FFT Monthly Summary: February 2024

Sandwich Medical Practice Code: G82063

connecting patients transforming healthcare

SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
71	21	3	1	4	0	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:	262						
Responses:	100						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	71	21	3	1	4	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	71	21	3	1	4	0	100
Total (%)	71%	21%	3 %	1%	4%	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.

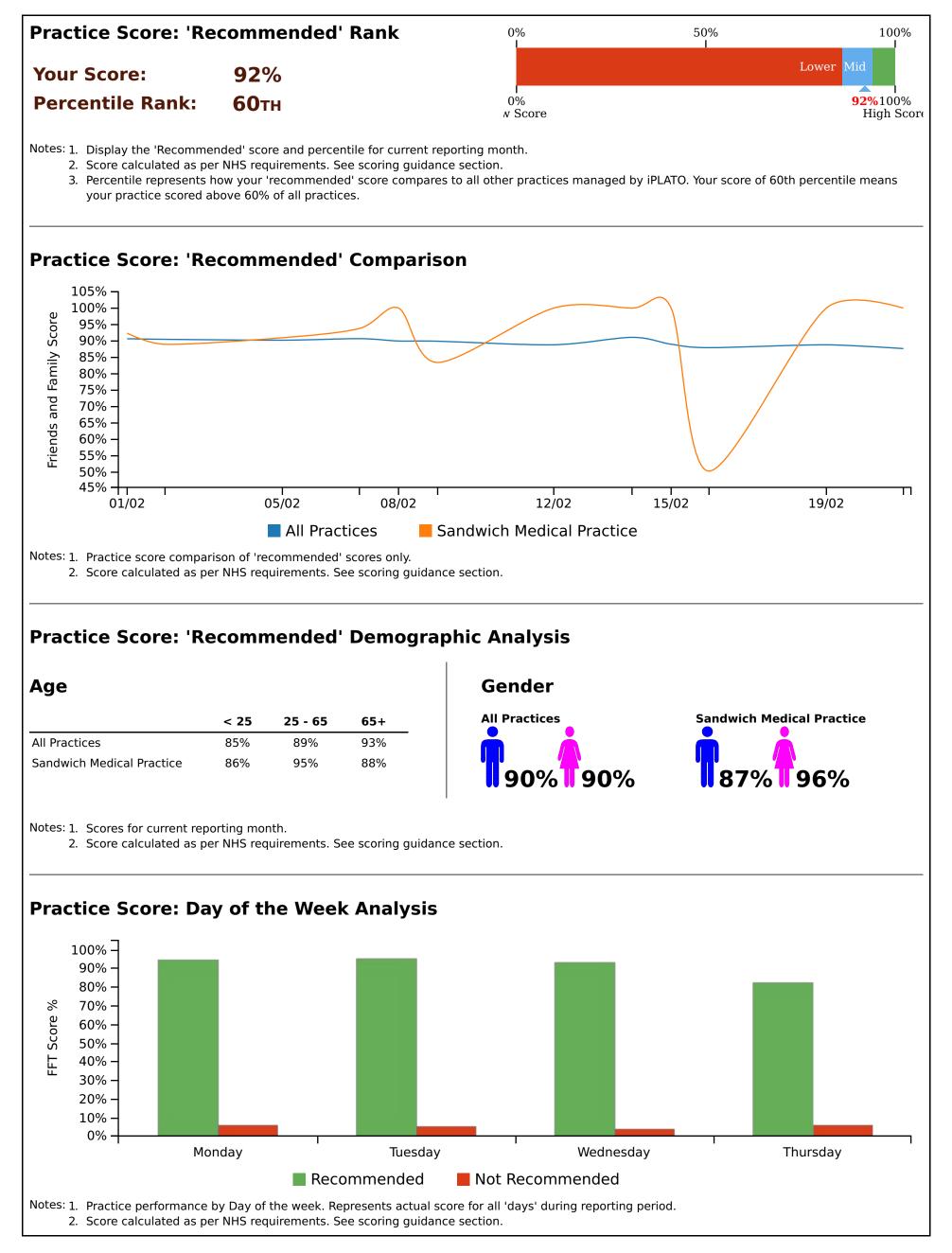
The percentage measures are calculated as follows:

Recommended (%) =	very good + goodvery good + good + neither + poor + very poor + don't knowx 1				
Recommended (76) –					
Not Recommended (%) =	very poor + poor x 100				
Not Recommended (%) –	very good + good + neither + poor + very poor + don't know				

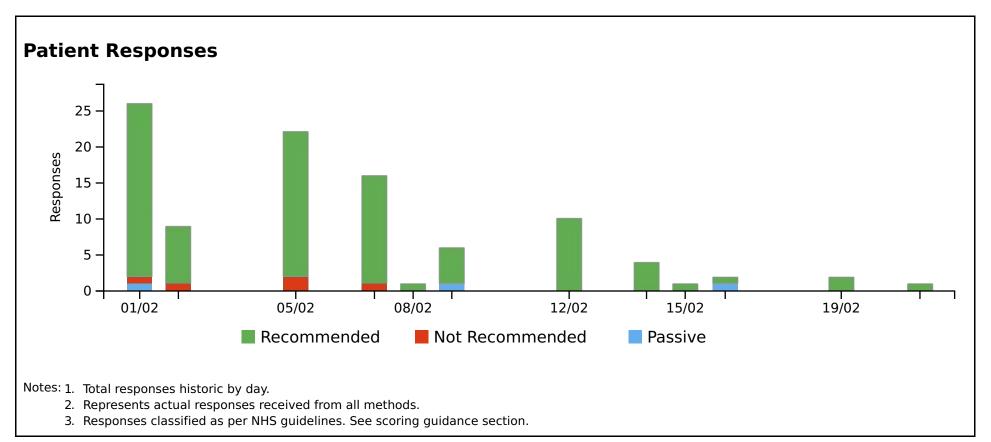
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

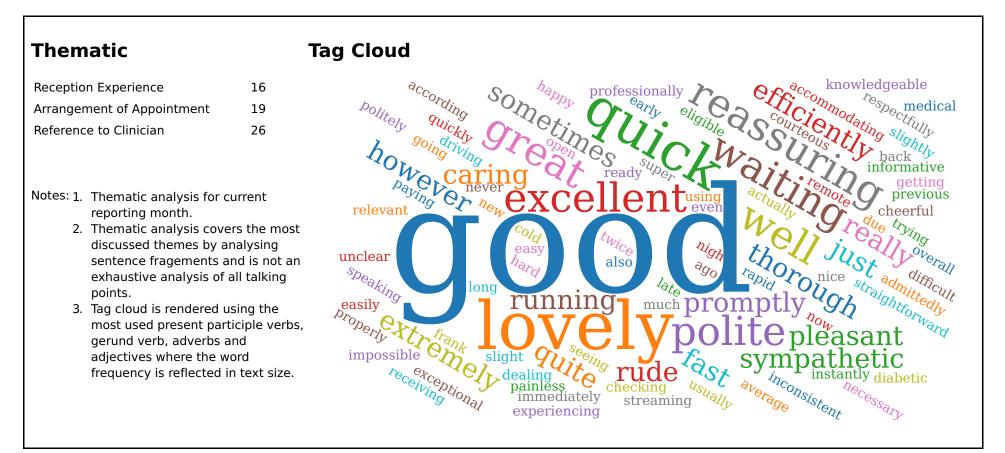
SECTION 3 Practice Scoring



SECTION 4 Patient Response Analysis



SECTION 5 **Patient Free Text Comments: Summary**



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 / X No consent to publish comment

Recommended

The practice deserves a 1Quick and efficient , always ready to answer questions , the girls on the reception are very cheerful and helpful a very good practice.

- ✓ It was easy dealt with
- Excellent service. Friendly staff.
- ✓ Efficient, on time, professional
- I was attended to on time and looked after by staff.
- ✓ Fast, Professional and friendly service.
- ✓ Dr Rebecca Hartwell was thorough efficient and friendly.
- Helpful and efficient staff
- ✓ The Gp listened to me and didn't rush . It was nice to actually see a doctor face to face

✓ Very helpful staff, polite & friendly

- ✓ Always go out of their way to support patients. Proactive and efficient
- ✓ The reception staff were on the ball with everything and a Lindsey Duncan, who saw me, wax first rate in what she did and said, I thought. Very straightforward. Thank you.
- ✓ My appointment was on time and the doctor I saw friendly and efficient.
- ✓ The nurse I saw today was lovely, very caring and explained everything I asked and might need to know. She was lovely ! Her name was Amanda Leaton ✓ Friendly staff. Efficient service.
- ✓ Rapid and efficient blood test (admittedly I was the first one in the morning)
- ✓ No waiting, Gp a professional man,had time for me,a pleasant experience,
- ✓ Prompt and Friendly
- Trying to make appointments nigh on impossible but once in the service is great
- So very hard to contact on the phone. But always pleasant and super helpful when I do get to speak to someone (usually by driving in to town, paying to park and going in to the practice)
- ✓ It was a great experience quick and painless.
- ✓ Always very friendly and professional
- Appointment made on line , seen quickly and efficiently in the surgery, my questions answered and vaccine administered professionally.
- ✓ Doctor saw me within 15 mins of my arrival
- ✓ Kind and efficient service. I felt listened to
- Promptly called into appt.Friendly staff
- Polite, friendly and professional service

Can't never get appointment alway get sent to emergency doctor twice at deal hospital

✓ Alex listen to me and was very helpful nothing was to much trouble for him

✓ Fast service for blood test. Thank you. The auto checking saved me a long queue

✓ Lovely nurse, very friendly

Helpful staff on the reception. Lady I saw was also very professional and reassuring. Person who rang to organise the appointment asked relevant questions and knew that I needed to see someone.

2nd blood test scheduled by the practice to check if medication had worked , appointment was on time and efficient.

✓ Running to time, friendly, efficient and informative service. Thank you.

Quick and friendly xx

✓ I came to the surgery for a pre booked blood test, I had a problem that needed attention, all the staff were really helpful and accommodating, from first speaking to the lady who took the blood, the receptionist and the nurse that dressed the wound. Exceptional service.

✓All good thankyou. Everything was explained to me, done and off I went.

✓ Can always geet an appointment whether it's face to face or phone. Staff and doctors always caring

✓ Frank explained the reason why I was receiving the shingrix vaccination to me before she gave it to me

✓ Overall some aspects are very good, such as my appointment today. Sometimes it is average, sometimes it is good.

✓ Quick and knowledgeable nurse

✓ Both doctors and staff were extremely efficient courteous and understanding of the issues and urgency of symptoms

✓ Friendly, professional staff

✓ Because your service was very good!

✓ Great care and attention every time I visit the surgery. Expectations have been exceeded.

✓ Because the nurse i had was lovely and my appointment was bang on time

The nurse was good but she had a streaming cold.

✓ Nurse was very professional

✓ You asked about experience of you service

✓ Slight delay to my appointment time. However all staff were professional and friendly

✓ Most things are good. Some of the communication is inconsistent.

Sam appointment, lots of people waiting outside to get in, queue was handled quite efficiently however no-one indicated we could use the self check-in (which I didn't know was there). When another patient who joined the queue pointed it out people started using it and the queue was gone. I was instantly called to the room as my appointment was 08:00, it was at least 08:05/10 by now, I didn't mind but I understand all those minutes build up throughout the day. Lisa was very professional and efficient and answered my questions very knowledgeably.

Because the Dr I saw was very sympathetic and reassuring even though I felt embarrassed about what I had to discuss with her. She put me at ease throughout my appointment.

✓ The nurse was very helpful

✓In and out, good service, thank you.

✓ Appointments always run behind schedule

Called in at 8am explained circus and offered 10.15 appt with Alex, who I saw 2 weeks ago. Good prompt meeting with him, prescribed necessary solution. Thank you

Extremely well run practice. Spoke with very sympathetic practice manager.Got appointment within 2 days with GP who knows daughter GP gave lots of time and consideration. Referred immediately to rheumatologist who was so concerned got an emergency hospital appointment within 3 days after seeing gp. Couldn't ask for more.

✓ Efficient friendly people

✓ Arrived slightly early, seen promptly. As a new patient, I am impressed by the care that I have received in comparison to my previous doctors surgery.

- Because my appointment was at 9am this morning I was 15 minutes rse call my name at 9 and have my blood test done and I'm please
- ✓ Excellent service carried out kind and friendly manner.

 \checkmark I was treated respectfully and with the help I needed for my disability

✓ Seen by Diabetic nurse on time, very polite and helpful.

✓ All went well. Efficient

✓ Very reassuring that I am dealing with my medical conditions in line with the Doctor's recommendations.

✓ Very good communication from the GP

✓ Because I was Sean quick.

✓I phoned for an appointment and got an emergency for 9 am the today.Plus the GP I saw was very thorough.

✓ Because of the good service I always receive at the practice.

✓ Friendly and efficient.

✓ Due to the fact that my appointment was 9.08 and I didn't get seuntil 09.25. Shouldn't be running late at that time of the morni

✓ Everything about the experience worked well and communicated properly.

Not Recommended

 \checkmark Getting appts is a nightmare plus not having a back up system when computers down

Shingles jab booked, 2 text reminders but on arrival told by nurse I am not eligible. My time wasted, no apology and unclear when I will get one. Shambolic!
Excellent service

Your question is the reason! Everything is remote. I am to tell you by text, not would you like to come in and tell us problems you are experiencing ! According to reception I accept what is said and there are no other avenues open to me.

I felt the reception was quite rude about a situation when really there was no need to be the situation could very easily have been politely sorted out everyone makes a mistake just no need to have a rude attitude toward the patient

Passive

✓ such a worry it's soooooo difficult to get an appointment.

✓ Fed up with waiting weeks for an appointment. The nurse was lovely but just not happy with the practice