FFT Monthly Summary: June 2023

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
42	6	1	0	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:	114						
Responses:	50						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	42	6	1	0	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	42	6	1	0	1	0	50
Total (%)	84 %	12%	2%	0%	2%	0%	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.

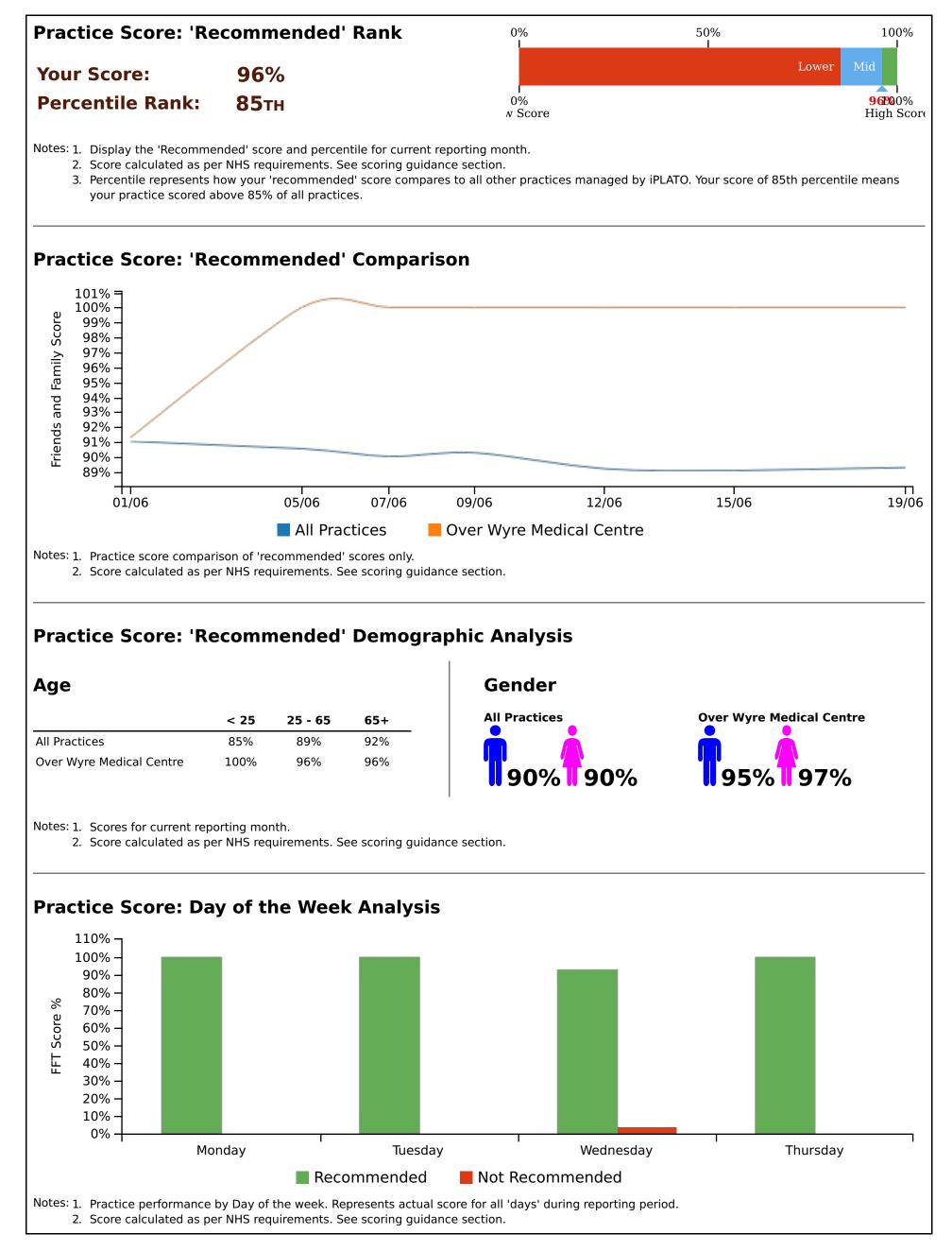
The percentage measures are calculated as follows:

Recommended (%) =	very good + good very good + good + neither + poor + very poor + don't know x 1				
Recommended (76) –					
Not Recommended (%) =	very poor + poor x 100				
Not Recommended (%) –	very good + good + neither + poor + very poor + don't know				

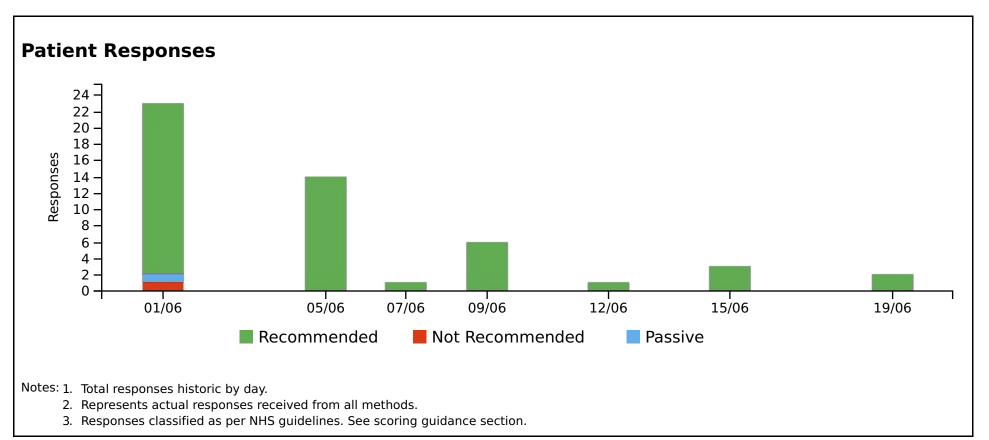
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

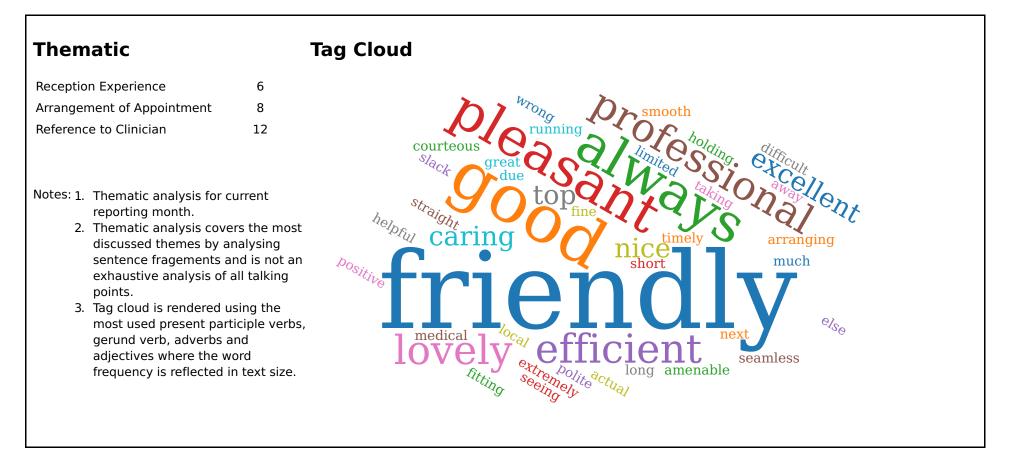
SECTION 3 Practice Scoring



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

- ✓I am always satisfied with the care I receive at the GP practice.
- ✓ Efficient service and pleasant manner(as always) from your staff member.
- ✓ Because we always get the best service.
- ✓ Seen in a timely manner. Doctor very understanding of reason for the visit and explained course of treatment to take
- ✓ Because Ms Dawn Holding was very efficient & friendly
- ✓ All the help and attention they have given myself deserves a top mark
- ✓Kind understanding doctors
- ✓ Punctual and professional services
- ✓ Pleasant and efficient
- ✓ I rang for my daughter on Wednesday and had an appointment by Friday. Extremely lovely staff, both on the phone and in the practice
- ✓ Because you asked me to
- ✓ Very professional, polite and friendly
- Because I was given an appointment straight away and had blood tests done and given the results today which were explained to me and all my questions answered.
- ✓ Didn't have to wait long for my appointment time. Friendly staff. No complaints at all. Good service
- ✓ Appointment on time, friendly and knowledable staff
- ✓ Promp service very friendly staff nice atmosphere thank you
- ✓ My friend and I had appointments for blood tests, and we were in and out before our actual appointment times. The nurse was lovely. Thanks.
- ✓ Good experience
- ✓ Appointment booked with choice of timesNurse running to time.Self serve CheckinText message reminderFollow-up booked while in the consult.
- ✓ Nurse was very pleasant and explained what she was doing
- Receptionist & nurses have done so much for me arranging appointments & fitting me in at short notice so I can have injections / blood tests for my cancer treatment thanks Karen angela and everyone else
- ✓ On time, pleasant nurse
- ✓The Wyre medical has always looked after us can't fault it
- ✓ The nurse I saw taking my blood realised he was too difficult because if my veins and got my experience nurse. And was so friendly and caring
- ✓I only had a blood check so everything was fine
- ✓ Girls who took bloods lovley
- \checkmark The Doctor I spoke to listened to and answered my questions and dealt with my problems in a understanding manner
- Elaine is very professional friendly great knowledge excellent communication skills
- Excellent service
- ✓ Good services and nice and patient
- \checkmark It was very smooth from start to finish and the nurse was very amenable
- ✓ Emma whom I was seeing had been called home, but the slack had been taken over seamless by a lovely gentleman
- I gave this answer because the advice I received was positive and helpful. But it was put in a very concerned and caring manner. top marks as to what you want your local surgery to be about.
- ✓ Not a 1 due to limited appointments outside of work hours, have to wait until next week as there is no one to cover at work.
- \checkmark Good treatment and referral on from Dr Hopkins after weeks of no.progress
- ✓ Treated with courteous and friendly care.

Not Recommended

Passive