

FFT Monthly Summary: October 2024



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 | 7 | 2 | 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: | 109 | | | | | | |
| Responses: | 50 | | | | | | |
| | Very good | Good | Neither good nor poor | Poor | Very poor | Don't know | Total |
| SMS - Autopoll | 41 | 7 | 2 | 0 | 0 | 0 | 50 |
| SMS - User Initiated | | | | | | | |
| Tablet/App | | | | | | | |
| Web/E-mail | | | | | | | |
| Manual Upload | | | | | | | |
| Total | 41 | 7 | 2 | 0 | 0 | 0 | 50 |
| Total (%) | 82% | 14% | 4% | 0% | 0% | 0% | 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:

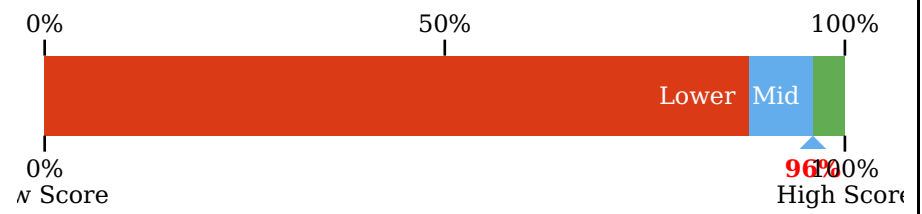
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

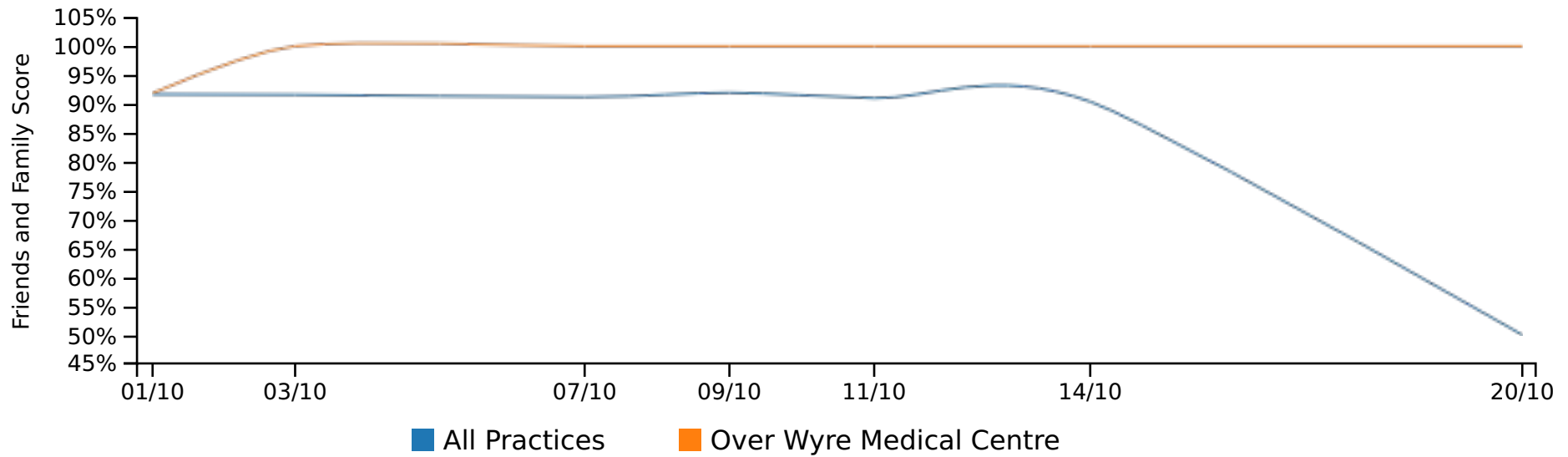
Your Score: 96%

Percentile Rank: 85TH



- 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 85th percentile means your practice scored above 85% of all practices.

Practice Score: 'Recommended' Comparison



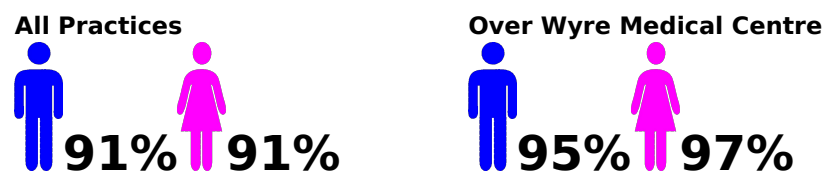
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

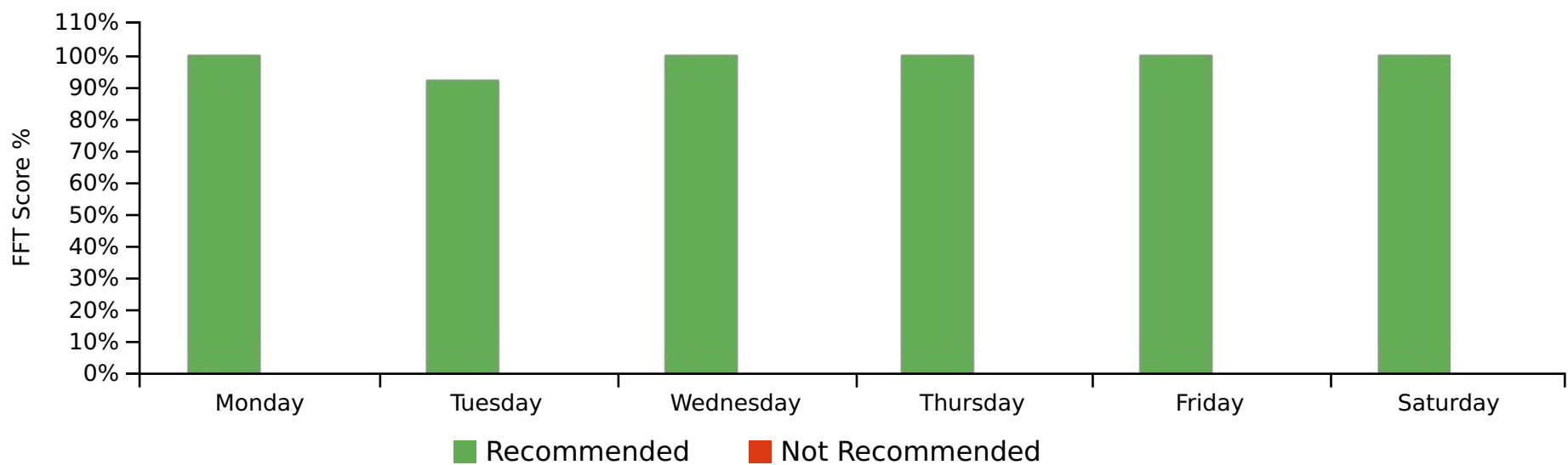
| | < 25 | 25 - 65 | 65+ |
|--------------------------|------|---------|-----|
| All Practices | 85% | 90% | 94% |
| Over Wyre Medical Centre | 0% | 96% | 95% |

Gender



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

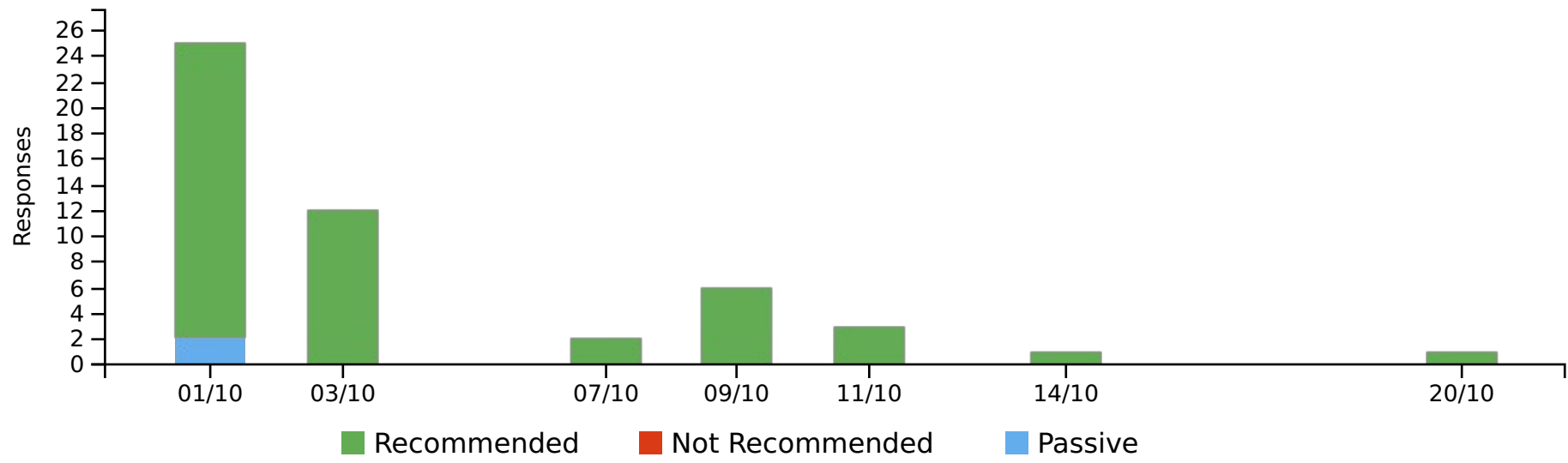
Practice Score: Day of the Week Analysis



- 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

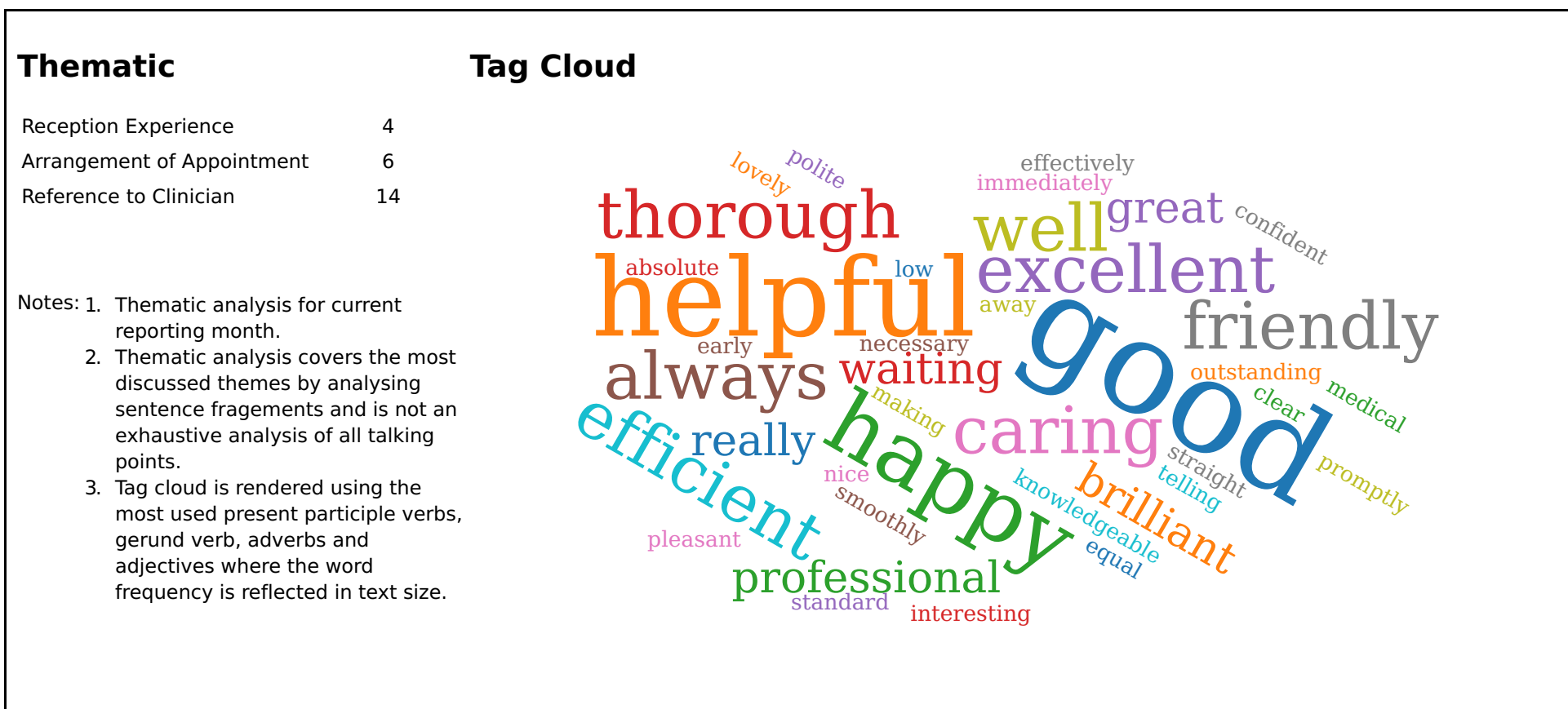
Patient Responses



- 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

- ✓ Sarah is a very good nurse gave injection very smoothly, and nice person to talk to
- ✓ The service is first rate every time I go.
- ✓ Doctor was very helpful and the nurse
- ✓ Andrew was really thorough. He put me at ease and I felt confident in his care
- ✓ Erm, because it was good?
- ✓ From making the appt to being checked in and seen by a clinician all was brilliant
- ✓ I have always had excellent care from everyone in this practice. They are professional, caring, and knowledgeable and treat their patients as equal partners in their care. This is an outstanding medical practice and I have absolute confidence in my treatment there.
- ✓ I was asked by your anonymous survey, i had an appointment at 9am. which i thought was very good.
- ✓ I have had no issues of sub standard service
- ✓ I was happy with the discussion that I had with the doctor
- ✓ Was seen on time ,very friendly nurse
- ✓ Well the nurse was very thorough.helpful.then consulted the GP as well .
- ✓ No waiting.All very pleasant.Never felt a thing.
- ✓ Dr listened examined and took the necessary action immediately
- ✓ Dr Bolton is a very kind, caring doctor and she listens to all your concerns and sorts them out straight away
- ✓ Cause the doctors was helpful and sent me in the right direction for my symptoms
- ✓ Prompt services
- ✓ The appointment was bang on time. The health care lady was brilliant.
- ✓ On time , friendly staff . My only concern is that the nhs app is telling me Dr Totty has referred me for a scan , I haven't been told about this ! NHS app is great but would be better if communication happened first .
- ✓ Always had excellent service from Overwyre no matter who the staff member is
- ✓ The appointment time, was the kept The service was very professional All in all a good visit.
- ✓ My appointment was on time and I have been treated and kindness
- ✓ Very happy with the experience...
- ✓ I felt Dr Lana listened to me & the appointment wasn't rushed. Reasons for all examinations were explained.
- ✓ Very thorough with understanding of patient concerns.
- ✓ Very helpful staff and low waiting time
- ✓ Seen on time, lovely consultation, offered vaccination there and then. Clear advice given
- ✓ The automated services are great and the reception team are so helpful.
- ✓ Happy with service
- ✓ I enjoyed the chat and then information I was given was very interesting. But I feel i can't give a higher score.until I have results that this works.
- ✓ Good service
- ✓ Efficient HC. Took blood really well. Room 4 (dawn). Polite. Caring. Efficient.
- ✓ Got there 5 minutes early I booked in and after 25 minutes had to go and ask if they had forgotten me ..
- ✓ Got in for my blood test on time, nurse was very good and very pleasant 10/10
- ✓ Very happy with the service
- ✓ On time, dealt with issue effectively and promptly.
- ✓ Friendly efficient service always

Not Recommended

Passive

- ✓ Hi, the experience at the clinic today was excellent, but i couldn't get an appointment for 3 weeks so i chose a 3/6