

FFT Monthly Summary: January 2023

Over Wyre Medical Centre
Code: P81087



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
39	9	1	0	0	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:	96						
Responses:	50						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	39	9	1	0	0	1	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	39	9	1	0	0	1	50
Total (%)	78%	18%	2%	0%	0%	2%	100%

Summary Scores

👍 96% 👎 0% 🗳️ 4%

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:

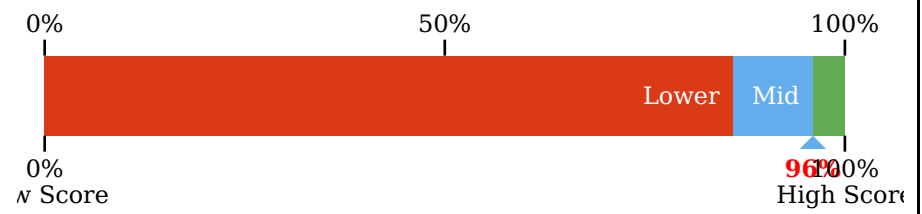
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

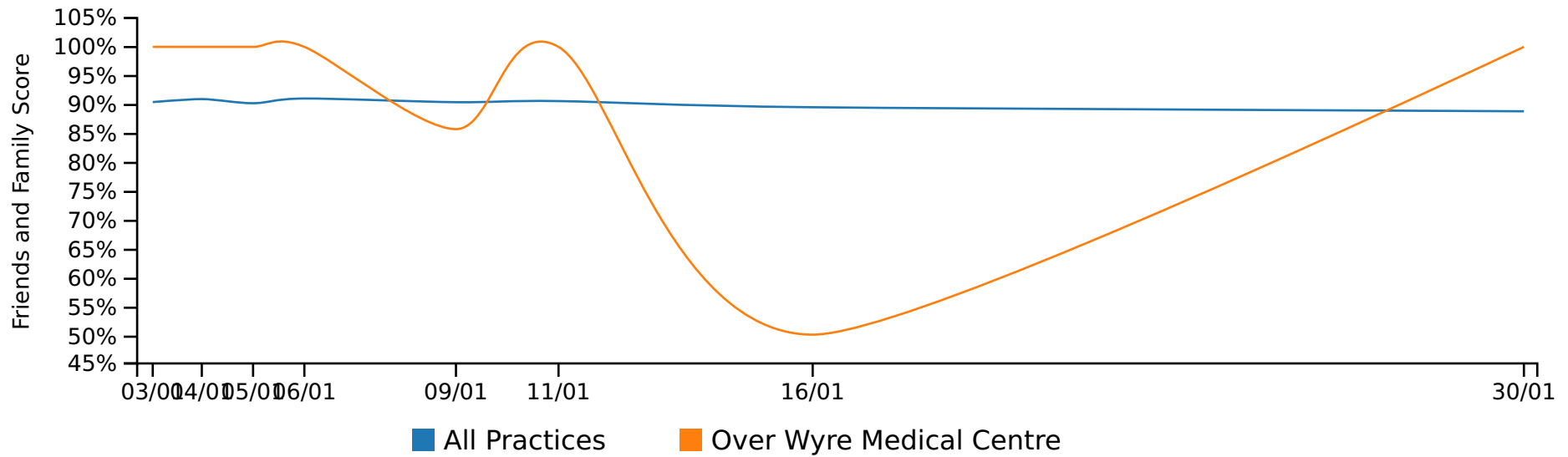
Your Score: 96%

Percentile Rank: 80TH



- 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 80th percentile means your practice scored above 80% of all practices.

Practice Score: 'Recommended' Comparison



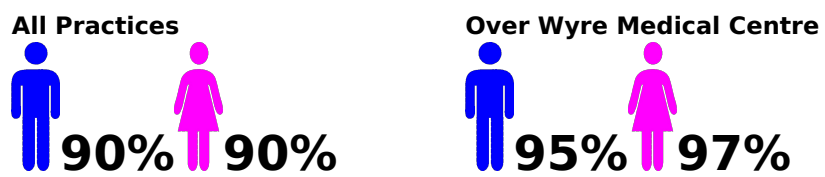
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

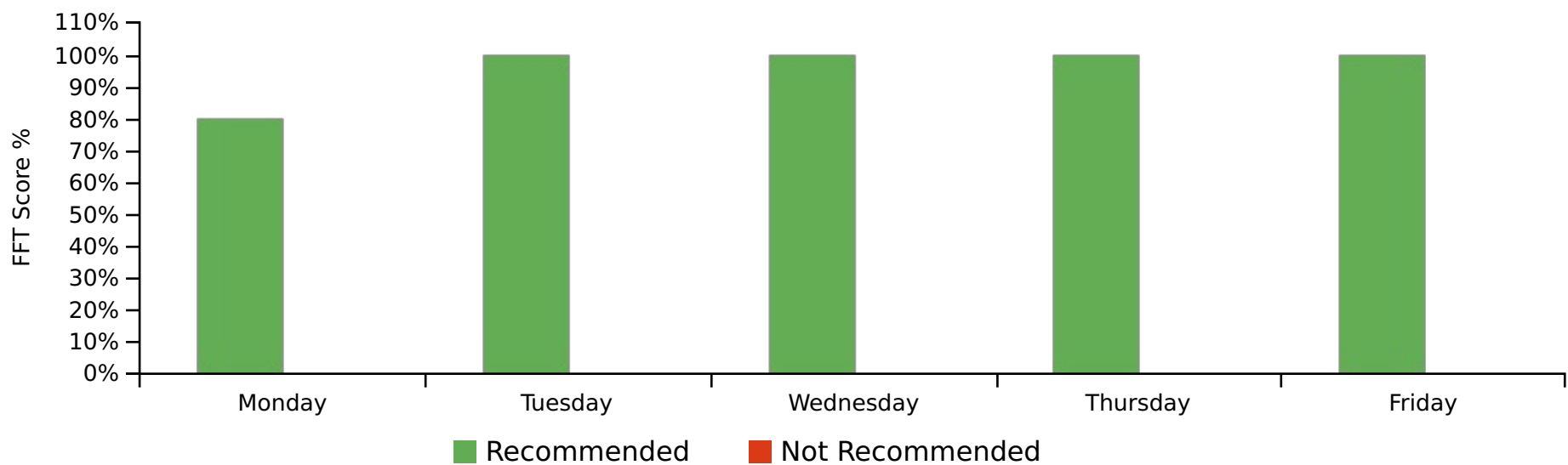
	< 25	25 - 65	65+
All Practices	87%	90%	92%
Over Wyre Medical Centre	100%	100%	91%

Gender



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

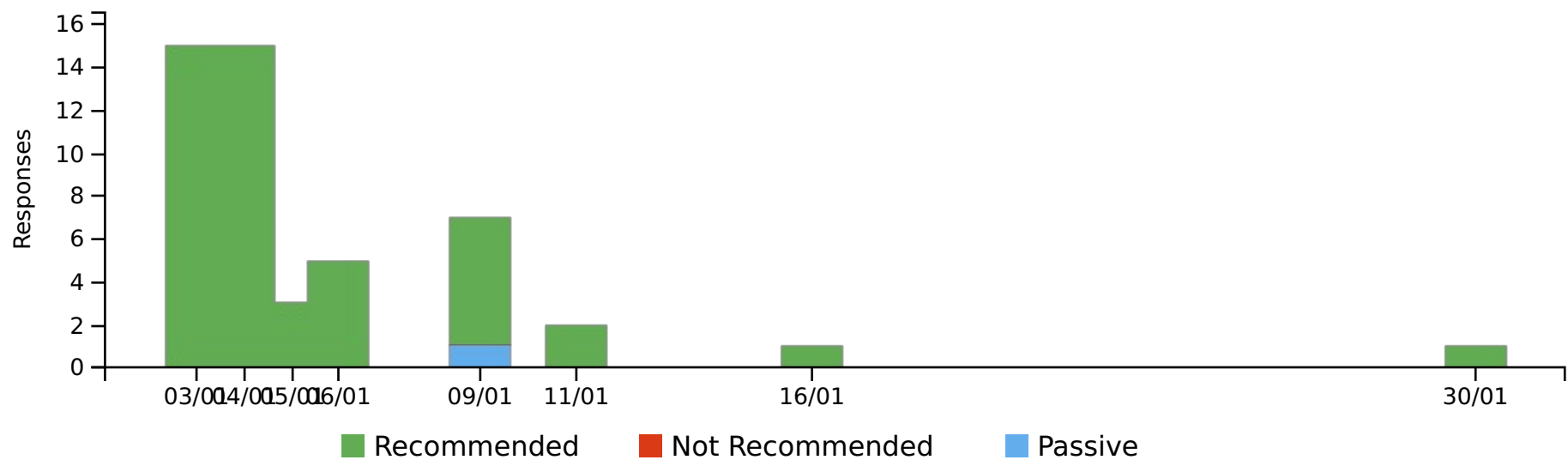
Practice Score: Day of the Week Analysis



- 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

- ✓Went for bloods treated on time so was happy.
- ✓Lovely staff, short waiting time
- ✓Great service. Lovely nurses.
- ✓Good service
- ✓Did not have to wait long Staff are very helpful
- ✓Was seen literally less than a minute after I checked in.Nurse was so so nice. Friendly, kind and gentle. Credit to your surgery
- ✓Excellent service from your staff
- ✓Dr Hopkins was very professional and personable.
- ✓Prompt and professional service
- ✓Be sure it's true !
- ✓Very attentive Nurse and seemed to really care
- ✓Even though the person I was supposed to see had phoned in sick, someone else was covering and I was still seen at my booked in time .
- ✓I have always received the best treatment and advice when I have needed to see anyone at the medical centre. It has sometimes taken longer than I would h@uld have liked to get an appointment but I understand the high demand for appointments.@ents.
- ✓Appointment on time, nurse very pleasant
- ✓Always trying to help
- ✓Immediate referral
- ✓Today with Michelle Curtis very good and professional otherwise getting to see a doctor in person is like pulling hens teeth seeing anyone in person is n@ is not good that is why I gave the score I did @ did
- ✓The Dr was very nice with me on the phone
- ✓Was positive outcome but overall not happy with the difficulty at achieving any appointment with the surgery I feel that it's easier to go to walk in ce@in centre & have not much confidence in any of the gps @ gps
- ✓Excellent service very professional
- ✓Prompt appointments
- ✓Good appointment today
- ✓Staff helpful and polite
- ✓I don't use the surgery often, so I can't comment too much, but my experience was ok.
- ✓Always very good service
- ✓Telephone call, arranged 3 days ago, from Elaine. I was contacted day before to ask did I still need to speak to her, she phoned prompt at 1.35 arrangem@angement was between 1.30 and 2pm.@ 2pm.
- ✓All staff today went the extra mile i was impressed
- ✓Friendly and efficient staff. Empathetic
- ✓Pleasant staff. Interested in what they're doing
- ✓My check with Elaine was very thorough and I felt confident that she was understanding my problem. I got the appointment quickly and follows arranged.
- ✓Timely, friendly efficient.
- ✓Lynne was very pleasant and explained to me all the results and gave me advice about statins.
- ✓Doctor and nurse who I saw today both listened, friendly and helped
- ✓Brilliant staff. Relaxed but so thorough. Nothing too much trouble for any of them

Not Recommended

Passive

- ✗Waiting time for appointment poor but ok when get there