FFT Monthly Summary: March 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
40	5	2	2	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: **104**

Responses: **50**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	40	5	2	2	1	0	**50**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**40**	**5**	**2**	**2**	**1**	**0**	**50**
Total (%)	*80%*	*10%*	*4%*	*4%*	*2%*	*0%*	*100%*

Summary Scores

👍 90%   👎 6%   👉 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:

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

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

For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:
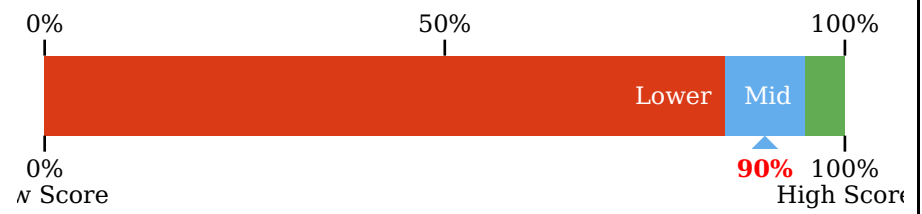
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Practice Score: 'Recommended' Rank

Your Score: **90%**

Percentile Rank: **50TH**

0%   50%   100%

| | Lower | Mid | |

0%   **90%** 100%
N Score   High Score
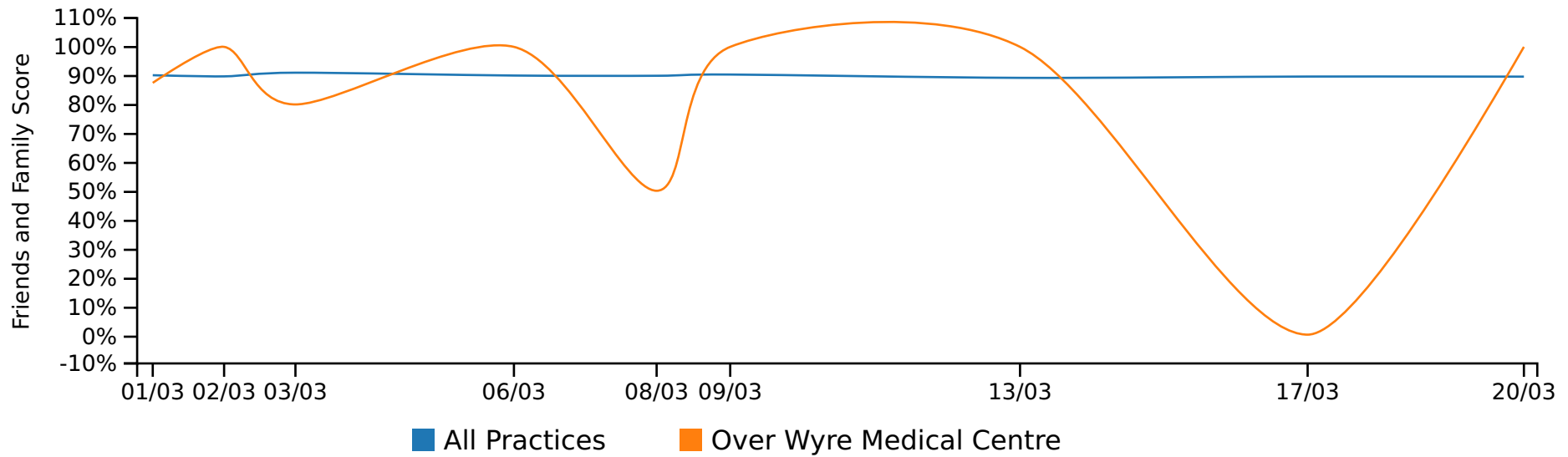
Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 50th percentile means your practice scored above 50% of all practices.

Practice Score: 'Recommended' Comparison

Friends and Family Score (y-axis: -10% to 110%)
x-axis: 01/03 02/03 03/03 06/03 08/03 09/03 13/03 17/03 20/03

- All Practices
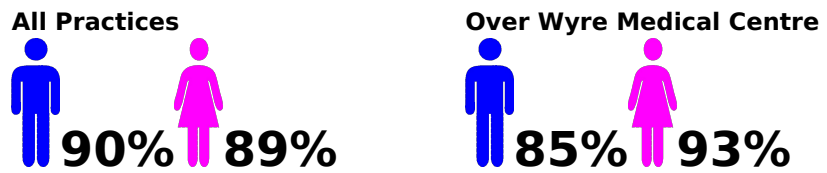- Over Wyre Medical Centre

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	85%	89%	92%
Over Wyre Medical Centre	50%	95%	88%

Gender

All Practices

90% 89%

Over Wyre Medical Centre

85% 93%

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

FFT Score % (y-axis: 0% to 110%)
x-axis: Monday, Tuesday, Wednesday, Thursday

- Recommended
- Not Recommended
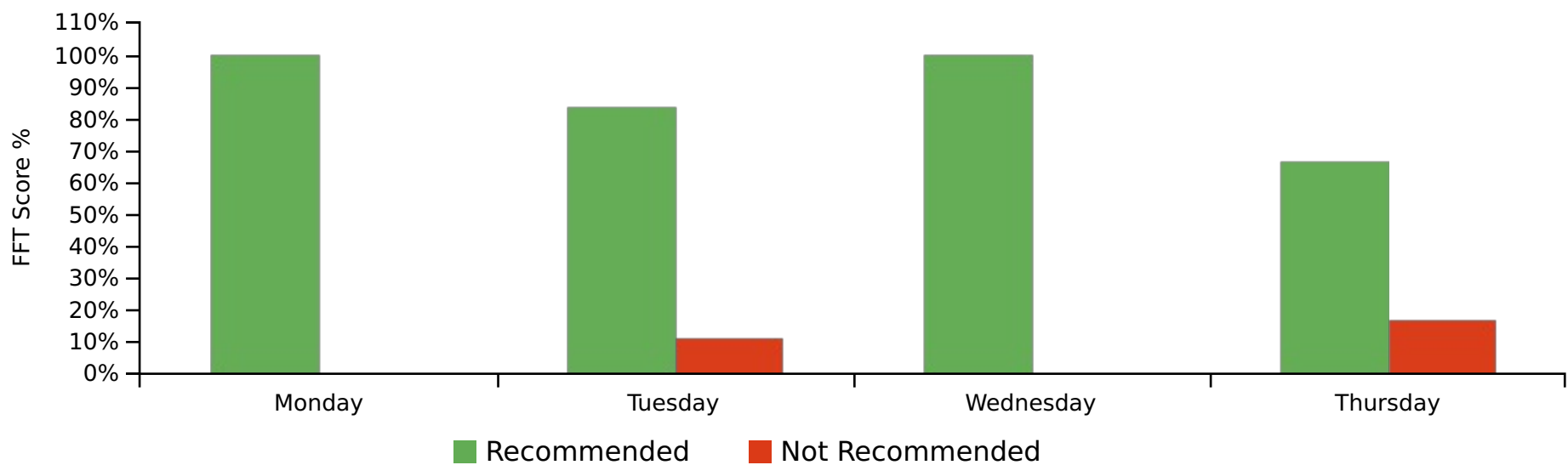
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4
Patient Response Analysis

Patient Responses

Legend: ■ Recommended ■ Not Recommended ■ Passive
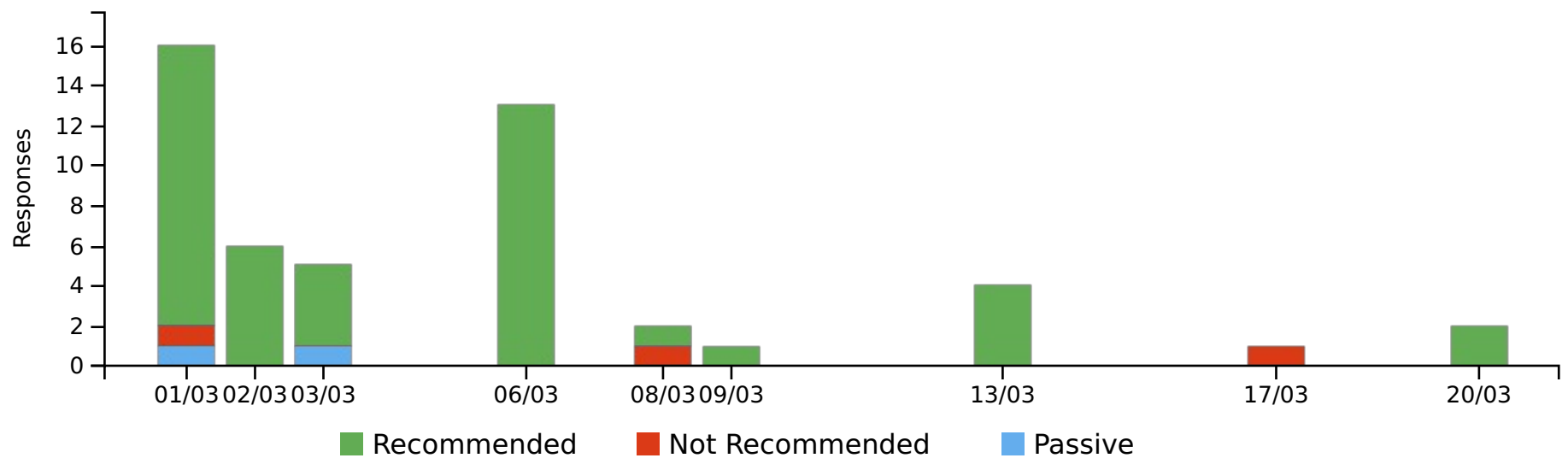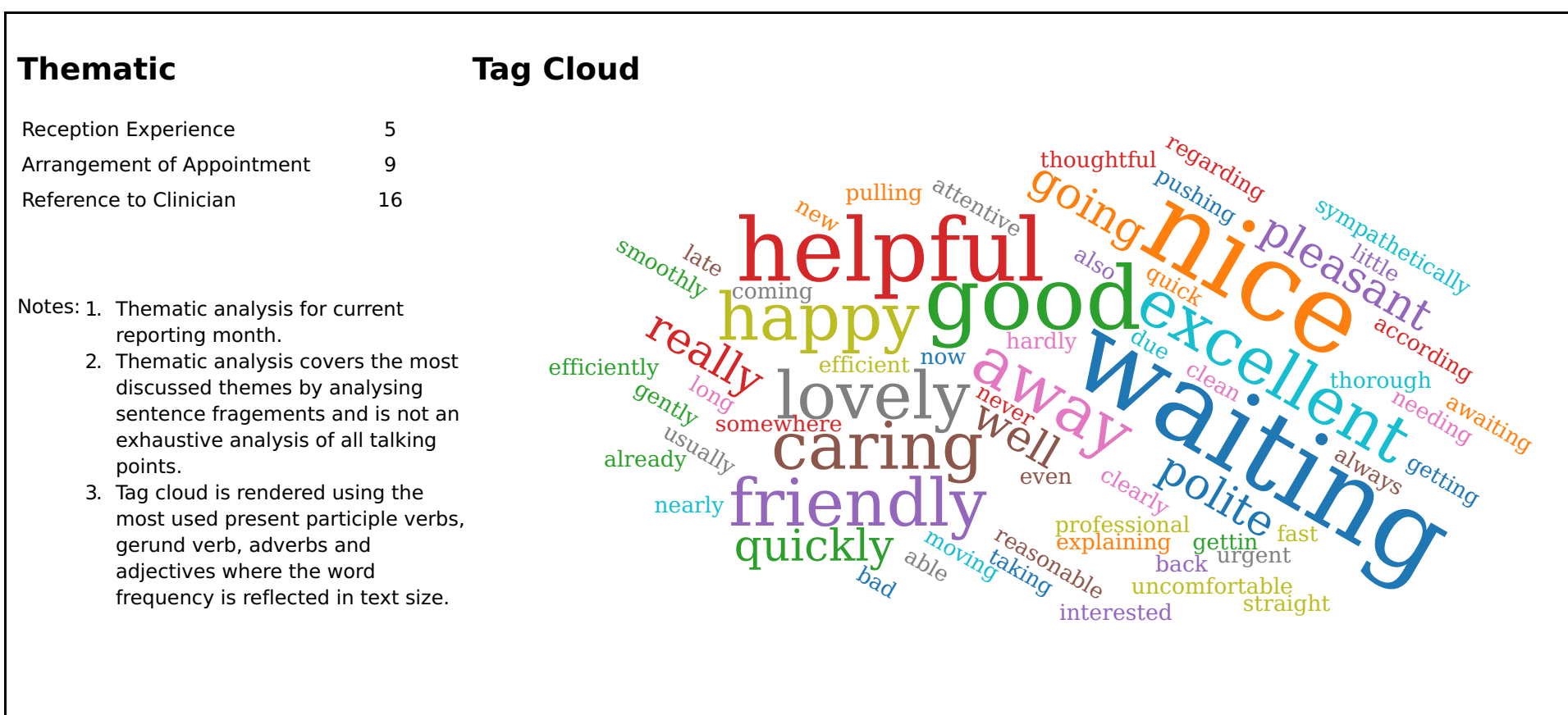
Notes: 1. Total responses historic by day.
2. Represents actual responses received from all methods.
3. Responses classified as per NHS guidelines. See scoring guidance section.

Patient Free Text Comments: Summary

Thematic

Reception Experience	5
Arrangement of Appointment	9
Reference to Clinician	16

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

thoughtful regarding pushing sympathetically pulling attentive going nice pleasant little new also quick according smoothly late helpful coming good excellent hardly due waiting really happy efficient now clean thorough needing awaiting efficiently gently long lovely away well never getting somewhere caring clearly polite always already usually even professional reasonable fast nearly friendly explaining gettin urgent moving taking back quickly bad able uncomfortable straight interested

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

✓Very polite,friendly and clean and a caring service

✓*Elaine Blundell is so caring and attentive and nothing was too muchuch*

✓Staff were very professional and thorough and made me feel at ease

✓*Monday I spoke to a doctor who asked me to go in and she looked at my hands explaining what she was going to do and I came away feeling like I was gettin@etting somewhere after months of pain. Then today a follow up call from bloods and scan phone call which was earlier than expected he wished to see me which h@ich he has and again come away feeling like things are going to get sorted. Thank you. @you.*

✓Appointment reminders and got through quickly when I needed to phone back.

✓*My appointment was to have my bloods done. I was waiting less than 10 minutes to be called into the treatment room, which I believe to be reasonable. The@. The nurse was really lovely. When the needle was inserted I hardly felt it. When the blood tubes are usually changed it can feel uncomfortable due to the pu@he pushing and pulling but the nurse changed the tubes gently and with care so there was no discomfort. @ort.*

✓The nurse I saw today was very understanding and very thoughtful.

✓*Was very happy with treatment*

✓Appointment within 2 days of booking. Excellent & friendly service from Doctor.

✓*Very nice fone call explained everything clearly*

✓Because it was good and on time nice people.

✓*Dawn Holden very pleasant .*

✓Really made me feel relaxed as I hate coming to surgery

✓*Very helpful GP and seen on time*

✓Appointment on time, friendly staff. Very efficient.

✓*Appointment nearly bang on time, blood taking quick and straightforfor*

✓Service Greta

✓*Lovely helpful reception staff. Excellent nurse who listened to me and was interested to help*

✓They always give 100% to each patient, with anything needing urgent treatment, being fast tracked

✓*Since moving to the area and getting to get a new Dr I've found allall the staff polite and very helpful.A the doctor's first class what at*

✓I was happy all went smoothly.

✓*Kind caring excellent*

✓Because Dr Home's rang me and I was more than happy with his service x

✓*No waiting . Looked after very well with nurse.*

✓Appointment was spot on time and good advice received from the doctor

✓*I was greeted and treated with curtesy and good communication and graded according with the scale given.*

✓Service was only a little late nurse was lovely C Robinson

✓*Dr Holmes was very nice and helpful*

✓Because you asked me to give my opinion and that is what I did

✓*Dr Simpson was very nice and understanding and was able to give me the injection I needed . I was seen on time .*

✓Got an appointment straight away no problem ,very pleasant staff

✓*I had 2 queries, both were dealt with quickly and sympathetically by Dr Luke Holmes and I am now awaiting follow up.*

✓Very nice HCA, Dawn.

✓*It would have been a 1 but i didn't see the doctor on time, I had to wait another 25 minutes.*

✓Everything was well and efficiently handled.

✓*Appointments where made regarding my concerns and where on time*

✗Because it was

Not Recommended

✓Waiting time for appointments both for telephone and face to face, also for x-ray results waiting time, even though results waiting at surgery.

✓*Long wait times*

✓Because I did (?????)

Passive

✓Because you asked how my experience was and I thought it wasn't good but wasn't bad.
✓*I hav already answered the questions never get to see a doctor. I had a left leg operation. Dont know how my doctor is ...*