

# FFT Monthly Summary: January 2025

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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

**Surveyed Patients: 119**

**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							
<b>Total</b>	<b>45</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>50</b>
<b>Total (%)</b>	<b>90%</b>	<b>4%</b>	<b>2%</b>	<b>2%</b>	<b>2%</b>	<b>0%</b>	<b>100%</b>

### 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/>

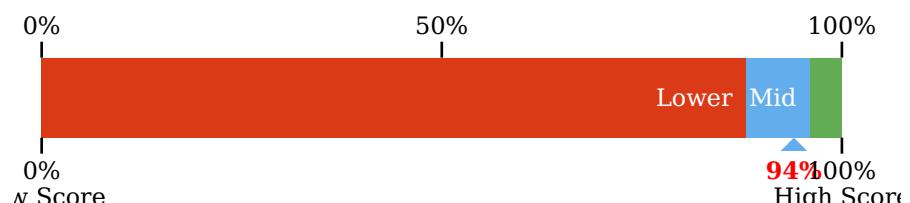
## SECTION 3

### Practice Scoring

#### Practice Score: 'Recommended' Rank

Your Score: **94%**

Percentile Rank: **65TH**

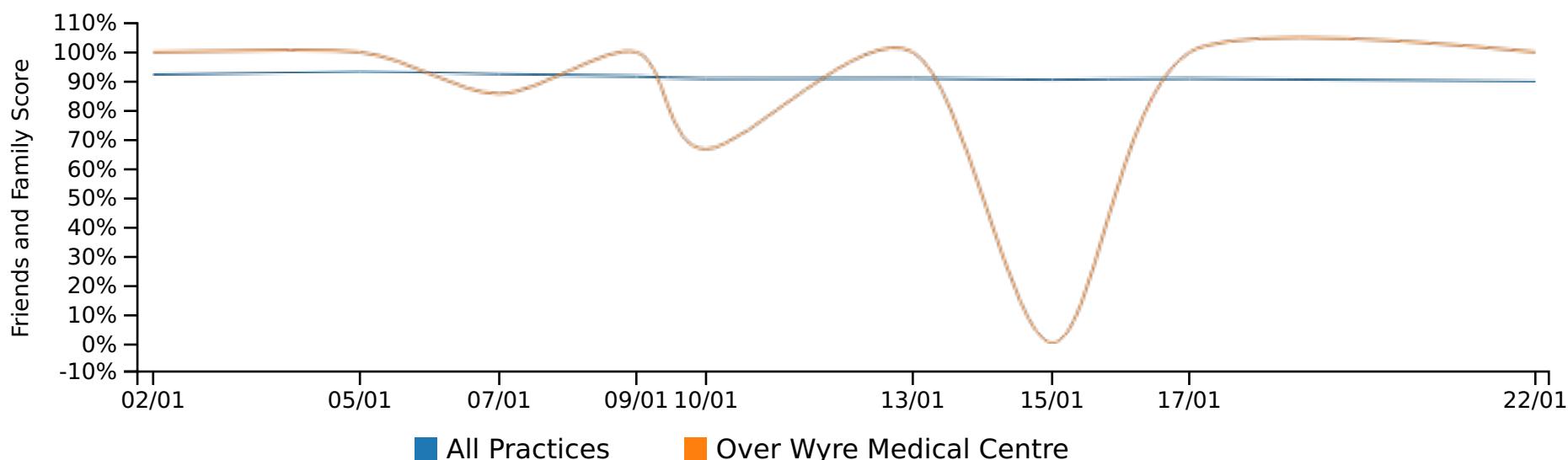


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

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 65th percentile means your practice scored above 65% of all practices.

#### Practice Score: 'Recommended' Comparison



Notes: 1. Practice score comparison of 'recommended' scores only.

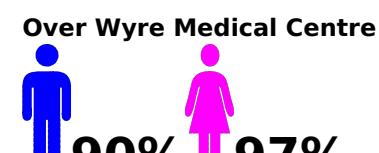
2. Score calculated as per NHS requirements. See scoring guidance section.

#### Practice Score: 'Recommended' Demographic Analysis

##### Age

	< 25	25 - 65	65+
All Practices	86%	91%	94%
Over Wyre Medical Centre	100%	93%	95%

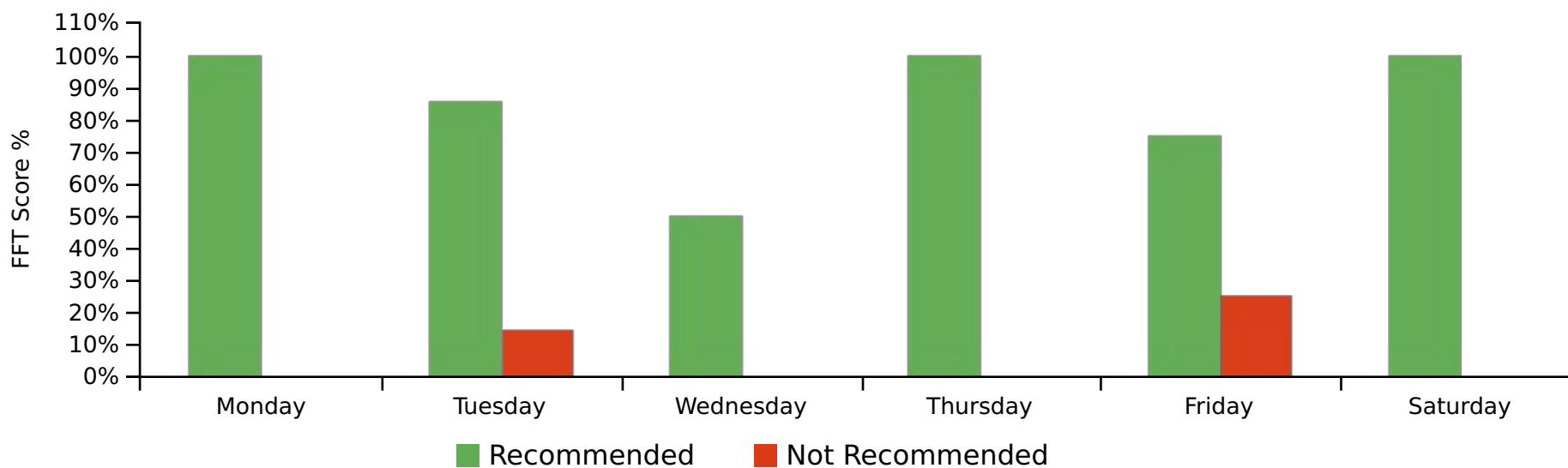
##### Gender



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



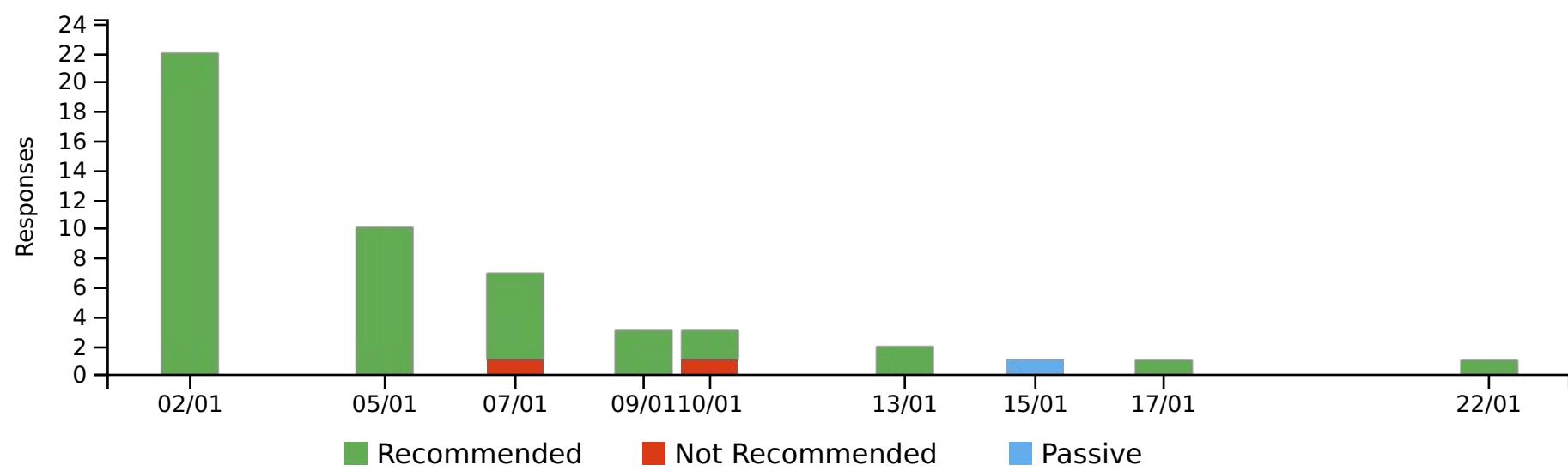
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

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.

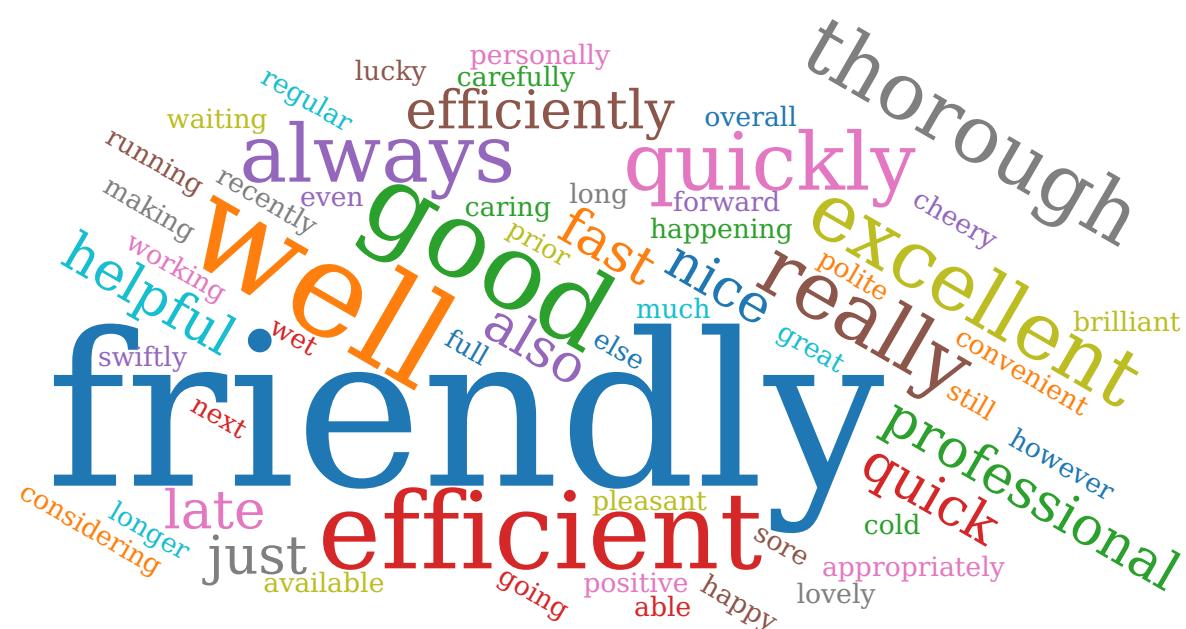
## SECTION 5

# Patient Free Text Comments: Summary

<b>Thematic</b>	
Reception Experience	4
Arrangement of Appointment	8
Reference to Clinician	11

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.



## 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

- ✓ Well! Thought I had said 1. Very good,
- ✓ *On time*
- ✓ I was treated very well
- ✓ *I have been with the practice for 56 years and have been very pleased all that time thank you m Welsh*
- ✓ I find them very helpful
- ✓ *Because appointment was on time and the staff were nice and friendly too , pleasant visit*
- ✓ Great access .. treated with kindness and care with full explanation
- ✓ *Fast, efficient, friendly and convenient*
- ✓ Staff and doctors always helpful
- ✓ *Because you asked for my opinion about your service*
- ✓ Friendly, professional approach from Lynne, as always
- ✓ *A very efficient and quick service*
- ✓ Really felt listened to and understood what was happening, also a plan was made going forward
- ✓ *Because you sent the text*
- ✓ Always friendly, professional and reassuring
- ✓ *Very friendly nurse and made to feel at ease*
- ✓ **VERY EFFICIENT! FRIENDLY! & DIDNT FEEL SORE!! THANKS 2 LYNN!! THANKS 2 ALL!!**
- ✓ *Dealt with quickly and efficiently*
- ✓ Thorough and friendly consultation with Lynn
- ✓ *Dr Luke Holmes who we saw listened to what we had to say and made us feel positive I would like too thank him would you please pass it on.*
- ✓ The quick response I've had recently with a stomach problem, blood tests and ultrasound, then feedback. -Prior to this the care before I went into hospital for hip replacement. Also regular checks for thyroid, asthma, vacs. and so on what else can I say but 1, excellent.
- ✓ *Considering it was a cold, wet Sunday, everyone seemed cheery. Lynn was friendly and explained the process very well and answered all my questions. I would have been happy to come during the working week but making weekend appointments available is very much appreciated.Overall a very good service.*
- ✓ The staff were on time kind and efficient
- ✓ *All went well*
- ✓ I was on time and the nurse was very good and explained everything
- ✓ *The service I get from over wyre is excellent I've no complaints they have really looked after me*
- ✓ Because the nurse that attended to me listened carefully to what I said, and the treatment she gave me should pinpoint my problem
- ✓ *Was able to get a same day appointment, issue was dealt with swiftly, referral on two week fast track and blood test appointment by this afternoon.*
- ✓ Was seen by doctor who wanted blood tests. They were booked for same day and carried out quickly and efficiently by Lynne
- ✓ *On time appointment*
- ✓ Informed running late when I checked in & appointment was thorough & dealt with appropriately
- ✓ *Dealt with me quickly*
- ✓ The nurse I saw was lovely and would see her again, thorough and really nice. Just the waiting time of the appointment went over 20 minutes but I understand that people can be late, need a longer appointment, emergencies happen... just when you're feeling rubbish you want to be in and out. However, I did manage to get my bloods done today as well which ticked another appointment off my list.
- ✓ *Very efficient, very polite and caring.*
- ✓ Very concerned about me and very proactive with next step
- ✓ *Appointment on time & a good meeting*
- ✓ Even though I've been lucky not to need a lot of visits, I personally have had excellent care. Haven't had long waits, and staff have been brilliant

## Not Recommended

✓ I was asked to make a appointment by the doctor and they didn't know why I was there so I had to explain but still a waste of time 12 months down the line I'm no further on

## Passive