

FFT Monthly Summary: July 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
45	2	1	1	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:	105						
Responses:	50						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	45	2	1	1	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	45	2	1	1	1	0	50
Total (%)	90%	4%	2%	2%	2%	0%	100%

Summary Scores

👍 94% 👎 4% 🗳️ 2%

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:

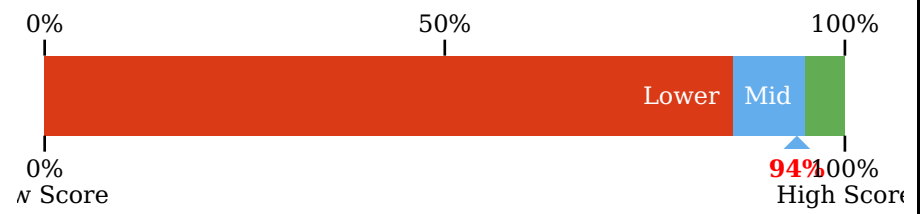
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

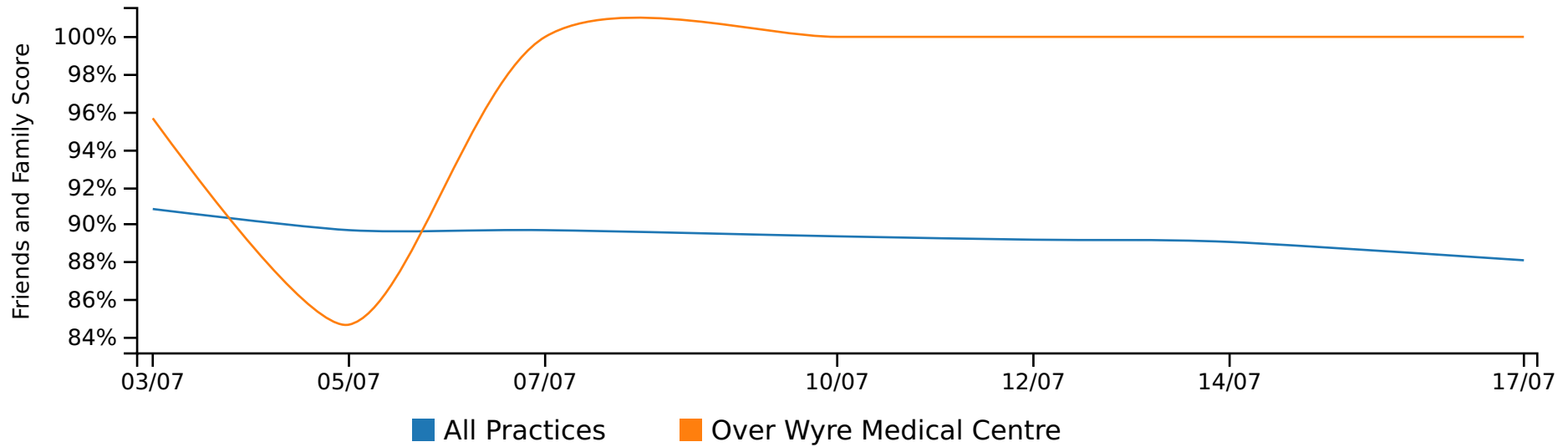
Your Score: 94%

Percentile Rank: 75TH



- 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 75th percentile means your practice scored above 75% of all practices.

Practice Score: 'Recommended' Comparison



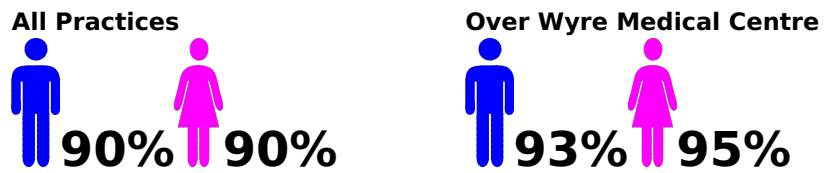
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

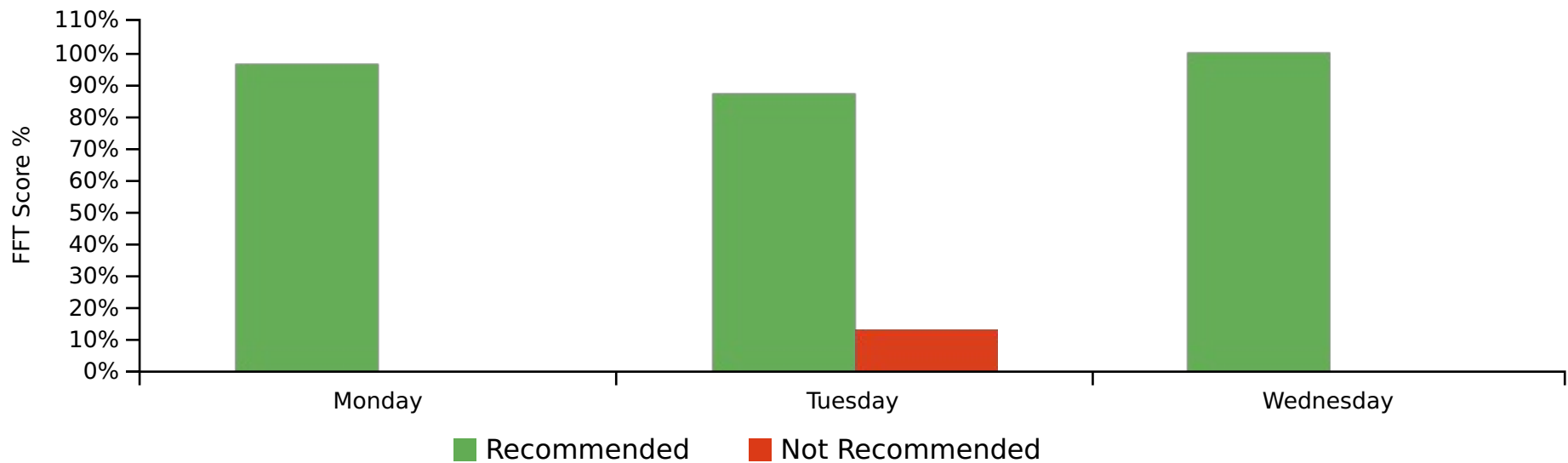
	< 25	25 - 65	65+
All Practices	85%	89%	92%
Over Wyre Medical Centre	100%	100%	91%

Gender



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

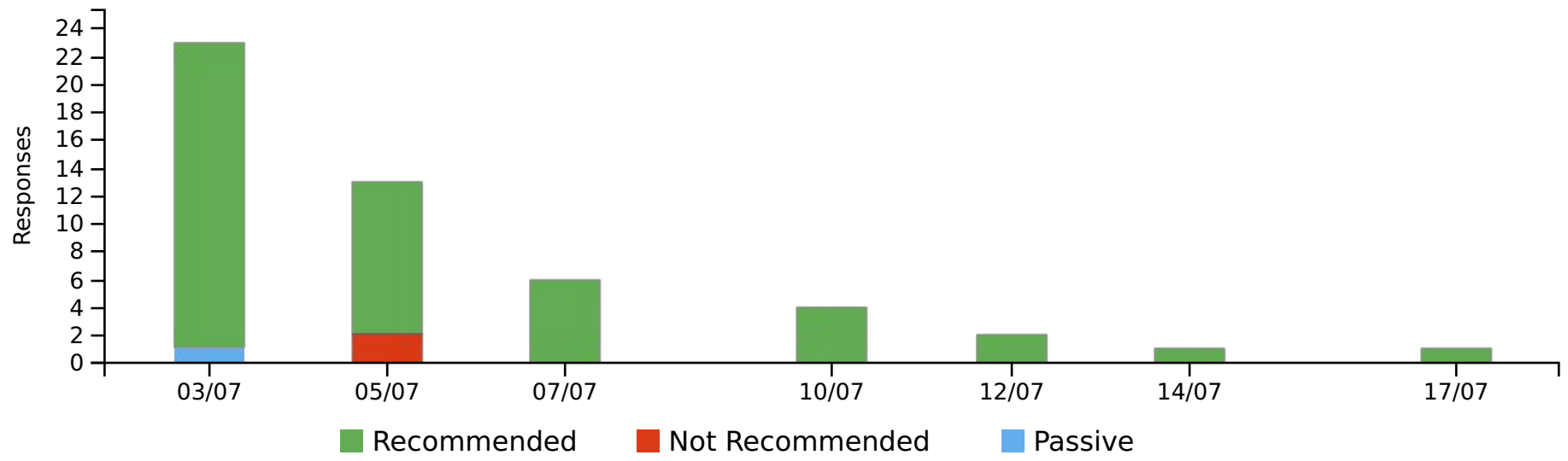
Practice Score: Day of the Week Analysis



- 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

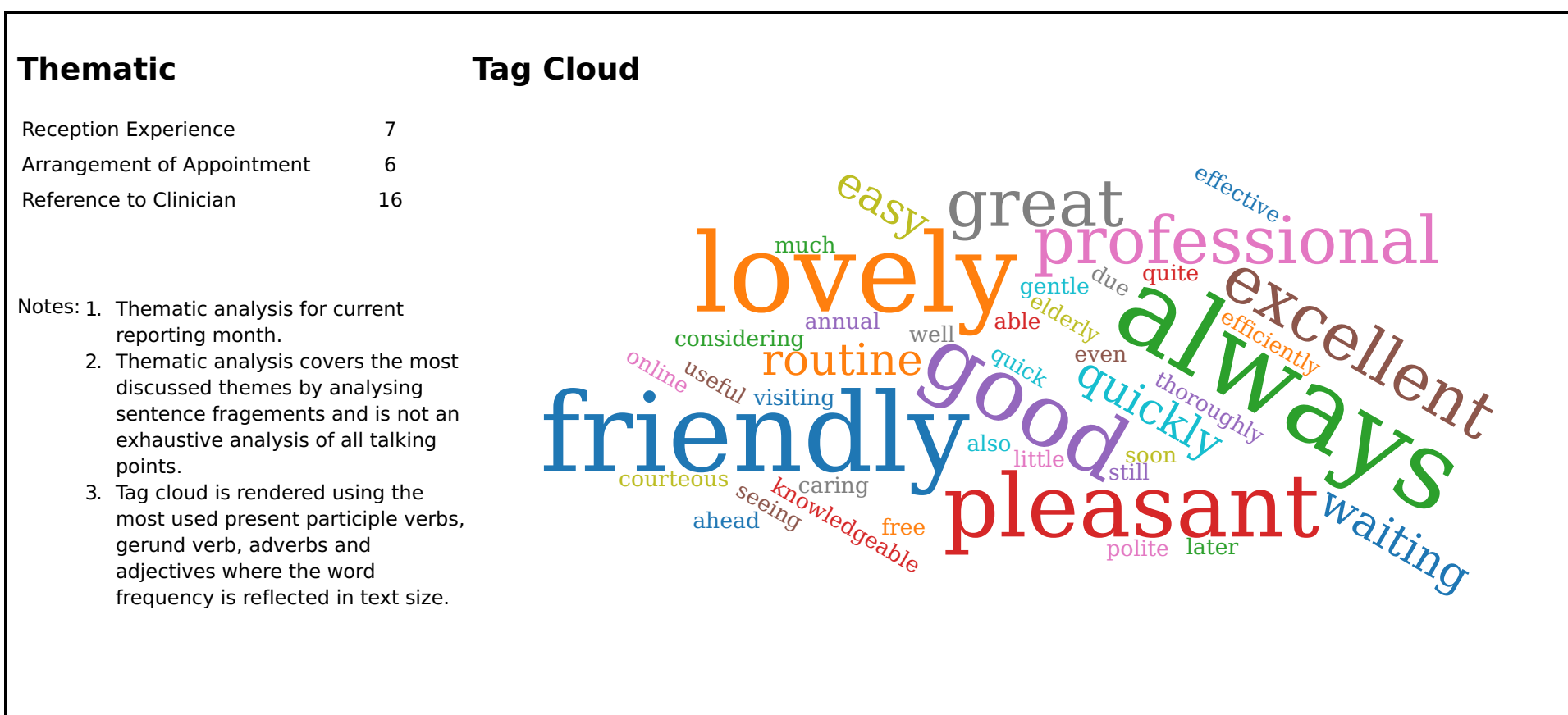
Patient Responses



- 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

- ✓ Got appointment within a week. Doctor efficient, helpful. Telephone call later the same day from OWMC to arrange follow up consultation in 4 weeks time. Receptionist most pleasant and helpful.
- ✓ Staff helpful, efficient and knowledgeable
- ✓ Called for a blood test by text, appointment was easy to arrange, arrived and was seen bang on time and as it was close to my annual review I was advised you would look at all conditions excellent service
- ✓ Nurse Channel very prompt and professional
- ✓ I was upset over the weekend about a diagnosis on a scan .but after seeing Doctor Bolton yesterday she was so kind and explained everything to me so I felt a little better and more at ease.
- ✓ Friendly
- ✓ The nurse explained all the processes that would happen. This put both my wife and I at ease. Very professional and friendly.
- ✓ Very helpful
- ✓ Friendly caring staff
- ✓ All ways get good service
- ✓ Because I received a prompt efficient, courteous service
- ✓ Quick effective service
- ✓ I was dealt with quickly and efficiently.
- ✓ Dr Stella was lovely good to talk to and left me feeling very at ease considering where the examination was
- ✓ Face to face appointment with a doctor who was lovely. Blood test done with another lovely member of staff, Andrew I think.
- ✓ Good service
- ✓ Prompt service and helpful staff
- ✓ The nurse was very helpful
- ✓ Was on time. Very helpful and polite
- ✓ Lovely helpful nurse explained everything well to my elderly father
- ✓ The nurse is always gentle helpful & friendly
- ✓ Pleasant and efficient service
- ✓ Visiting the surgery today i dealt with a lovely lady at the desk i saw the nurse who i had come to see very pleasant like all the staff and all for free what is there not to like
- ✓ Efficient and helpful service
- ✓ On time, excellent service.
- ✓ Dr Bolton took the time to ring me when she was duty Dr. It's very much appreciated
- ✓ I was seen quite quickly and andrew was very helpful and explained things as he went along. Whenever i have come to the clinic whoever i have seen has always been kind and helpful
- ✓ The nurse I saw was very efficient, kind and listened to my concerns. Channel was her name..
- ✓ Excellent advice and help with required tests !!Lots of time and patience!
- ✓ Because i always find our doctors very good
- ✓ Great communication, thoroughly enjoyed the exercise & checks
- ✓ Listened to my problem and gave me a solution she was great
- ✓ Useful phonecall, and very helpful
- ✓ Easy to arrange appointment for a routine blood test via online automated system. Efficient professional pleasant registered nurse who saw I was due another routine blood test very soon so took that specimen too today. She then also thought ahead and booked my follow up blood test. Great service.
- ✓ Very prompt efficient service and friendly staff

Not Recommended

- ✓ I had a phone app at 2pm today and I'm still waiting
- ✓ It took a month to see a doctor even for a phone appointment. Doctor was very helpful and understanding

Passive

- ✓ Waiting time for an appointment and not always able to see same doctor , follow up on tests ,scans etc not always done.

