FFT Monthly Summary: September 2023

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
74	16	2	2	5	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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients: 243

Responses: 99

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	74	16	2	2	5	0	99
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	74	16	2	2	5	0	99
Total (%)	75%	16%	2%	2%	5%	0%	100%

Summary Scores

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:

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

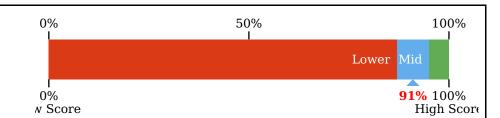
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

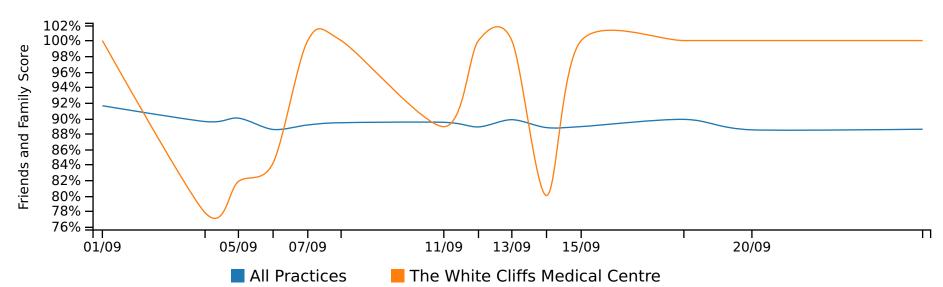
Your Score: 91%
Percentile Rank: 50TH



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 50th percentile means your practice scored above 50% 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

Age

	< 25	25 - 65	65+	
All Practices	84%	89%	93%	_
The White Cliffs Medical Centre	100%	90%	91%	

Gender

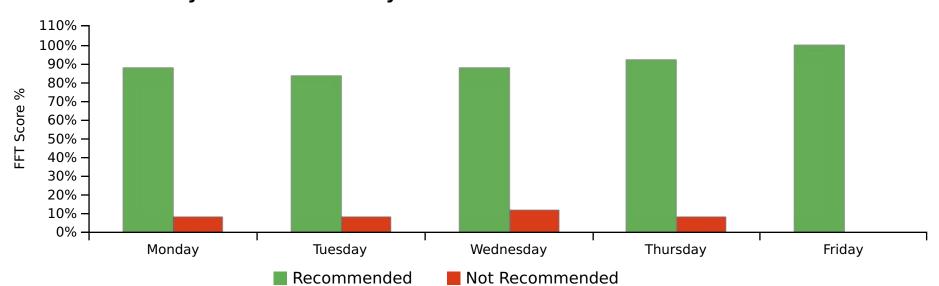




Notes: 1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

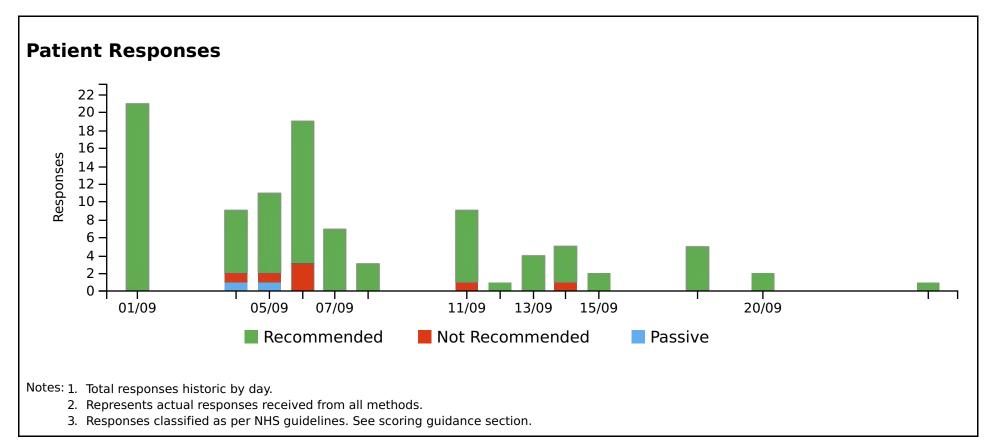
Practice Score: Day of the Week Analysis



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 Free Text Comments: Summary

Thematic Tag Cloud seeing consideration **Reception Experience** thorough eassuri, 14 attentive Arrangement of Appointment 10 perhaps Reference to Clinician 35 Notes: 1. Thematic analysis for current original reporting month. nearly ever 2. Thematic analysis covers the most formal smil<u>iň</u>g south discussed themes by analysing sentence fragements and is not an happy exhaustive analysis of all talking clearly points. testy enough 3. Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and adjectives where the word frequency is reflected in text size. courteous

Patient Free Text Comments: Detail

- Notes: 1. Free Text Comment received for current reporting month.
 - 2. Classification based on initial response to Q1 rather than content of message.
 - 3. Legend: ✓ Consent to publish comment / ✗ No consent to publish comment

Recommended

- ✓ All staff were very helpfull and pleasant. Explained the nature of the tests taken etc. Had a very good experience.
- ✓ I tried for nearly 2 weeks to speak to a doctor at my surgery but unable to ever get an answer so I called another branch of the same surgery group and they got me an appointment within 4 days
- ✓ Great service and professional staff and attention
- ✓ My opinion was that it was good out of the choices
- ✓ The nurse was nice and friendly pleasant to talk to and I felt at ease with her
- ✓ Despite being oversubscribed and under-resourced the team still manage to be friendly, courteous and professional despite the many testy and challenging people that I witnessed today. The reception staff, nurses and doctors are a credit to the practice. My only concern is the lack of ability to make an appointment to see a GP, people with complex health issues need a little more support in this area.
- ✓The nurse I saw was so kind and understanding made me feel better
- ✓ Very helpful, friendly and nice nurses.
- ✓ Always good care and service by everyone I always tell people how lucky we are with our Gp service
- ✓ The pharmacist Anna has really helped me, the nurses have also been very good.
- ✓ See the original text.
- ✓ Very little waiting to be seen by the nurse and all questions we
- ✓ Always patient, understanding and caring.
- ✓ Nurse was helpful, blood test was quick and done well
- ✓ The nurse carrying out the procedure was very polite and professional. The staff I have found to be very dedicated although over stretched, they keep on smiling.
- \checkmark (I was very pleased with the way I was treated mr Habbershaw
- ✓The Nurse was very efficient, and very pleasant
- ✓ Because the appointment was on time and the nurse was lovely
- ✓On-time ...very helpful nurse
- ✓ Friendly staff
- ✓ Although I had to wait a couple of weeks for the appointment, I didn't wait for long in the waiting room and the nurse was very nice.
- ✓ Because Laura & Haley are lovely & listen
- ✓ Very quick service
- ✓ Excellent service
- ✓ Prompt and professional no crowds in waiting room. Whenever I call receptionist is always very patient and helpful and discreet about personal issues
- ✓ Did not have to wait very long , nurse was helpful and friendly
- ✓ The nurse saw me earlier than the appointment time. She was professional, understanding and courteous too. Straight forward and no issues.
- ✓ Professional treatment and service, my significant concerns were listened too
- ✓ It would have been 5 but waiting for 2 hours is a detraction
- ✓ Everyone has been friendly and professional in their work
- \checkmark On time no rushing me expected every thing to me
- ✓ The nurse was very efficient and friendly and answered all my questions.
- \checkmark Done with a smile....and never rushed.....thank you
- ✓ The staff are polite. And kind. Helpful.
- ✓ It was a very efficeent and friendly service
- ✓ A lovely clean, bright surgery. She was professional, explained things clearly and reassuringly.
- \checkmark Because I'm being driven Mad by stupid surveys.
- ✓ Staff are always very helpful, polite and always smiling. The nurse I saw today was engaging and her enthusiasm came across for her work.
- ✓ Blood test, didnt feel the needle go in
- ✓ The nurse was very professional and the 2 receptionist was happy to help with any query
- ✓ Well you are a doctor down and probably two down at the moment so have to divert to Dover for drop in service and wait.
- ✓ Didn't wait too long to be seen
- ✓ Because I had no complaints
- ✓ Quick and efficient
- ✓ Appointment on time

- ✓ Prompt appointment, felt relaxed and nurse was excellent at Her job
- ✓ Because of bus running late i arrived an hour late and was seen straight away
- ✓ Nice nurse
- ✓I was on time and the nurse was lovely and very thorough
- ✓ Receptionist polite and helpful, short wait, nurse professional
- ✓ Excellent service from Nurse Hallie and receptionist
- ✓ Because I in and out in no time at all.
- ✓ Good service I felt confident to discuss all my worries with the doctor.
- ✓ My appointments are always on time And receptionist are always nice
- ✓I always find the Doctor very good, always listens to what you have to say and I have never had any complaints. The reseptionist are very helpful and very pleasant...
- ✓ Polite, efficient and first class service at a local village GP practice.
- ✓The waiting times to see a doctor is terrible as in average have to wait 3 hours, but seeing a nurse, or scan etc that is very well organised
- ✓ Reception staff are alway very friendly and helpful.
- ✓ Quick and easy
- ✓ As far as we are concerned the service here is always Very Good.
- ✓ The nurse was very attentive , asked how I was feeling . Chatted about the blood test . Didn't have to wait long . Good
- ✓ Yes because the nurse was very good xxx
- ✓The nurse I had was very helpful and you had a laugh about thing and I think that what it should be to tell your problems and have a laugh
- ✓ The nurse rememberers me all the time she is caring she's fab
- ✓I was seen before my appointment time the nurse was great to talk to and very good at her job
- ✓ That's what you asked for
- ✓ On time

Not Recommended

- ✓ Didn't mean to put 5. Should have been 1. The doctor was considerate kind and helpful as well as professional. Sorry
- ✓ Sorry
- ✓ Numerous formal complaints made and not actioned/responded to. Escalated to South East Complaints Team for further investigation.
- ✓ I had a ultrasound booked today at 09.20 which I was there for at that time. The receptionist was on a call for a whole 5mins. She was not oviously the regular lady because she was getting guidance about something. Never the less I stood there for a a whole 5 minutes hence now 5 minutes late for my appointment. I understand she has phone calls to answer and make. But not to even acknowledge me was so rude. I could have been an old person and couldn't stand. I work as a receptionist in a solicitors. And would never ignore the clients even if I was on the phone. The other thing I was tight for time. And that 5 minutes cost me. As work were good enough to let me come out for the appointment. One last thing they said it would be a female sonographer. But is was a man. I was fine with that. But could have been a waste of someone time or very difficult...
- ✓I did I pressed 5
- ✓ I don't come to see the drs like I need to because of the walk in style set up where you have to be there for 7am to have a chance at being seen early in the queue to get to work as I can't get half a day off to wait in a waiting room so I feel My health has suffered

Passive

- ✓ The answer is self explanatory if you read it.
- ✓ Straight forward blood test in and out in 10 minutes Perhaps should have put 2!