

FFT Monthly Summary: August 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
42	6	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: 115

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	42	6	2	0	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	42	6	2	0	0	0	50
Total (%)	84%	12%	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:

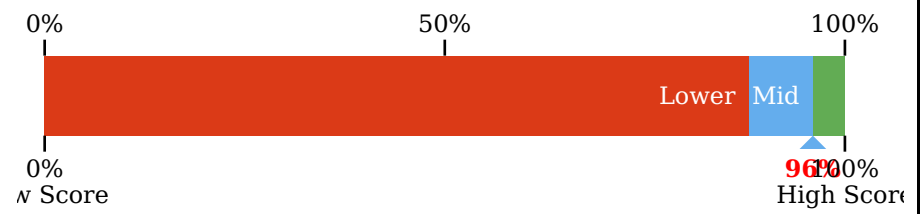
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

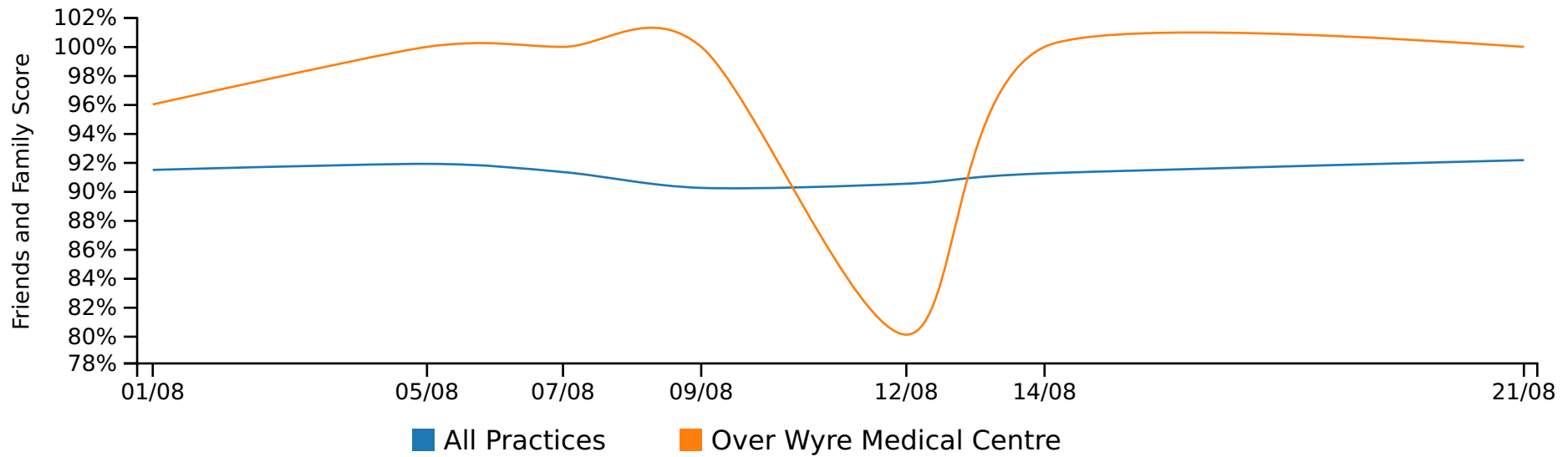
Your Score: 96%

Percentile Rank: 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



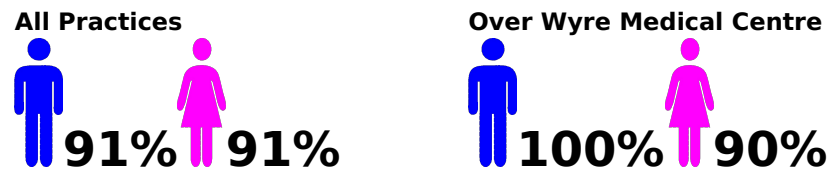
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

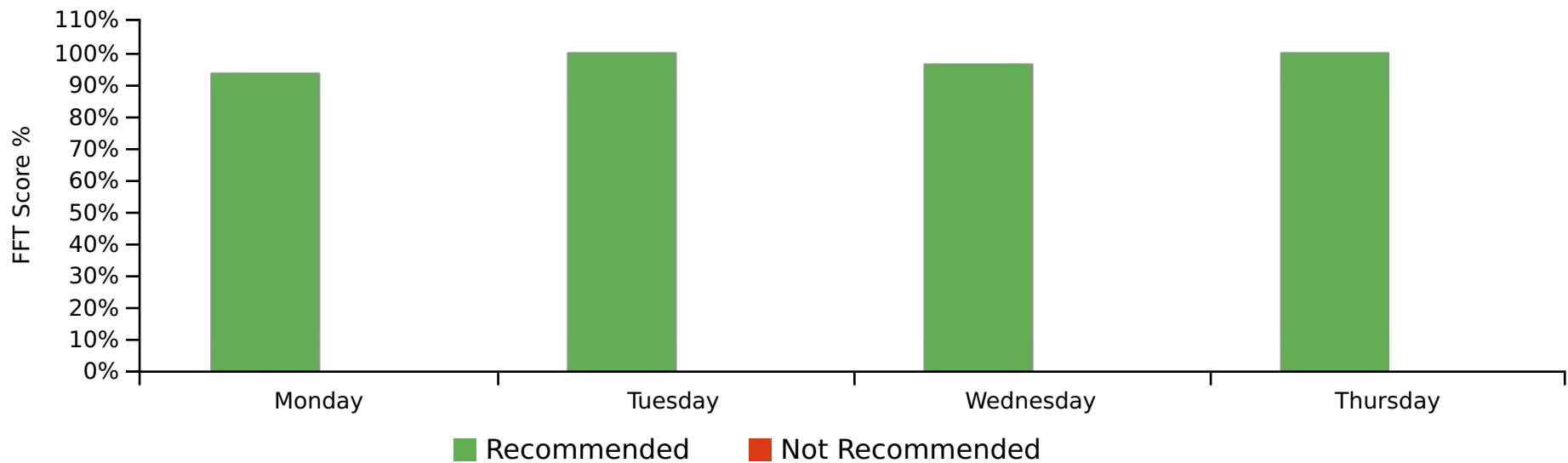
	< 25	25 - 65	65+
All Practices	85%	90%	94%
Over Wyre Medical Centre	0%	95%	96%

Gender



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

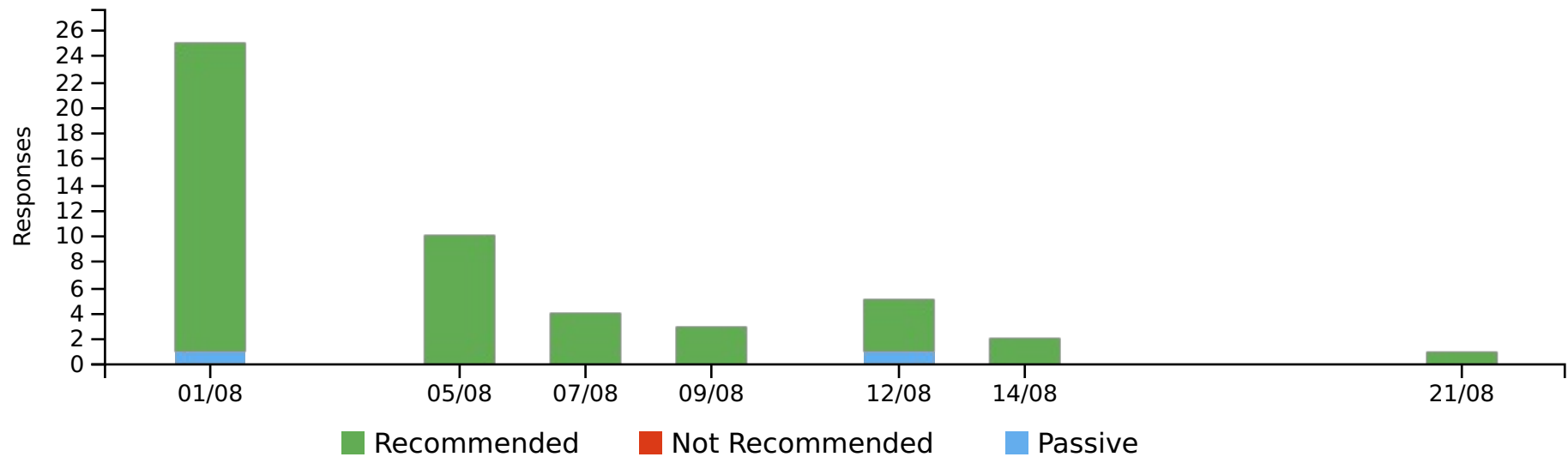
Practice Score: Day of the Week Analysis



- 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

- ✓ Nurse very nice
- ✓ I had an incredible lady doctor, Dr Akta who was incredibly thorough and seemed very keen to get to the bottom of my blood results. So often, I feel brushed off as though I'm overthinking symptoms.
- ✓ After being with a practice for 50 years the last ten 10 years of having experienced terrible service and mistakes being told that you can't see a Doctor for a month and they can't book an appointment on the system that far ahead so moving house was a blessing to find such an excellent practice
- ✓ Very nice and polite service
- ✓ On time happy with outcome
- ✓ Didn't go in on time, no problem!
- ✓ The nurse was very confident and polite and caring
- ✓ Appointment was on time and Dr Simpson was excellent.
- ✓ Given a same day telephone appointment and then face to face and hopefully got sorted now
- ✓ Everyone at the Medical Centre were very helpful and courteous. Dr Dexter listened to our problems patiently and explained things very clearly. He also organised investigations to find out the problems and treat them. A very positive experience. Thank you.
- ✓ If appointments were easier to get, my score would be 1 very good. The GP's are excellent.
- ✓ I have always found them very pleasant and polite.
- ✓ Because I queried another issue other than what my appointment was for and staff asked someone else to ring me back and booked another appointment for me
- ✓ Nice polite staff
- ✓ Superb treatment and fast
- ✓ Productive and supportive review
- ✓ Very friendly and thorough
- ✓ Whenever I have had cause to use the services I have received first class service
- ✓ Chris the pharmacist has been a great help with my meds and blood pressure checks and Samantha George with diet and wellbeing.
- ✓ I had an appointment this morning. The treatment was excellent. The doctor was everything you would hope for.
- ✓ Nurse was excellent
- ✓ My son has special needs and blood tests are not something either of us like him to have. Firstly the receptionist who organised the blood test was fantastic, she listened to the needs of my son and tailored the appointment to his needs perfectly. Michelle Curtis the nurse who dealt with my son's blood test listened to what I said and showed compassion and understanding in her approach and this meant it was a calm efficient successful blood test for him.
- ✓ 1 - Debbie was excellent - she listened - assessed - gave her conclusions - all in a very professional and efficient manner. No fuss just common sense and a good outcome.
- ✓ On time and excellent nurse
- ✓ The nurse was really nice and very helpful
- ✓ All the staff and Doctors are very helpful courteous and friendly. It's a pleasure to attend this clinic
- ✓ No waiting time and in and out with lovely doctor who did small procedure great service
- ✓ Fast and efficient
- ✓ Very efficient, listens to concerns and acts on them. Excellent service
- ✓ Excellent prompt service and staff are courteous and professional
- ✓ Very pleased with service
- ✓ Appointment on time. Doctor efficient, pleasant and amenable.
- ✓ I regularly need to have blood taken. Today I saw Michelle Curtis and, as ever, she was pleasant and welcoming and professional in manner. Thank you Michelle.
- ✓ Friendly and efficient
- ✓ Not waiting too long for my appointment, efficient and friendly
- ✓ Booked in and called for less than 5 mins. Dr Simpson chatted, gave me my injections, no pain as usual. Over the moon. 5 stars. xxxxx

Not Recommended

Passive

- ✓ The nurse was really good, but my appointment was 37 mins late, yet the waiting room only had 3 people waiting.

✓ *Cant get an appointment for 3+ weeks!*