# **FFT Monthly Summary: January 2024**

**Over Wyre Medical Centre** 

Code: P81087



# SECTION 1 **CQRS Reporting**

# **CQRS Reporting**

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
38	5	1	5	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. Please select the 'Data Submission' tab from the main menu.

# SECTION 2 **Report Summary**

**Surveyed Patients:** 113

**Responses: 50** 

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	38	5	1	5	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	38	5	1	5	1	0	50
Total (%)	76%	10%	2%	10%	2%	<b>0</b> %	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 (%) = 
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

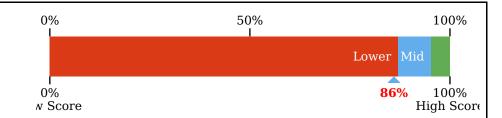
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

# **SECTION 3 Practice Scoring**

#### **Practice Score: 'Recommended' Rank**

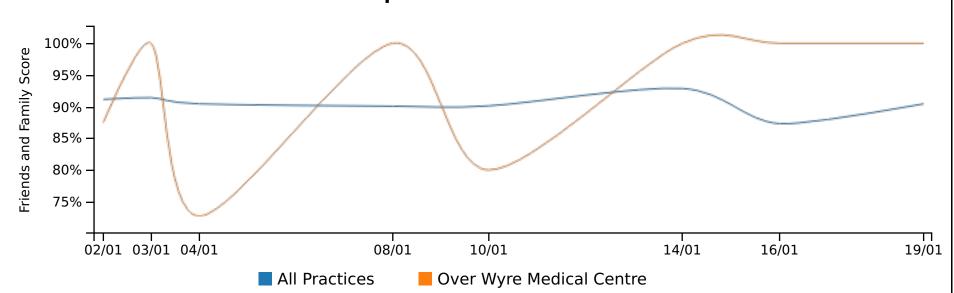
Your Score: 86%
Percentile Rank: 25TH



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 25th percentile means your practice scored above 25% 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.

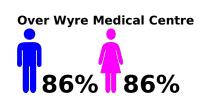
# **Practice Score: 'Recommended' Demographic Analysis**

#### Age

	< 25	25 - 65	65+
All Practices	85%	90%	93%
Over Wyre Medical Centre	100%	83%	88%

# All Practices

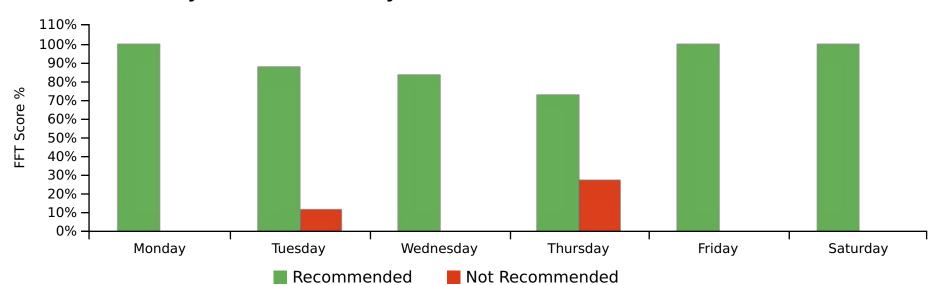
Gender



Notes: 1. Scores for current reporting month.

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

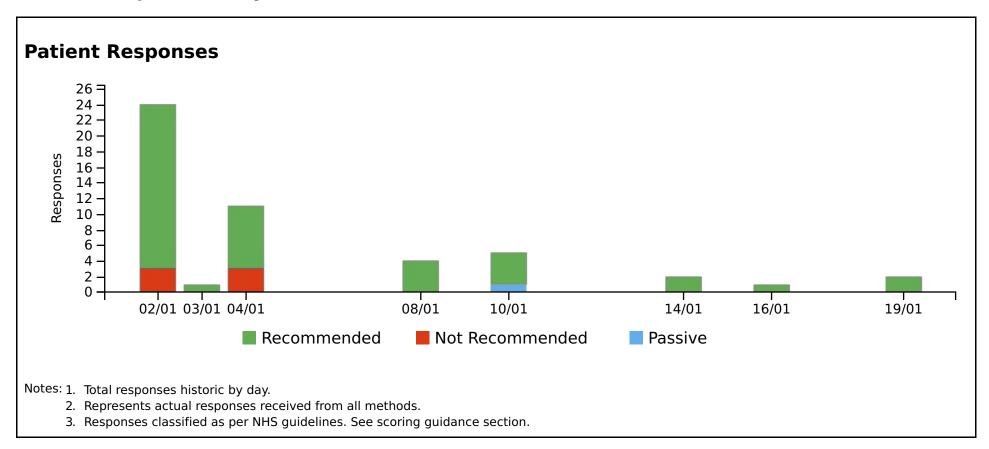
# **Practice Score: Day of the Week Analysis**



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	
Reception Experience	10	abouton worm Die
Arrangement of Appointment	6	awas lutely ling leasant
Reference to Clinician	simple clearly	chelpful especially
Notes: 1. Thematic analysis for cureporting month.  2. Thematic analysis cover discussed themes by an sentence fragements ar exhaustive analysis of a points.  3. Tag cloud is rendered us most used present partingerund verb, adverbs an adjectives where the work frequency is reflected in	as the most allysing and is not an all talking specific guesting the ciple verbs, and unhelpful ord	polite waiting waiting caring always

#### **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

- ✓ Because dr dexter was great
- ✓ Seen on time and lady very efficient and friendly.
- ✓ All staff friendly and welcoming. Dr Totty was very supportive and understanding. He treated my 5 year old child with patience. I had been worrying about the appointment but came away feeling positive.
- ✓ Attentive-efficient
- ✓ Minimal waiting time. Nurse very friendly and good explanation of treatment
- ✓ I find all the staff very helpful and polite
- ✓ Happy with the service 1
- ✓ Appointment reminder text. Useful. Appointment time scheduled was on time. Nurse practitioner Dawn Holden took blood's efficiently and with care. Listened to my concerns about my loss of appetite. Clearly communicated details for my next appointment. Thank you Dawn
- ✓ Much improved staff service and
- ✓ GP very thorough and helpful
- ✓ Booked in for blood tests to be taken. Procedure explained, bloods taken & I was out within 5 minutes. Felt comfortable throughout.
- ✓ Above and beyond care and consideration as my daughter felt poorafter giving bloo
- ✓ The new doctor adie! Was very good and very pleasent
- ✓ Quiet , Convenient and quality of service.
- ✓I find all the staff absolutely lovely, from the reception to th
- ✓ I've been well looked after
- $\checkmark$ 1 am very happy with the service we get !
- ✓ Very good.
- ✓ Reasonable to short wait times, all my services available under one roof. Friendly polite staff. Easy parking, modern building.
- ✓ Very clear, excellent communication, professional
- ✓ Because the person at my appointment saw me on time, asked appropriate questions and got on with the needed stuff along with a good bedside manner.
- ✓ In on time, no fuss,
- $\checkmark$  Dr.Totty was efficient, caring and helpful during my telephone appointment. Thank you
- ✓ From receptionists, nurses through to Drs they are always very patient, explain things in a simple manner and go out of their way to help sort any concerns I may have. They are professional yet friendly and make you feel like you matter.
- ✓ Quick and efficient service
- ✓ The staff are helpful on getting your appointments and the Doctors are good
- ✓ The service was first class, both with the HCA & reception- a credit to the Over Wyre Medical Centre
- ✓ Very pleasant member of staff attended me. She was friendly and welcoming whereas so many professionals tend to treat patients with a degree of patronisation.
- ✓ Had a lot of communication in the last 2 years, they have been very helpful.
- √ Very professional

#### **Not Recommended**

- ✓I felt the person who took my blood was almost rude, anyone can have an off day, but I would expect them to remain professional. This was atypical of the usual behaviour at the medical centre.
- ✓ Not great at all no diagnosis just more painkillers more money on prescriptions
- ✓Internet not working. Nurse not very chatty. Perhaps 6 dont know would be more appropriate. Thanks.
- ✓ The doctors are very very good but it's not easy to get appointments, especially when specific receptionists answer the phones. Most of the receptionists are good but there are a couple who seem to take great delight in saying 'no' and being unhelpful.
- ✓ Very poor service

#### **Passive**