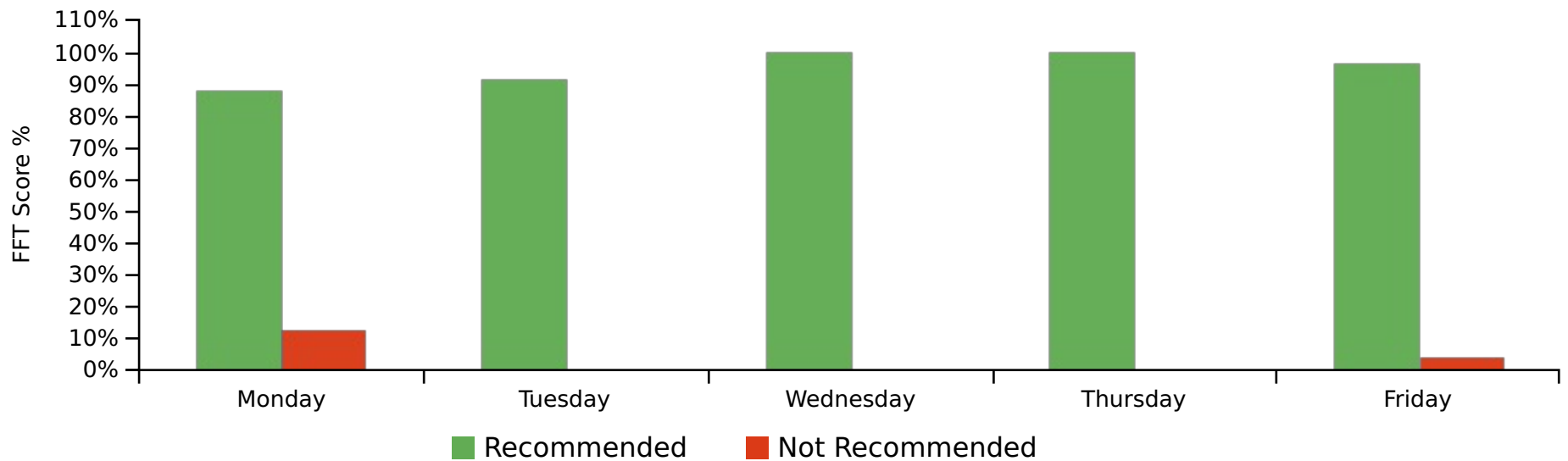
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



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

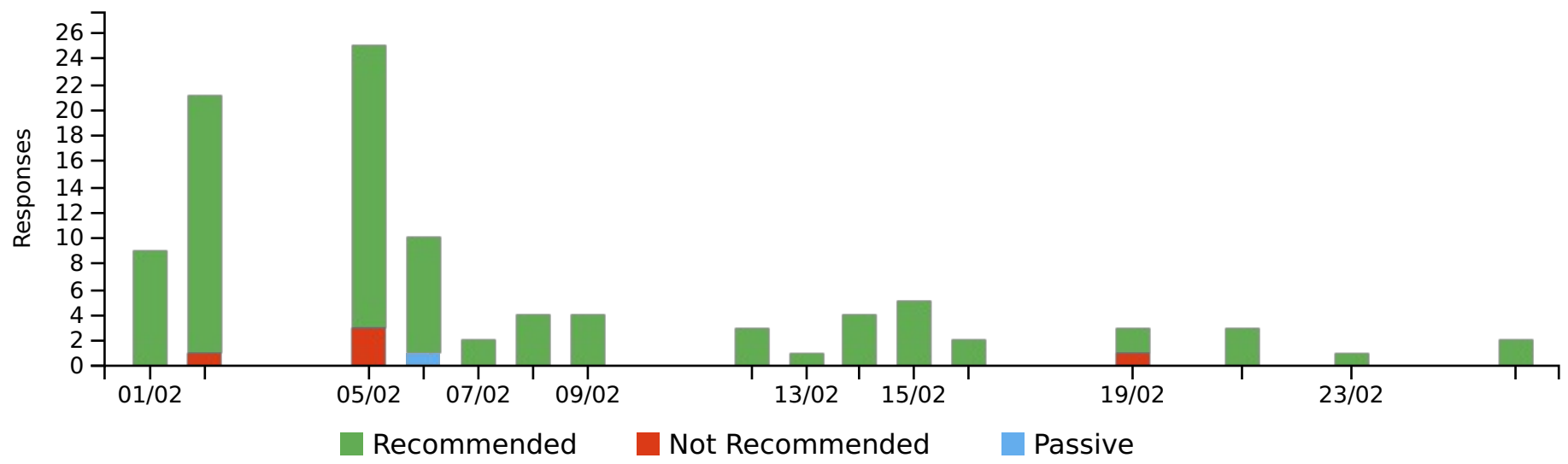
### Practice Score: Day of the Week Analysis



- 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.



- ✓ *Efficient and friendly service*
- ✓ *Because they asked my feedback so thought i would reply*
- ✓ *I gave this answer as today's appointment with the nurse Sue was very positive. Not only was she jolly, polite and experienced she made me feel very comfortable and happy with the total outcome. Overall my opinion is very high and grateful towards the lovely girls on reception and the dispensary. They are all very obliging, happy and always ready to help. Equally the doctors have treated me with respect, always understanding and manage to sort out my issues.*
- ✓ *Because both the nurse and doctor were extremely considerate and thorough with my elderly father*
- ✓ *Yes the nurse I saw was excellent. She put me at ease as soon as she spoke*
- ✓ *Nurse was amazing! Great service*
- ✓ *I felt nice they were friendly towards Me*
- ✓ *Very helpful and informative*
- ✓ *Appointment for blood test was quickly arranged and at the Shepherdwell surgery appointment was on time*
- ✓ *Excellent staff and prompt service*
- ✓ *Doctor was very thorough*
- ✓ *On time, efficient and very friendly.*
- ✓ *All staff were friendly and efficient.*
- ✓ *Nice and understanding, clear in terms of what was going on, and helping out with my problem. Nice overall clean practice and calming. Overall very good experience.*
- ✓ *Good service*
- ✓ *Receptionist was pleasant. Wait time was minimal and practitioner was helpful and put me at ease.*
- ✓ *On time*
- ✓ *Quick friendly*
- ✓ *Staff and doctor very helpful and friendly*
- ✓ *As very nice lady and all very helpful*
- ✓ *Emma was as caring as always. Full explanation given and advice. Very helpful. Not rushing me in anyway. Gave next appointment before I left. Very professional and kind.*
- ✓ *Appointment ran on time. Friendly reception and sonography staff. Pleasant environment. Appointments scheduled really quickly.*
- ✓ *Well apart from the fiasco of getting an appointment you need to sort this asap I'm talking Shepherdswell surgery there's no buses now that service the village so offering walk in at Folkestone road is Not I repeat Not an option so please take that on board ASAP Once I saw the doctor (Dr Tappin ! )She's on it and very good Just sort out the Elephant in the room Shepherdswell has a lot of older ill patients so you need to offer more appointments I live 2 mins walk from the surgery or it's a 20 mile round trip You asked why I gave that score so now can you address the above thankyouLook forward to hear what you do*
- ✓ *A bit of a wait despite being on time for my appointment , but once with the gp a quick service and good outcome and I was able to collect medication from the pharmacy straight away.*
- ✓ *Jane has always has great service and has always looked after my children and me*
- ✓ *Friendly, quick and efficient*
- ✓ *Doctor was kind and considerate and actioned my symptoms with immediate effect. Timely and urgent ultra sound and scan booked within the hour at the surgery and bloods taken at the surgery for urgent results. Treated with respect and urgency by doctor and the sonographer*
- ✓ *I was able to book an appointment and was seen on time, by a GP, who listened and arranged tests for me.*
- ✓ *Friendly and nice*
- ✓ *I feel the GP has experience and takes appropriate action to investigate the problem to get correct diagnosis. Genuine great GPS at this practice.*
- ✓ *Very helpful and listened.*
- ✓ *Very helpful and professional service from Hailie Mitchell*

### **Not Recommended**

- ✓ *The doctor didn't seem interested, didn't even exam my issue. Felt that I wasn't being listened too and just sent away with pain killers. Waited approx 2 weeks for the appointment and felt it was a waste of time*
- ✓ *Private service was scheduled for today but practice not able to access vaccine despite booking over a month ago. Told to go to another practice a 30 min drive away tomorrow.*
- ✓ *The staff are excellent but the system is terrible. I live 30 second walk from the drs and yet I have to travel to Dover to get an appointment for my 3 year old. By the time we arrived she was really poorly and distressed.*
- ✓ *Impossible to get a GP appointment without standing outside whilst sick in the cold and rain and then jamming into a packed waiting room with other sick and vulnerable people.*

### **Passive**

- ✓ *Unfortunately I took time off for the appointment and the nurse was unable to come in to work*