## FFT Monthly Summary: February 2024

**Over Wyre Medical Centre Code: P81087** 

# connecting patients transforming healthcare

## SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
36	7	4	1	1	1	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:	92						
Responses:	50						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	36	7	4	1	1	1	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	36	7	4	1	1	1	50
Total (%)	72%	14%	<b>8</b> %	2%	2%	2%	<i>100%</i>

## **Summary Scores**

८ 86% ♀ 4% ☜ 10%

### **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.

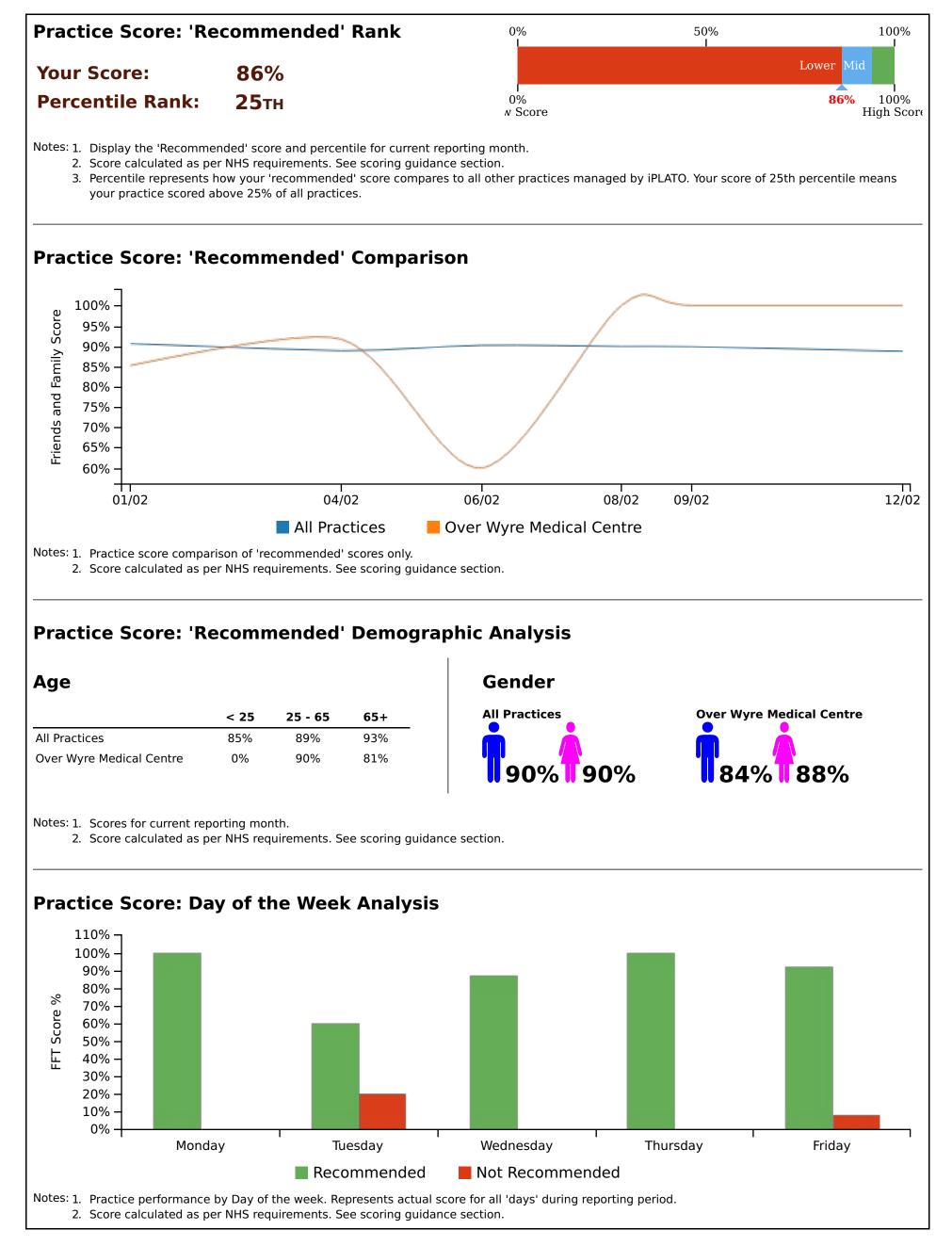
The percentage measures are calculated as follows:

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				

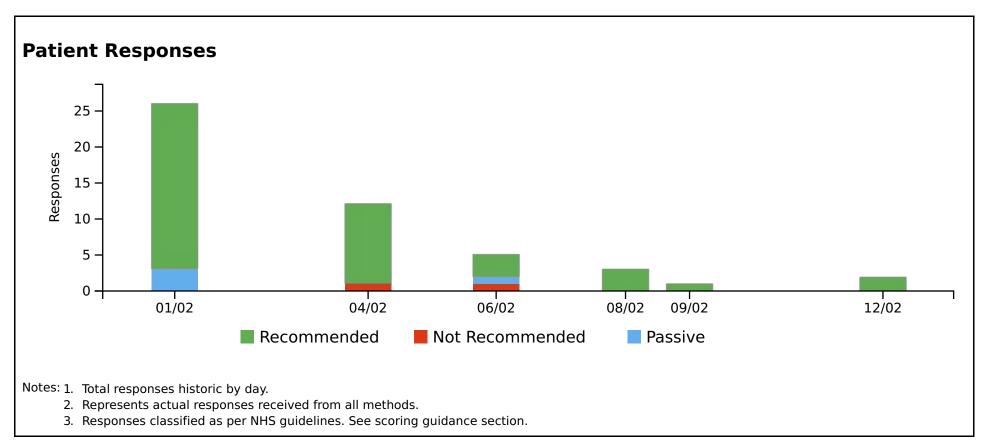
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

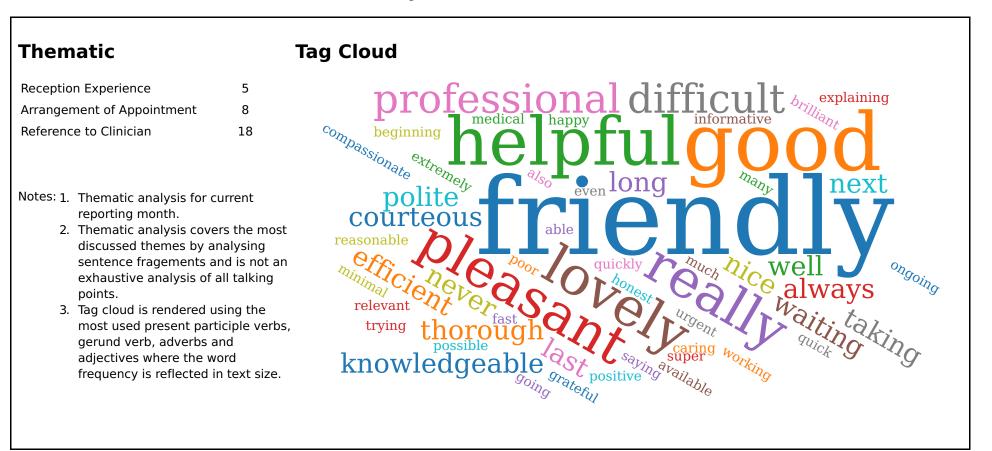
### SECTION 3 Practice Scoring



## 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

✓ Because the doctor was friendly and helpful and very professional. She was in consulting room 7 the trainee GP room

✓ The nurse who did my smear test was very nice and gave me lots of information.

- ✓ Dr Totty was extremely helpful listened to all the issues and suggested relevant solutions with clarity
- ✓ On time and very pleasant
- I was able to get a next day appointment without too much difficult. Staff are courteous and friendly and the trainee GP was thorough and explained very well what he thought the issue was and the treatment options. Excellent experience all round.
- ✓ Because I was seen really quickly and my GP was pleasant and und
- Booked appointment, for non urgent blood test to check my prostr, so one week was wait was reasonable and was given some informan I required to inform me of my next move, if I need an examinat. I do require an examination, so booked today for the 15th Marc
- ✓ Good service in difficult times.
- ✓There help and assistance for me has been very good
- ✓ The nurse was very friendly kind and careing
- ✓Long waiting time
- ✓ I thought the service was excellent
- ✓ Dr Bolton is a kind compassionate caring dr
- Excellent service and many thanks to Dr Bolton
- ✓ Very courteous helpful and all round super nice nurse
- ✓ Good service for my self
- ✓ Because you cancelled my appointment last Wednesday but managed to see me today do I think that was good
- ✓ The doctor was very freindly made me feel at ease and very comunicating at what she was saying to me
- ✓ The service was good and appointment on time.
- Really helpful. Very informative. Brilliant at taking blood, it never hurt not even the scratch at the beginning. Very positive person which is lovely to see. Made me feel relaxed and I'm really grateful that there is some really lovely people working at Preesall medical center.
- ✓ The nurse was very thorough, put me at ease, explaining everything as the checkup progressed...
- Fast appointment available. Appointment on time, and the nurse (Emma W) was lovely! She did everything she could to get me the right blood tests done. Receptionist was also lovely and very helpful
- On-time, polite, professional and quick
- ✓ Friendly reception staff, waiting time was minimal and the doctor eas very professional and knowledgeable and friendly.
- ✓ Did not wait too long. Dr Dexter is patient, remembered me from my last visit, is a good listener and took time to explain
- Appointment was on time, nurse was very friendly and efficient.

Everything was efficient and friendly

The reception staff were friendly. I saw Dr Bolton , who listened, empathised and suggested possible solutions to my ongoing situation.
Very polite

✓ Very detailed examination and explanation by the nurse

✓ Because I was treated very well

✓ Appointment on time. Pleasant meeting

Came for bloods Michelle Curtis was excellent as always. She is pleasant and knowledgeable. Never leaves a mark after taking the blood. An asset to the practice. I hope that you will let her know her value Malcolm Worsley

#### **Not Recommended**

#### 1 service

• Nurse that carried out the smear was excellent but the in house staff and lack of service was poor. If you would like a further explanation of the reception staff happy to provide this

#### Passive

Because I am being honest think OWMC Could do better!! Always seem to get impression that being "fobbed off"

Very difficult to get appointments and it takes to I appreciate everyone is trying their best but it can be quicker going to the Walk In Centre at Fleetwood.