FFT Monthly Summary: December 2023

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
80	15	3	0	2	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:	232						
Responses:	100						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	80	15	3	0	2	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	80	15	3	0	2	0	100
Total (%)	80 %	15%	3 %	0%	2%	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.

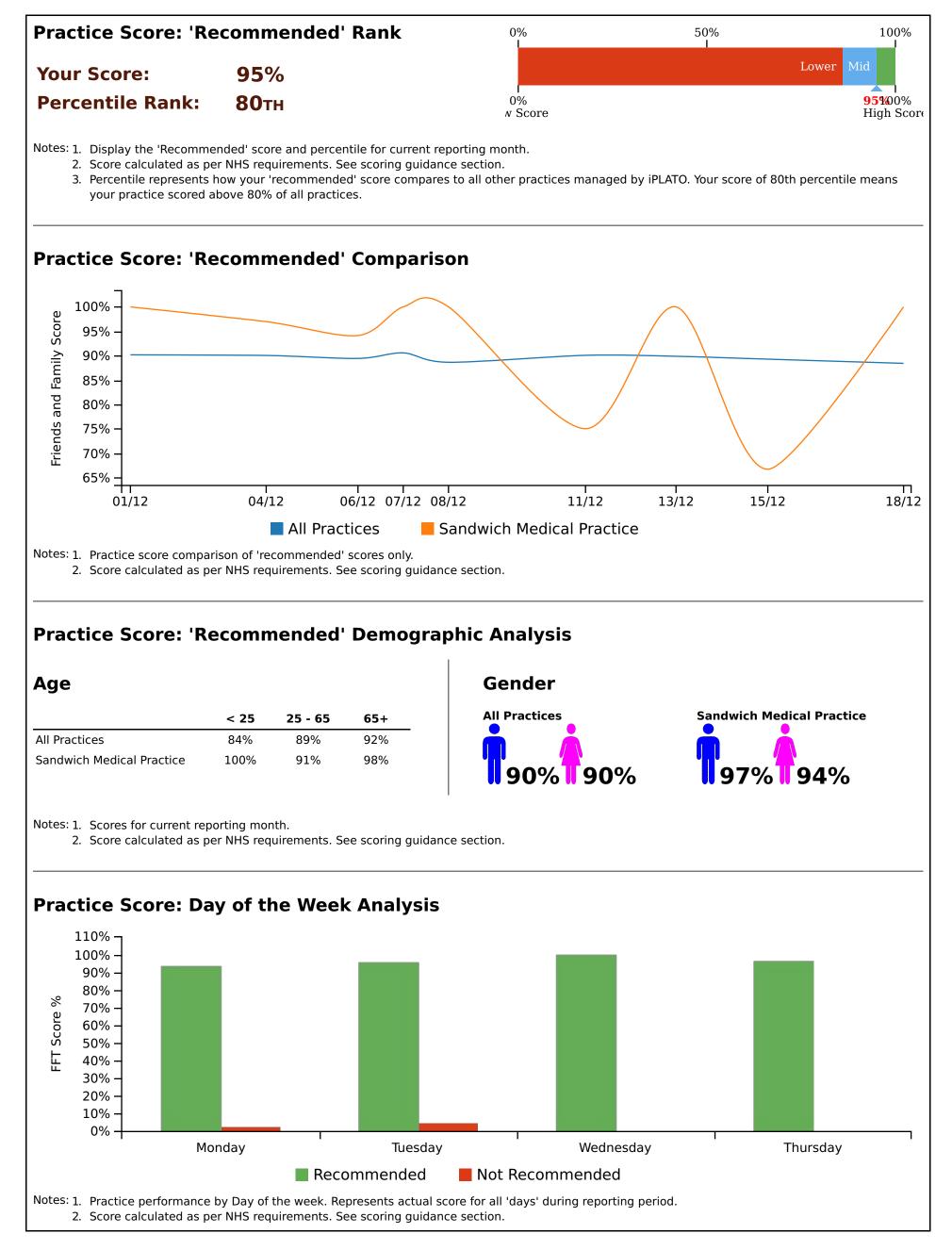
The percentage measures are calculated as follows:

Recommended (%) =	very good + good very good + good + neither + poor + very poor + don't know x 10				
Recommended (%) –					
Not Recommended (%) =	very poor + poor x 100				
Not Recommended (%) –	very good + good + neither + poor + very poor + don't know				

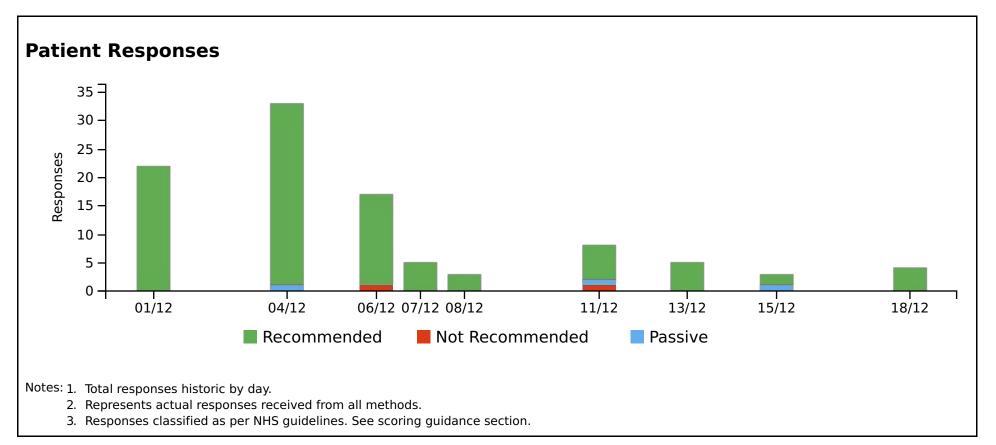
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

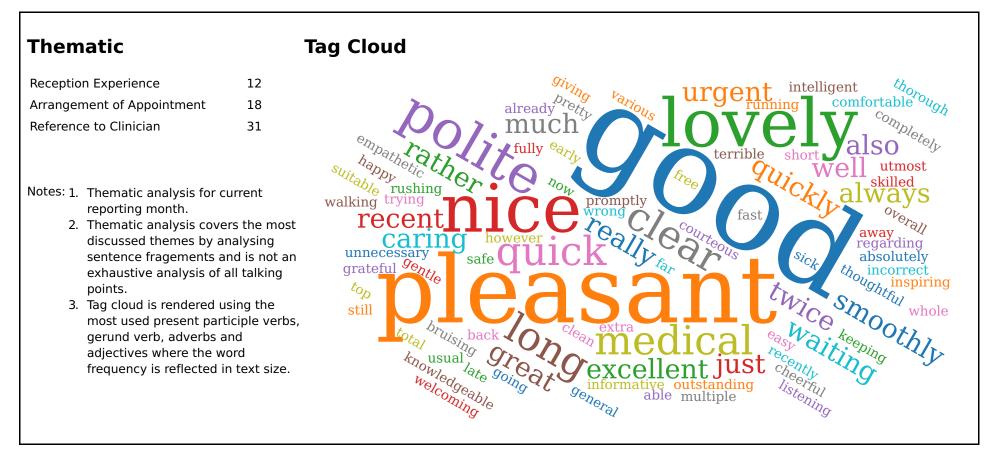
SECTION 3 Practice Scoring



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 / 🗴 No consent to publish comment

Recommended

✓ Appointment time was promptly dealt with and lady was lovely

✓ Took time to listen to me and made me feel she cared

- ✓ Prompt on time, easy access, bloods taken with no bruising or pain, early morning appointment meant I lost no time at work
- ✓ 1 for the first time in a long time I saw Dr Finley who had time to check what was wrong
- ✓ Was given plenty of time to discuss my problems .Got some thoughtful advice .And a plan to deal with the various issues. The gp had a kind and understanding approach .
- I Because the Dr was very caring and listened without rushing me. I came away from my appt feeling that I was in good hands.
- ✓ Good service
- ✓ Lovely quick service very pleasant lady who was most helpful
- ✓ Didn't wait very long ladies at the desk were helpful and the nurse I saw was really nice and friendly
- ✓ Saw a very understanding nurse.
- ✓ All staff were courteous and efficient and clear in their advice. Thank you.
- ✓ Professional service friendly and efficient
- ✓ Good service today. Terrible trying to see a Dr though.
- ✓ The staff both medical & admin are extremely professional, polite & empathetic.
- Managed to get appointment quickly and receptionist very helpful
- ✓ Because I had a blood test today
- ✓ The nurse was very efficient, friendly and informative
- ✓ Efficient and friendly. Excellent in call Sr response recently too
- \checkmark My appointment was on time and the nurse was absolutely outstanding
- ✓ Very nice Dr and nice reception staff
- Doctor was friendly and fully explained the purpose of the appointment and listened to my concerns regarding overall follow up from QEQM.
- ✓ On time, professional, nice helpful staff
- ✓ Seen straightaway by the phlebotomist spot on my appointment time. Reception staff v pleasant and helpful.
- ✓ Dr gave me time to ask all my questions and has been a great help during my time off work
- Very good consultation
- ✓ Today
- \checkmark As always the Service was friendly and carried out in a professional way inspiring confidence.
- ✓ Good, but went in to see Dr 20 minutes after the scheduled time. There was no patient in with the Dr during that time period

✓ My appointment was on time

✓ The nurse is as usual very experienced puts you at ease answers all enquiries very pleasant experience

I checked in myself and when I got to the nurse she looked up the reason my bloods needed testing as I had forgotten my form.

✓ Dr Roberts was really helpful and understanding

Came for a blood test. In on time, and out in 2 minutes! Very gentle nurse.

✓ Friendly service,no waiting.

 \checkmark Was able to get a face 2 Face within a few days. Very friendly and helpful nurse

✓ Very helpful , friendly and professional nurse

Mrs Jackson was on time, kind, knowledgeable and unhurried

✓ I had a blood test. Short wait time and blood taken quickly and efficiently. Cheerful polite lady who took blood.

 \checkmark All aspects of appointment and visit were professional and hassle free.

✓ Seen on time and efficiently.

 \checkmark It all worked as I had expected. Very pleasant thank you

✓ Follow up from Dr's appointment, so far further appointments going smoothly.

 \checkmark The nurse went above and beyond giving me advice. I felt valued

✓ Prompt appointment, lovely practitioner, very efficient.

✓ Appointment was on time and the nurse was very friendly

✓ Great service. And I felt in safe

Procedure was carried out in a skilled, professional, friendly manner

✓ On time, quick and efficient blood sample. Seems much better for nurse appointments than the ability to see a doctor.

✓ The doctor I saw called Alex was very good and answered all my questions and help put my mind at ease

Yes of course-I was only informed on Monday I needed an urgent blood test in readiness for a phone consultation with the specialist. I told the Receptionist and she gave me an appointment for this morning at 10.40am. By 10.45 am I had already had the blood test and was walking back to my car. Everyone was very efficient. Thank you to all staff involved.

- ✓ Fast service and pleasant interaction
- ✓ Polite, professional, ontime
- ✓ Punctual, friendly, efficient.
- ✓ Because they are always extremely helpful
- Very smoothly done, talk only 5 minutes in total!
- ✓ Pleasant comfortable surroundings and pleasant staff.
- ✓ Reception staff very helpful and Lindsay Jackson was lovely.
- ✓ Went in on time the lady i saw was very nice
- ✓ Prompt and polite response to my request
- ✓ My appointment was on time, and all the staff I saw were very helpful and efficient.
- My doctor had gone sick, so rather than the surgery cancelling my appointment, they put me in with another GP. Whilst waiting to see the GP who was running very late, once again, another GP took some of his patients rather than them cancelling. The surgery done the utmost to keep my appointment, for which I am grateful once again with the NHS. Thank you.
- ✓ Very happy with the whole experience.
- ✓ Because it was a very good appointment
- ✓ Very efficient and on time
- ✓ It was very good service, thanks
- ✓ My questions answered.
- ✓ Didn't have to wait to long to be seen, and efficient.
- ✓ Dr Ahmed was completely on top of my condition and recent medical emergency surgery. He was most helpful.
- Efficient reception, Dr was thorough on all points of discussion (cancer & general health) clear information and on the action plan. Did not feel rushed but still kept to time. All helped with my treatment and keeping anxiety and stress down. Excellent experience, thank you.
- ✓ Friendly welcoming and seen on time
- Ir Roberts had very good listening skills. She gave us options for treatment which were given in a clear and nonjudgmental manner. She also ensured that we had follow up plans. Myself and my daughter were treated as intelligent people and felt respected and cared for.
- ✓ Waited just 2 days for the urgent blood test. On arrival, I was seen on time by a lovely nurse (Fran)
- ✓ Went out of the way to give me the best advice with my problems and extra time also..
- ✓ My wife saw a nurse at the Sandwich Medical Centre who discussed her recent scan and put her mind at rest .
- The doctor was extremely patient and the consultation was unhurried. Despite the fact I had multiple issues to discuss the doctor covered all of the issues and made suitable referrals and gave me reassurance. Well done.

Not Recommended

- The nurse was helpful, efficient and caring.
- ✓ Quick and efficient

Passive

 \checkmark Just got sent for more blood tests without feedback or explanation. Twice now

- Staff are friendly and helpful, the surgery is clean and well kept and to date appointments have been pretty much on time. However, I have twice been given incorrect information that has resulted in unnecessary calls and appointments.
- ✓5 weeks to get an appointment!