

FFT Monthly Summary: October 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
41	6	3	0	0	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:	104						
Responses:	50						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	41	6	3	0	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	41	6	3	0	0	0	50
Total (%)	82%	12%	6%	0%	0%	0%	100%

Summary Scores

👍 94% 🗑️ 0% 📁 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:

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

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

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

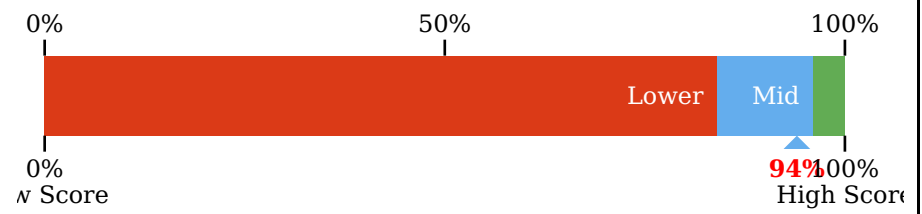
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

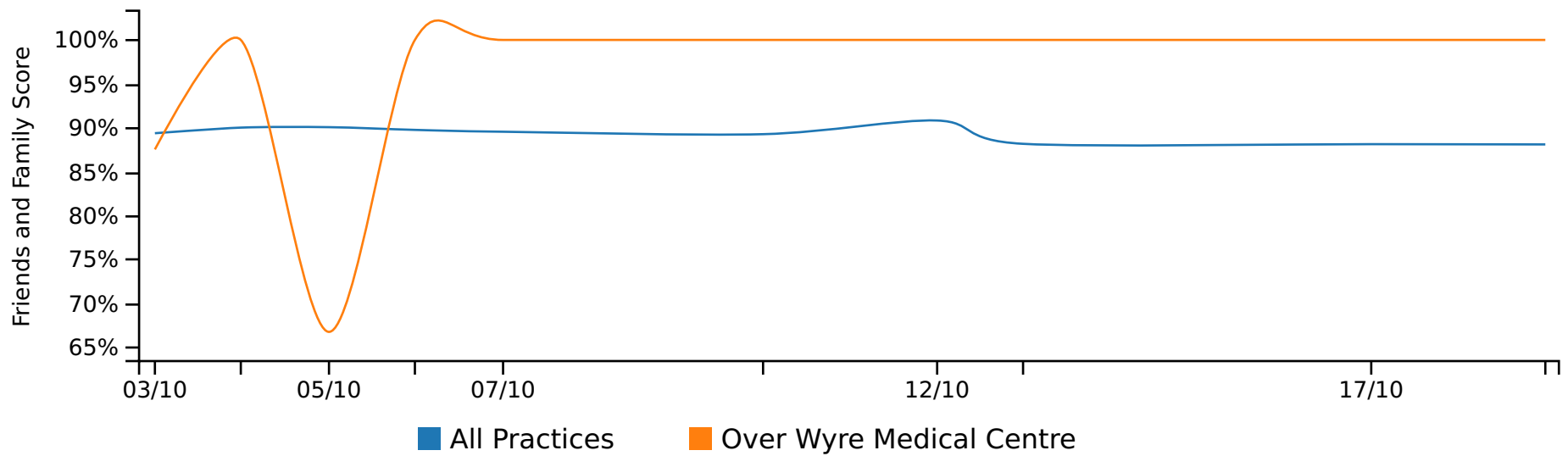
Your Score: 94%

Percentile Rank: 70TH



- 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 70th percentile means your practice scored above 70% of all practices.

Practice Score: 'Recommended' Comparison



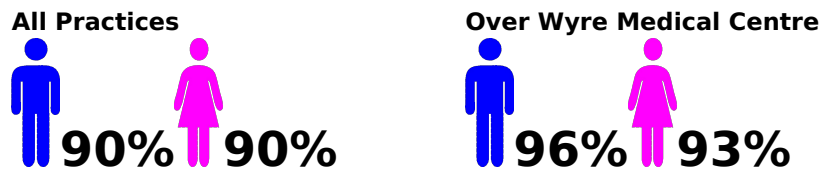
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

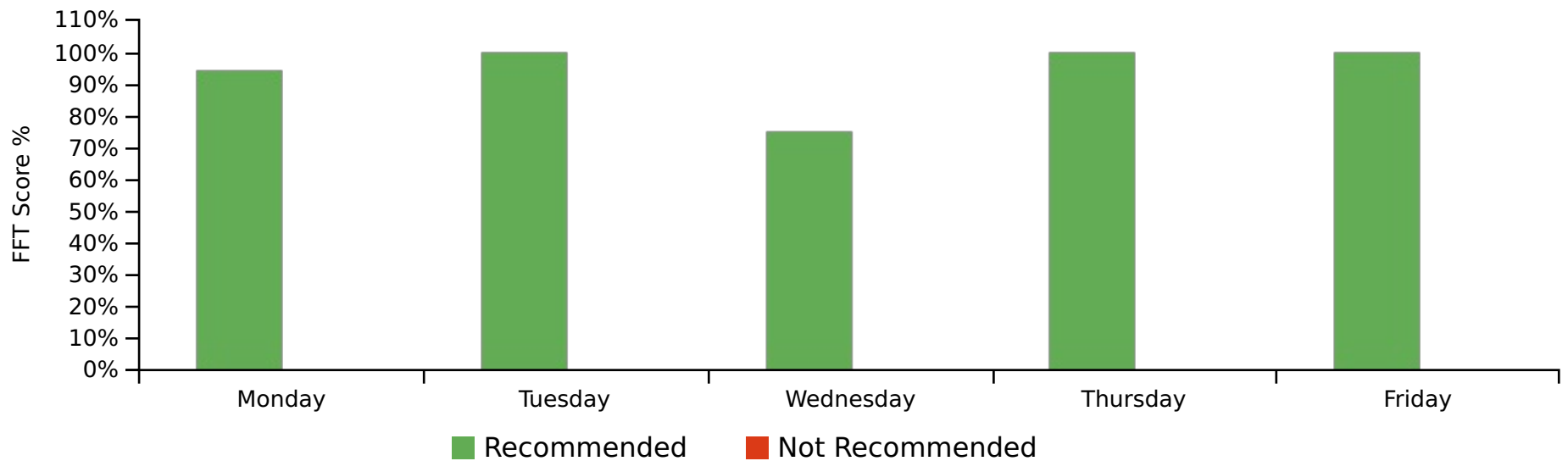
	< 25	25 - 65	65+
All Practices	83%	90%	92%
Over Wyre Medical Centre	0%	93%	94%

Gender



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

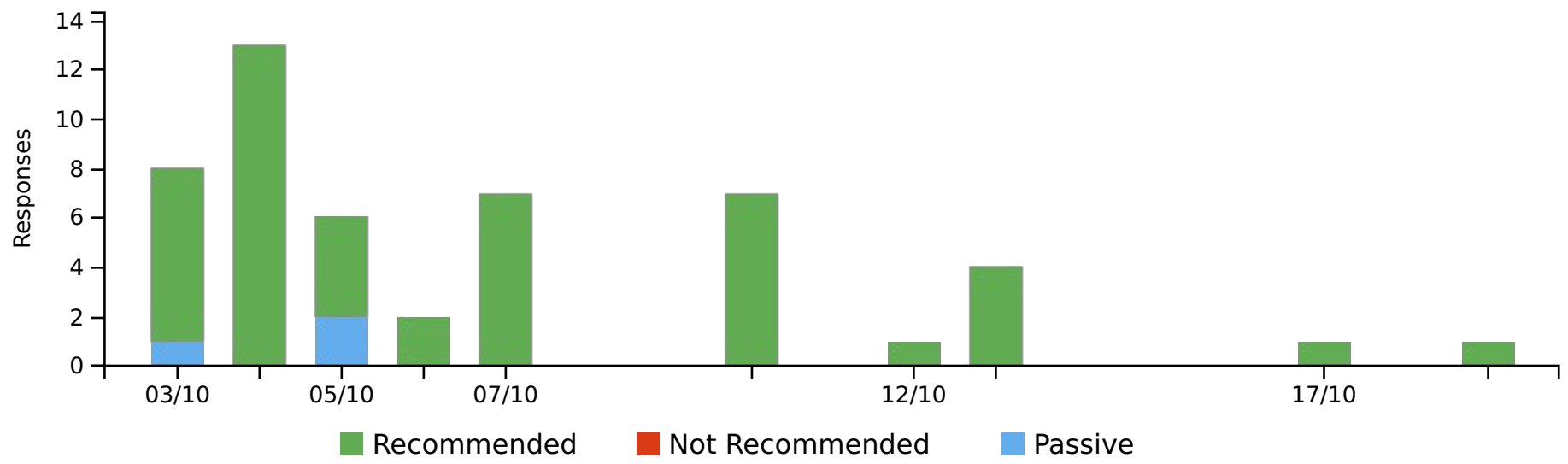
Practice Score: Day of the Week Analysis



- 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

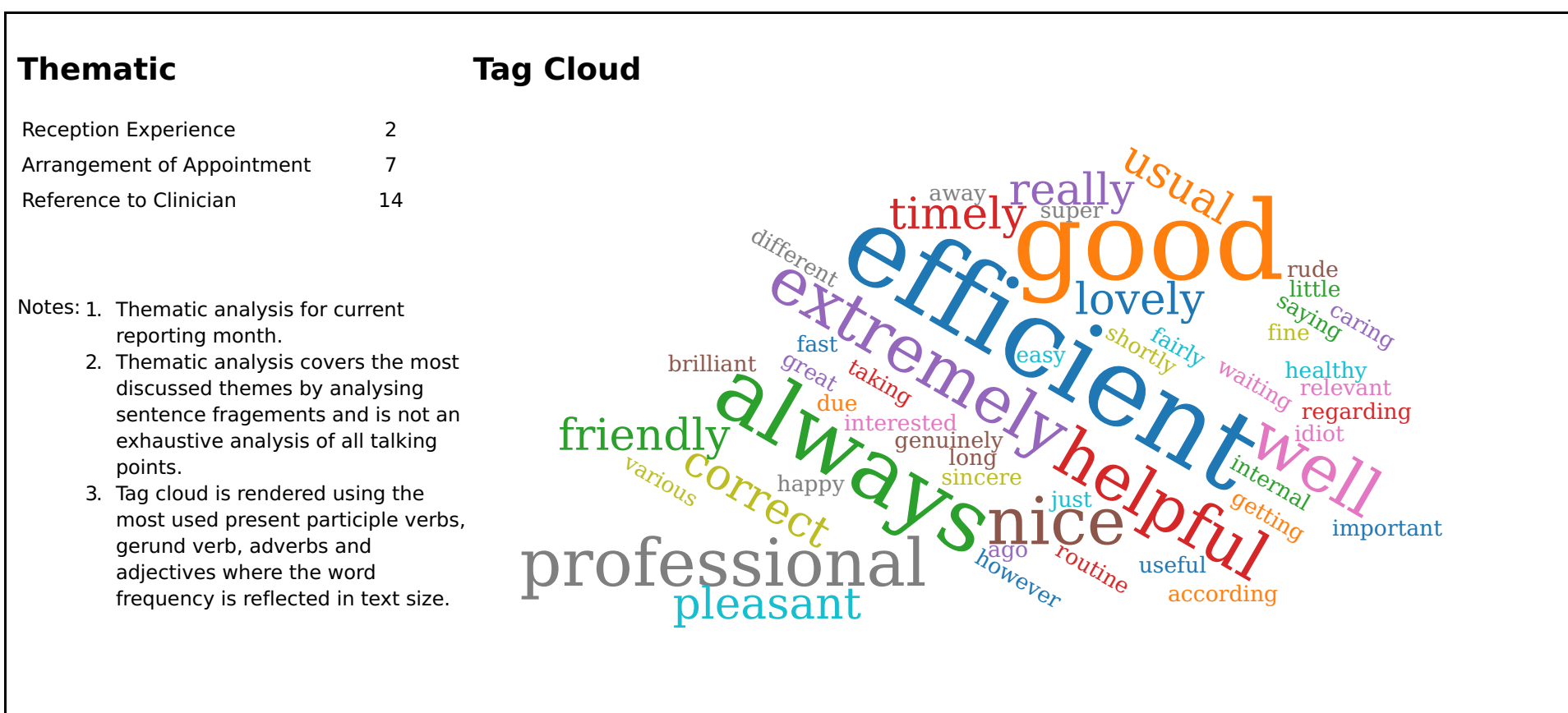
Patient Responses



- Notes: 1. Total responses historic by day.
2. Represents actual responses received from all methods.
3. Responses classified as per NHS guidelines. See scoring guidance section.

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

- ✓ Telephone appointment was received at correct time and doctor was very pleasant and helpful
- ✓ *Extremely efficient. Elaine was extremely nice and understanding. Seemed genuinely interested in the consultation.*
- ✓ I saw Elaine and was very happy how she looked after me thank u
- ✓ *I was contacted by phone at 2.30 by nurse telephone meeting and received an appointment for 3.30 at surgery. Sorted out shortly after.*
- ✓ Because I was treated fairly and all nurses have all been very nice. I had no trouble at all. That's my reason.
- ✓ *Very pleased with the service and information I received from your staff*
- ✓ Fast and efficient service as usual Thanks
- ✓ *The service today was very good.*
- ✓ Very efficient
- ✓ *I gave my answer because my experience of your service was very good. My appointment was delayed by 35 minutes due to an internal requirement taking @king priority, but when I was seen, I wasn't hurried or felt rushed @shed*
- ✓ Although Dr Hopkins was very good we waited 40 minutes to see her.
- ✓ *Appointment was on time and my problem was dealt with well*
- ✓ Great service
- ✓ *Receptionist was extremely helpful and friendly. No long waiting time. Nurse super efficient and friendly.*
- ✓ Fine visit, Dr Bolton is lovely just waited 30 mins for my appt.
- ✓ *Always find people pleasant. However, there is a problem with getting timely appointments. I had an email saying the dr needed to speak to me about a rou@a routine blood test a few weeks ago. I rang to book one and couldn't have a telephone appointment for over 4 weeks. This has left me worried about the result@esults which isn't good.@good.*
- ✓ Very efficient as usual
- ✓ *Been to see nurse for bloods was seen on time and nurse very nice*
- ✓ Easy to arrange appointments and information and advice given is very useful
- ✓ *Care and professional always*
- ✓ Everything went according to plan with a little wait.
- ✓ *I was really impressed by everyone I dealt with regarding my visit. Really professional and caring.*
- ✓ They was brilliant
- ✓ *The doctor I saw always tries her best to solve health problems or gets you seen by the relevant consultant at hospital*
- ✓ GP listened to me and explained how to proceed
- ✓ *Well I only went for a blood test, but I was seen right away and on my way home in 5 mins.*
- ✓ Mrs Elaine Blundell
- ✓ *Because my dealings with and my various treatments have been timely and have helped me to stay as fit and healthy as I can be at my age.*
- ✓ Treated very well felt at ease.
- ✓ *Very professional and understanding*
- ✓ I was seen on time. Had my blood done and was out in five minutes.
- ✓ *They are always very understanding and helpful and make you feel that you are important*
- ✓ The Doctor listened to my problems and I felt I was given the correct medications and a referral
- ✓ *Because you asked me to answer*

Not Recommended

Passive

- ✓ 50 min wait time. Nurse was lovely when I got in to my appointment