

# FFT Monthly Summary: November 2022



Over Wyre Medical Centre  
Code: P81087

## SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
40	8	0	1	1	0	0	0	0	50	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: 95

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	40	8	0	1	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	40	8	0	1	1	0	50
Total (%)	80%	16%	0%	2%	2%	0%	100%

Summary Scores

96%

4%

0%

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

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: 96%

Percentile Rank: 80TH

0%50%100%

0% Score

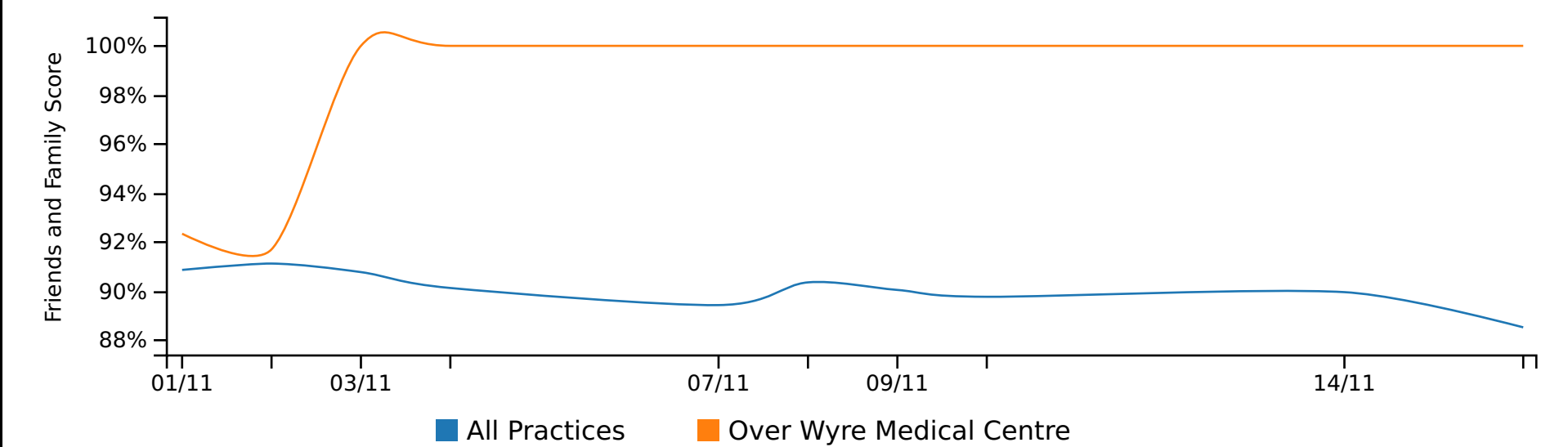
LowerMidHigh Score

96%

100%

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 80th percentile means your practice scored above 80% 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	82%	90%	92%
Over Wyre Medical Centre	100%	96%	96%

Gender

All Practices

90%

90%

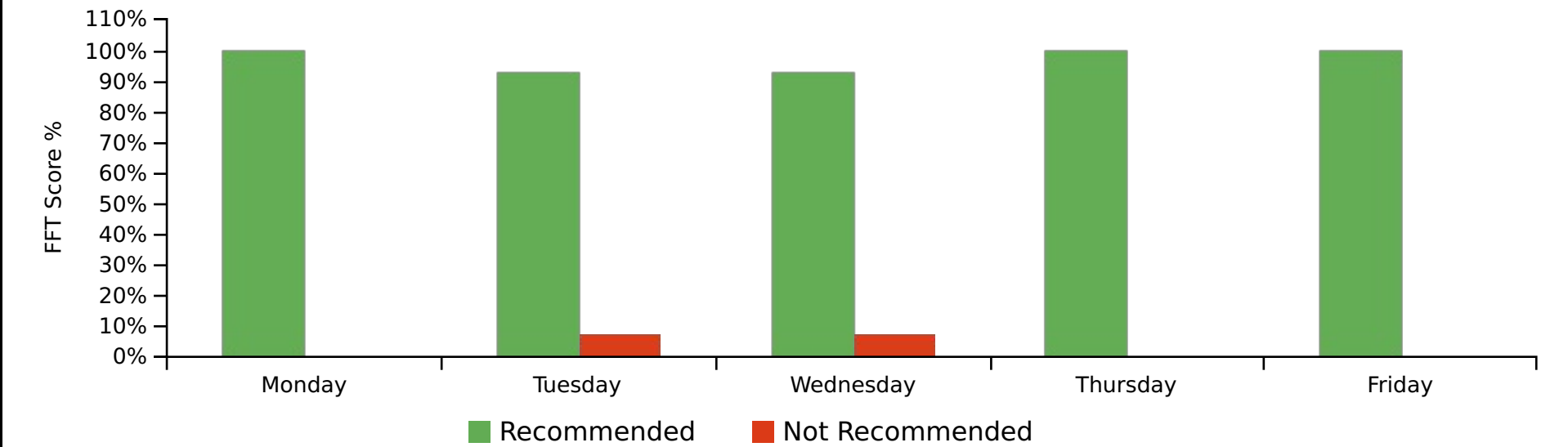
Over Wyre Medical Centre

92%

100%

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

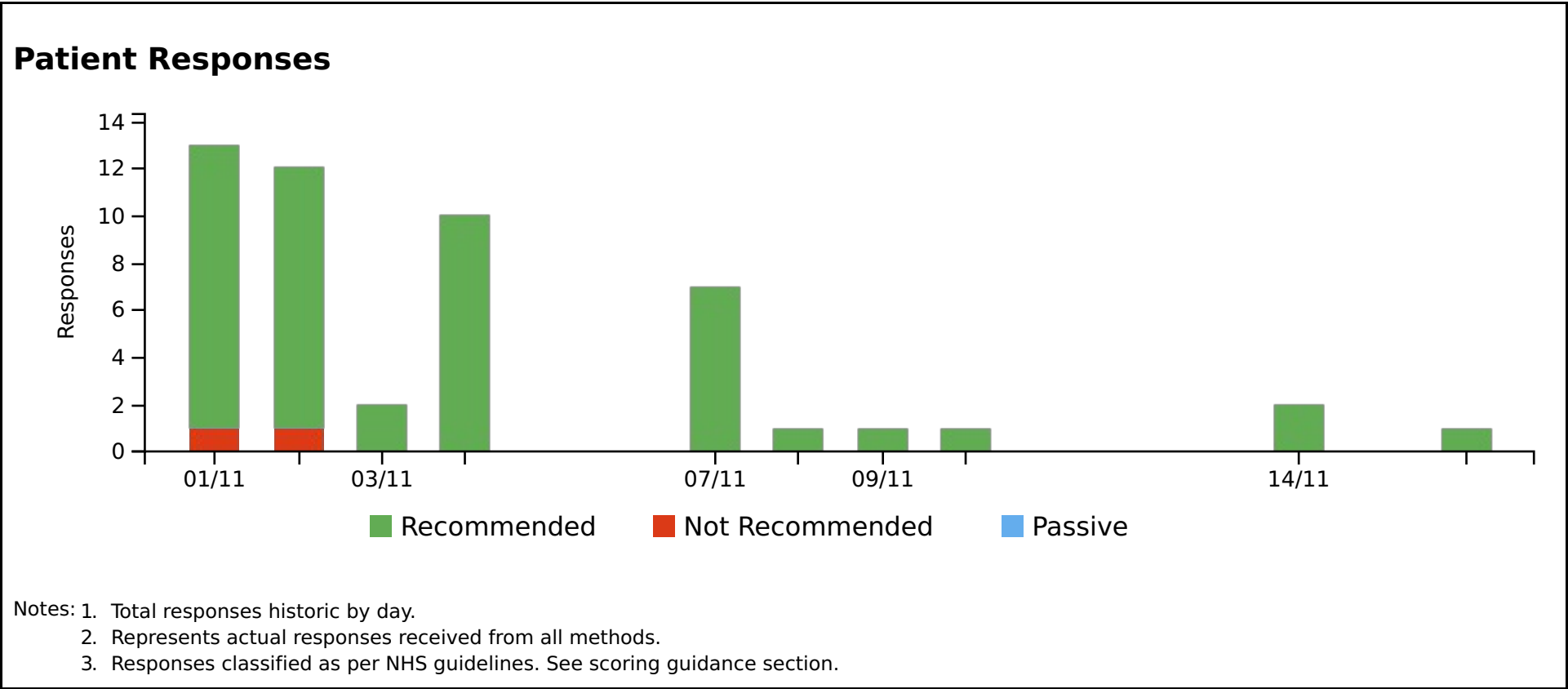
Practice Score: Day of the Week Analysis



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



## SECTION 5

### Patient Free Text Comments: Summary

### Thematic

Reception Experience	10
Arrangement of Appointment	4
Reference to Clinician	16

Notes: 1. Thematic analysis for current reporting month.  
 2. Thematic analysis covers the most discussed themes by analysing sentence fragments and is not an exhaustive analysis of all talking points.  
 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.

### Tag Cloud

## 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

- ✓ Text reminders. Appointment on time. Staff all polite.
- ✓ *I found Elaine very understanding and helpful about my hearing!*
- ✓ Excellent attention and care
- ✓ *Under current circumstances (Large scale vaccination program being undertaken) I think the practice is doing their best. Doctors and AP nurses do give li@ve listen to concerns etc and offer the best possible treatment if needed @eded*
- ✓ Dr. Hopkins gave excellent advice
- ✓ *Friendly staff and good reception.*
- ✓ The health care assistant was lovely
- ✓ *The service was great and both nurses were excellent at their jobs and lovely*
- ✓ Really good service . Quick and thorough.
- ✓ *All went smoothly and staff were great*
- ✓ I was very well supported and my Doctor quickly identified what the problem was and prescribed me that right medication that has improved my health and w@and wellbeing immeasurably. @bly.
- ✓ *Lovely semi-rural GP Surgery, trying (and succeeding) to do the best for its patients and staff in a climate of catastrophic public misunderstanding about@ about the demands of NHS services and terminal underfunding. Keep doing what you're doing! Well done and thank you. @you.*
- ✓ Polite friendly helpful staff on arrival at reception. Attended to give a blood sample, nurse very polite & good at her job.
- ✓ *Helpful staff. Appointment time was kept.*
- ✓ Phone call happened on time and Dr was engaged and listened well
- ✓ *Good service*
- ✓ Elaine very good with children made my daughter feel at ease
- ✓ *Very friendly and non judgemental approach from Dr Bolton. Understanding and felt she really cared. 5 star service from her today*
- ✓ Didn't have to wait I was in to see the nurse who took blood test & did not feel a thing so quick in & out
- ✓ *Just been excellent*
- ✓ I received a call from Elaine the nurse practitioner on time and she dealt with my issue
- ✓ *Phone call was on time person dealt with me extremely well*
- ✓ Excellent service today
- ✓ *Service was good. Timing was good too.*
- ✓ Fast efficient service, pleasant staff, unfortunately my medication wasn't available, but they are promising my medication by Monday.Good all round service.
- ✓ *Because we were seen to quite soon & were very well informed by Elaine, feel very well Informed & confident we should feel as lot better after this visi@ visit to The Over Wyre Medical Centre. Thank You@k You*
- ✓ Seen on time by a very friendly person who made me feel at ease and took my bloods with professional efficiency.
- ✓ *Very knowledgeable, efficient, friendly and helpful*
- ✓ From the receptionist, to getting a same day urgent appointment, to a phone consultation then a follow up appointment in person, the service was second t@ond to non today. And it meant I didn't miss anymore time off work which I was desperately trying to avoid. 5 star service @vice
- ✓ *Because Michelle was lovely and treated me like a real person and not a number*
- ✓ Reception staff friendly & helpful. Nurse was as always very pleasant & informative also appointment was on time.
- ✓ *I was seen on time and Dawn was very professional and helpful*
- ✓ Because my husband has been very well looked after
- ✓ *Thoroughly positive experience - helpful, reassuring staff.*
- ✗ Good advice
- ✗ *Are y gp?*

## Not Recommended

- ✓ Arrived and went straight in to see the nurse very good service
- ✓ *The doctor that phoned did not know why the call was being made*

## Passive

