## **FFT Monthly Summary: April 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
35	8	3	1	2	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	35	8	3	1	2	1	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	35	8	3	1	2	1	50
Total (%)	<b>70</b> %	16%	<b>6</b> %	2%	4%	2%	100%

### **Summary Scores**

**36% 6% 86% 86% 86% 86% 86% 96% 86% 86% 97 86% 86% 97 86% 98%** 

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

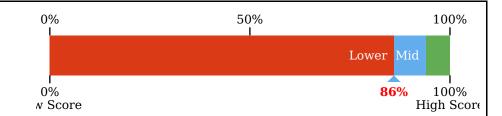
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## **SECTION 3 Practice Scoring**

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

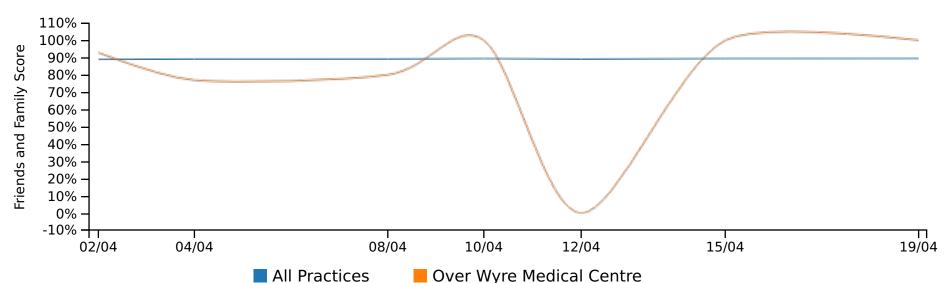
Your Score: 86%
Percentile Rank: 30TH



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 30th percentile means your practice scored above 30% 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	84%	89%	92%
Over Wyre Medical Centre	100%	90%	83%

## Gender All Practices

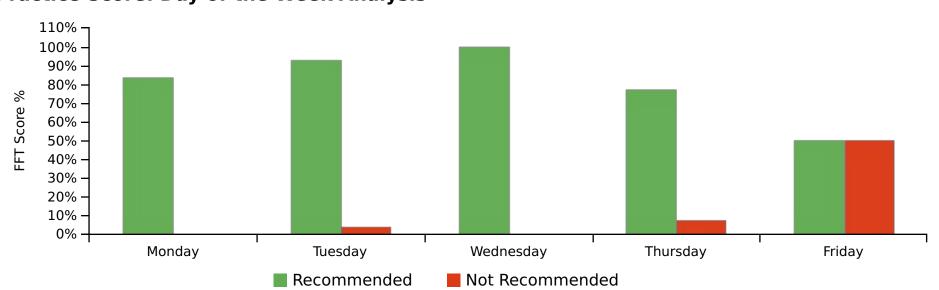




Notes: 1. Scores for current reporting month.

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

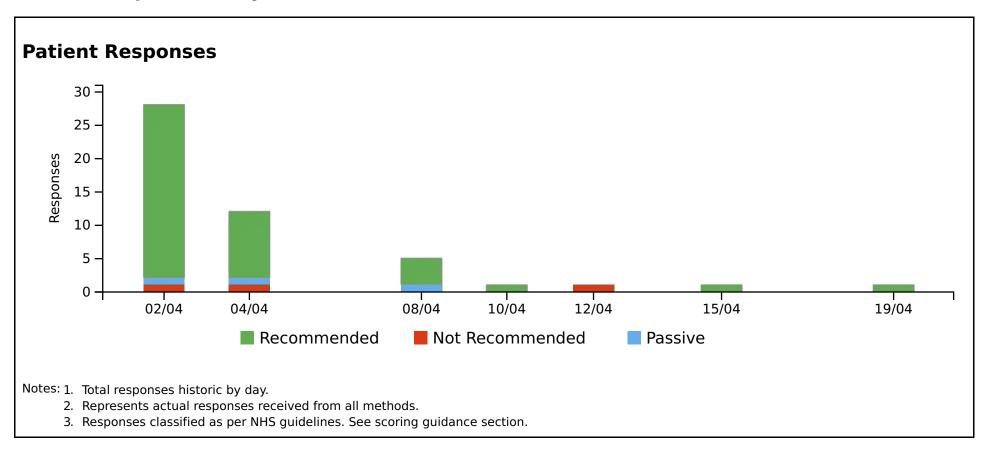
## **Practice Score: Day of the Week Analysis**

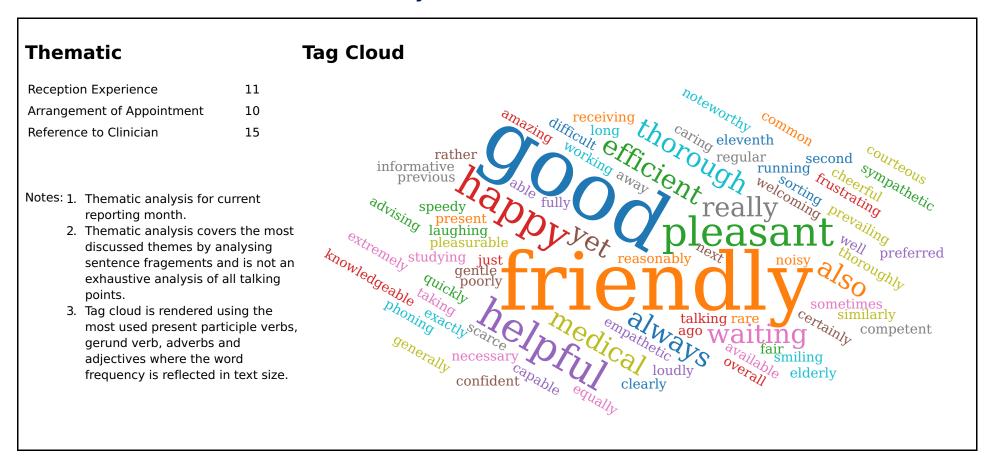


Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

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

# **S**ECTION **4 Patient Response Analysis**





#### **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

- ✓ Just good 'treatment' all round
- ✓ The doctor was very pleasant and professional in an empathetic manner
- ✓ Seen on appointment time and very friendly
- ✓ Very happy with the service I received at the surgery very professional and pleasant
- ✓I was attended to by employee Mrs Michelle Curtis. She is very professional yet friendly and welcoming. She makes my necessary, regular visits most pleasurable.
- ✓ Waiting room 3, clock not working again. Notice board needs sorting. Some of the staff, very noisy laughing and talking really loudly.
- ✓ Yes!! I really appreciate our medical centre. I have a poorly family and I get good support. Sometimes appointments are scarce but in prevailing circumstances we get the right support.
- ✓ The doctor is doing exactly what I need
- ✓ The doctor made my experience very helpful
- ✓ Rang this morning was given appt to see Claire Get nurse practitioner, she was running on time and was thorough and kind can't ask for anything more
- ✓ Always seen reasonably quickly
- ✓ Seen too on time and very friendly staff at reception and nurse was friendly too.
- ✓ It was very good
- ✓ Because the Doctor listened to me and there is a follow up to sort my problem out witch I wanted 6 months ago
- ✓ Appointment on time. Michelle explained fully the purpose of appointment she was also very gentle taking the blood
- ✓ Doctor and other health care professionals are both professional and friendly
- ✓ Caring staff
- ✓ Thoroughly professional .
- ✓ Called in on time everything went to plan brillent
- ✓ All the staff are very good. The phoning up is a bit of a pain. You are eleventh in the queue. I know there has to be a system and the present one is fair, yet frustrating. Well that's Thursday's moan over with lol
- ✓ The Doctor was most helpful and understanding and certainly very thorough in studying my notes from my hospitalisation while I was away on holiday. Similarly the receptionist who made me an appointment for further blood tests as a follow up.
- ✓ Didn't wait too long to be seen and very happy with the practice nurse information
- ✓ I was at the medical centre this morning for an appointment it's very rare for me to go and I was happy with my treatment I didn't feel like I was being rushed out of the door
- ✓ Cause you asked me too
- ✓ SPEEDY & EFFICIENT
- ✓ Because the nurse's have been amazing with my care
- ✓ Prompt Dr very informative and professional
- ✓ Appointment was on time and staff member was pleasant cheerful and professional.
- ✓ All staff members I had contact with were smiling, helpful and kind. I felt listened to and valued as a person.
- ✓ Very good appointments with doctors. Prompt referrals for further tests. Clearly explained results and treatment.
- ✓ Overall good
- ✓ Professional and friendly service carried out by capable and confident staff not only on this occasion, but an equally competent service/experience as always
- ✓ All the staff I saw were very efficient and generally kept to the appointment time.
- ✓ I saw Dr Bryden today and was impressed with her sympathetic and knowledgeable approach. She also asked for my preferred option as to the next steps in my treatment. I have been extremely pleased with previous consultations with Dr Holmes. The courteous and professional service offered by all staff at the centre has been noteworthy and to be commended.

#### **Not Recommended**

- ✓ Time delay in being able to see gp, being sent to same day services rather than see or speak to gp, After waiting 3/4 hr to speak to receptionist to be told no more appts available
- ✓ Because you don't think things few. Examples you gave my elderly mother a appointment for 12.20 followed by a second at 2.40 .When questioned you managed to do them at same time. Common sense is all that's required.

✓ Difficult accessing services and bureaucracy
✓ After receiving texts advising me of appointment time waited overc20 mins to be seen despite being advised that nurse was on time