

FFT Monthly Summary: September 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
31	10	3	3	3	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: 134

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	31	10	3	3	3	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	31	10	3	3	3	0	50
Total (%)	62%	20%	6%	6%	6%	0%	100%

Summary Scores

82%

12%

6%

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:

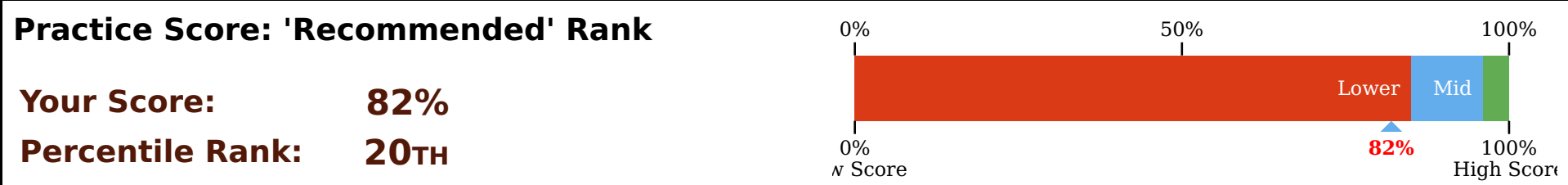
Recommended (%) =
$$\frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

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

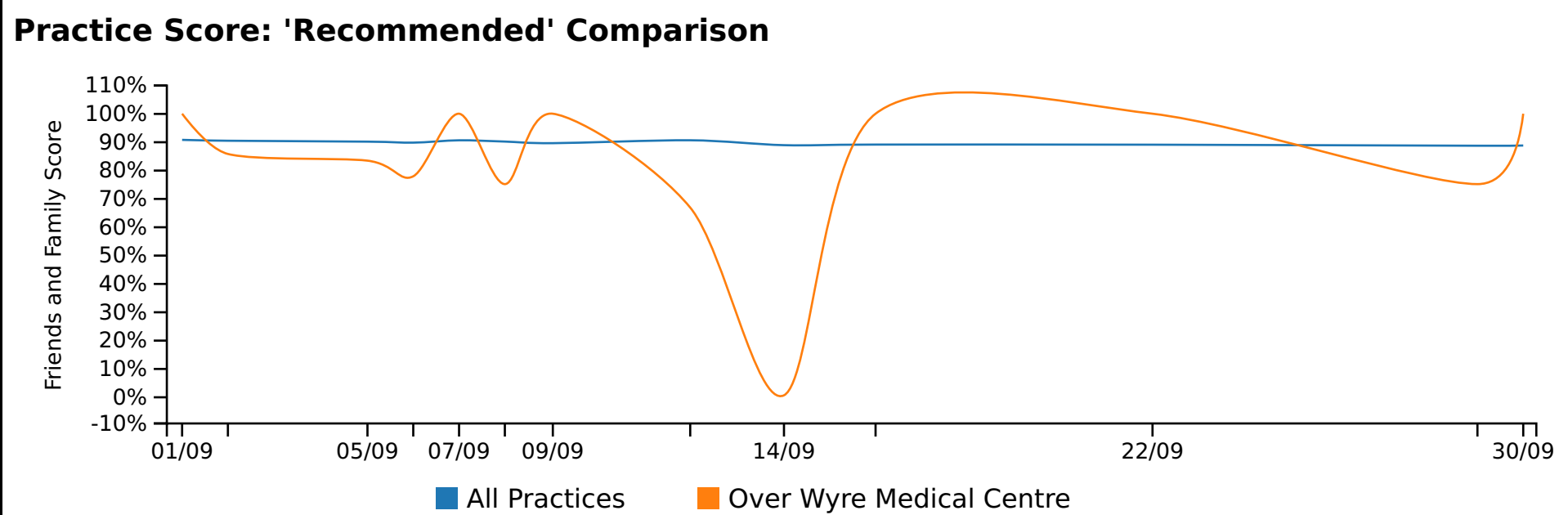
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

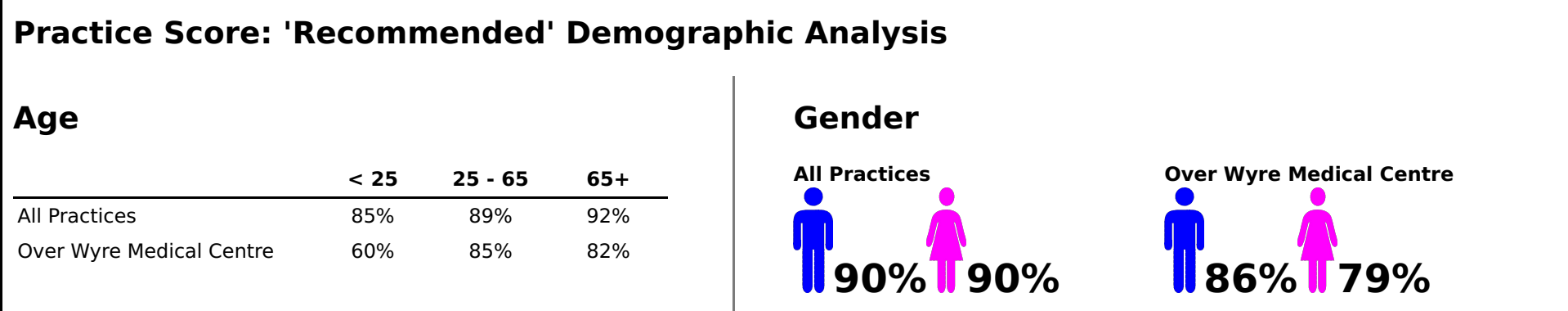
SECTION 3
Practice Scoring



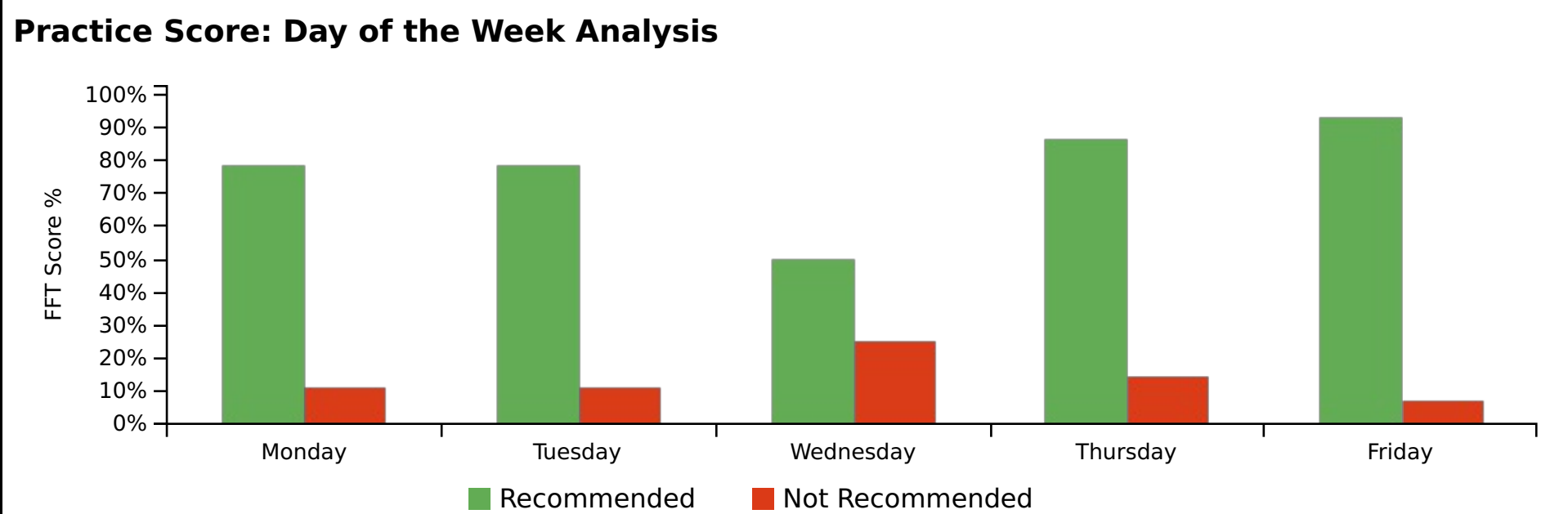
Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 20th percentile means your practice scored above 20% of all practices.



Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.



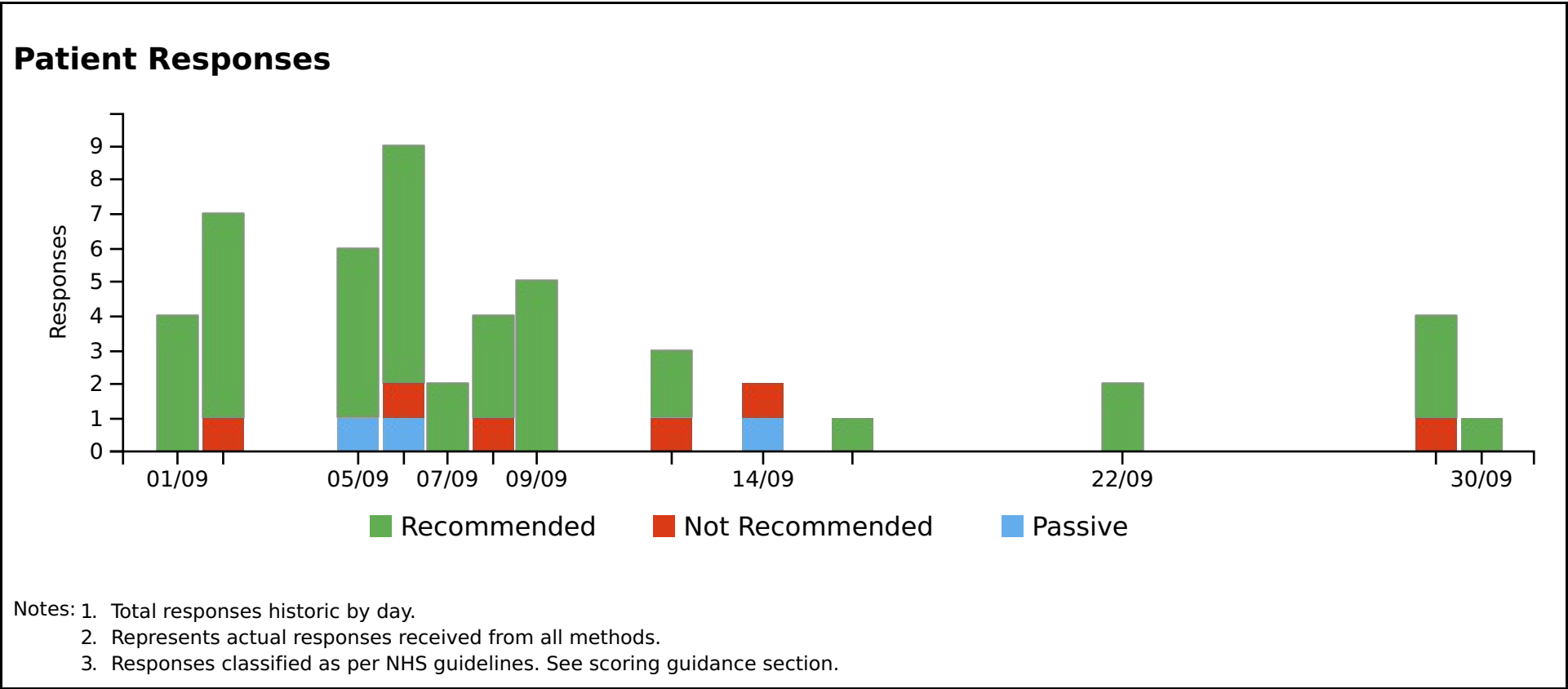
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.



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	5
Arrangement of Appointment	8
Reference to Clinician	21

- 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

- ✓ Quick efficient service for my child's 3 year old boosters. Nurses really friendly and get the unpleasant job done with minimal upset for child and paren@parents. Thank you. @you.
- ✓ *Quick service and the nurses were great with our little one having his injections.*
- ✓ As the service on the phone and in the practice is always amazing. Iv had my 1year old in for injections and the staff are super at supporting me in thi@n this challenging time. @ime.
- ✓ *Because you have to wait for someone to answer the phone then be told they will get someone to phone at the time they give you then when they phone you t@you they then give you a time to come in to see them I think there is a lot of wasted time x@ime x*
- ✓ Quick prompt response, with appointment and waiting time. Doctor was very welcoming and put me at ease. I was very grateful to be seen so quick and be di@be diagnosed. @sed.
- ✓ *Prompt telephone appt with Elaine followed by a face to face re assuring consultation. Thank you.*
- ✓ Same day appointment for very urgent treatment. Full examination and prescription issued plus advice and 4 week treatment programme.
- ✓ *Fantastic service and sorting something out that I've been dealing with for a long time*
- ✓ Met by a lovely lady on reception, appointment with a Nurse who was also lovely, took blood , didn't feel a thing , so gentle. Waited for my appointment @ment to see Dr Hopkins . So polite, professional , talked me through options , didn't feel rushed . All three staff I met are a real credit to the practice. T@ce. Thank you @ you
- ✓ *Seen on time,doctor really helpful & listened to my thoughts ,then discussed options*
- ✓ Service was excellent and friendly
- ✓ *Dr was thorough and answered any questions I had,she was also very pleasant.*
- ✓ Seen on time and result of consultation referred to specialist as hoped
- ✓ *Doctor was most professional and saw me on time.*
- ✓ Dr Totty listened to me and referred me for an x ray and physio which I think was a good idea and he has a very professional caring manner every time I see him
- ✓ *Great service*
- ✓ Excellent customer service from reception staff and very thorough GP appointment
- ✓ *I felt better being able to speak to the nurse face to face and received treatment instantly instead of spending the last 12 weeks very irritated Thank u@ank u to nurse Elaine@laine*
- ✓ Because you asked!
- ✓ *Waiting times for appointments are long. Same day appointments are hard to come by if you are any further than 5 in the que (some days I've been 3rd and @ and told there were none). However, when you speak to a GP, Nurse or Pharmacy member they are all very helpful.@pful.*
- ✓ Spoke to the lovely Dr Bolton this morning x
- ✓ *We have never had any problem in discussing our needs with either the go Or practice nurses*
- ✓ I arrived early and service was good as I was seen early
- ✓ *Because I am a new patient to the practice.*
- ✓ Dr listened to me and felt she understood and got a satisfactory answer and result to my problem
- ✓ *Efficient but was an early appointment so no delays*
- ✓ Professional staff, short waiting time
- ✓ *War seen at time i was booked in 4 the nurse eliane was very clear explaing things 2 me x*
- ✗ I felt I was getting the best possible care.
- ✗ *The nurse was lovely taking my bloods.*

Not Recommended

- ✓ Because I have only been in this country 2yrs and haven't had much luck on seeing a DOCTOR
- ✓ *I could not get through to the surgery on 5/9 between 0800 and 0830 hrs with continually dialling g then I got cut off later that day having been at posi@ position 12 and cut off at position 9 so I came into the surgery to try and get a telephone consultation for today as I was unable to walk at all only to be@to be told to try on the telephone again this morning. I eventually got a nice lady who with the approval of her supervisor advised me to come into the surger@urgery this morning at 0800 and she managed to get me a face to face at 1000hrs today. The whole issue was extremely upsetting and even more so with the pain@ pain o was in. Not the way a service should be run I'm afraid.@raid.*
- ✓ Not being able to see a doctor
- ✓ *Oops. I meant 1*
- ✓ Not satisfied with telephone timings

Passive

- ✓ Long wait at reception due to check in screens not working and only one receptionist on the desk, poor attitude of staff but when being seen by nurse practitioner, couldn't have wished for better help and so friendly. @dly.
- ✓ *We had a telephone appointment and from that agreed on me having the Rod fitted booked the appointment for the rod - to come and it to be a discussion@ssion about the rod again and having to return for the fitting of the rodJust think that there wasted appointments @nts*
- ✓ Overall, as a patient, on many occasions, I was unable to see a Doctor of the practice face to face, instead, it was either a telephone call appointment,@ment,or, it would seem to me anyone else who was available at that time. I have only been a patient with the practice since moving to the areain 2020,and to @d to my recollection have only ever seen my Doctor once.In saying all this I do realise it is a very busy practice and probably grossly overworked.@rked.