FFT Monthly Summary: December 2022

Over Wyre Medical Centre

Code: P81087



SECTION 1 **CQRS Reporting**

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
38	6	3	3	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: 99

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	38	6	3	3	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	38	6	3	3	0	0	50
Total (%)	76 %	12%	6 %	6 %	0%	0 %	100%

Summary Scores

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:

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

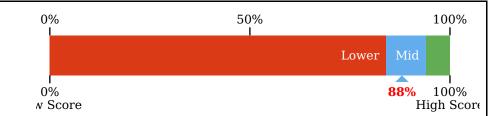
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

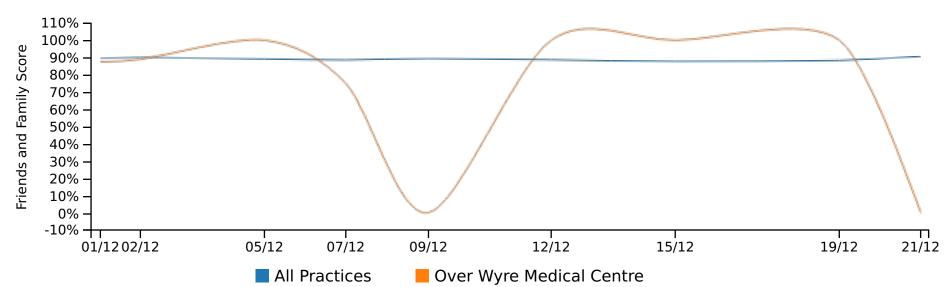
Your Score: 88%
Percentile Rank: 40TH



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 40th percentile means your practice scored above 40% 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	84%	89%	92%
Over Wyre Medical Centre	50%	83%	93%

Gender

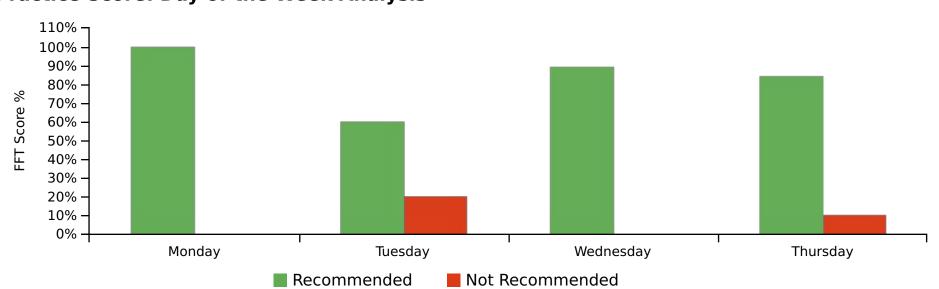




Notes: 1. Scores for current reporting month.

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

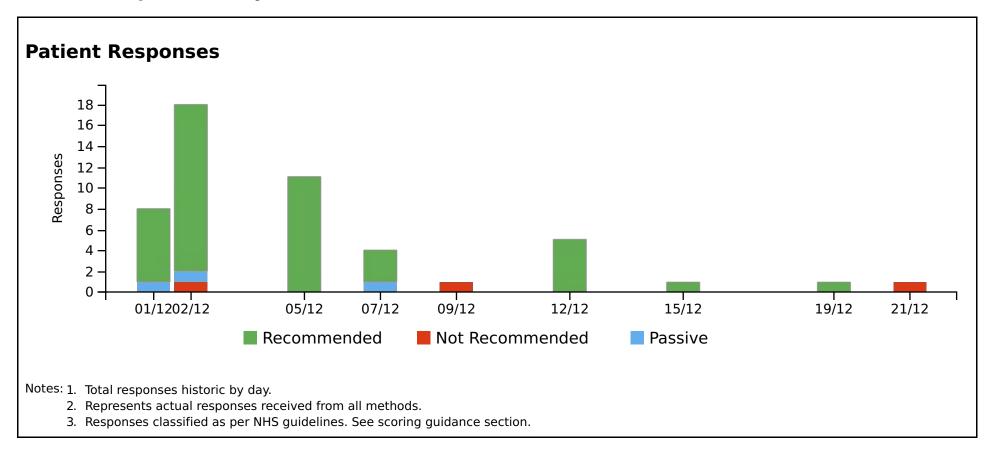
Practice Score: Day of the Week Analysis



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 Free Text Comments: Summary

Thematic Tag Cloud **Reception Experience** 9 Arrangement of Appointment 7 Reference to Clinician 19 Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most discussed themes by analysing sentence fragements 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 acceptable frequency is reflected in text size. compassionate actually

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

- ✓I was pleased with the staff. They are pleasant and do their best to sort you out.
- ✓ On time. Team professional, kind and caring.
- ✓On time, nice friendly staff, very efficient and informative
- √ 3 week wait to get appointment having seen dr service excellent
- ✓I gave you this score because of the way I was treated on my appointment with the nurse.
- ✓ The nurse that took my blood was very pleasant & chatty
- ✓ Excellent timely service with a very understand, friendly and compassionate Dr.
- ✓ Lovely GP (not seen her before) listened and took action immediateIteI
- ✓Always have fantastic service for myself and my children
- ✓ The treatment was excellent
- ✓ Very friendly and helpful doctors, nurses and staff
- ✓ Friendly staff and pleasing premises!
- ✓I was dealt with promptly followed by calls to check on my progress, very happy with the service.
- ✓ Very helpful. Understanding
- ✓ Excellent caring service.
- ✓ Good service,
- ✓I was seen promptly at the appointment time by HCA Dawn Holden and, as ever, she was pleasant, polite and efficient. Importantly, she took time to chat a@hat as she took my blood rather than remain serious and silent, as is the way with some practitioners who focus more on the procedure rather than the patient.@ient. @\$
- ✓ Very polite and on time. Lovely practice.
- ✓ Prompt and convenient appointment within an acceptable timeframe. Felt safe and welcomed on the day and received service beyond original expectations fro@s from the kind clinical staff member dealing with me. Thank you.@ you.
- ✓ I always get good service from your practice
- ✓ The admin staff are very helpful and the doctor I saw was excellent
- ✓ The doctor understood and explained the condition to me and made helpful comments
- ✓ Because overall experience was good, would have been very good had I not have been waiting 40 minutes for doctors phone call
- ✓ Good. Prompt. Attentive. Service
- ✓ Because doctor Hopkins was really helpful
- ✓ I did'nt find out for sure whether my yearly leukaemia blood test was included in todays test. If not when does it take place?It's always been very v@ery vague since it was transfered from a hospital visit some years ago. I received excellent treatment from nurse Mrs Lynn Parsons thanking you DB@ DB
- ✓ Short waiting time , helpful reception, and a lovely Doctor
- ✓ Because I was seen to on time and in a very professional way! Well done
- \checkmark My wife and I came today, easy no problems , simply HASSLE FREE.
- ✓ Friendly and knowledgeable nurse who answered all my questions
- \checkmark I saw Dr Simpson at the appointed time and she was very helpful with her advice
- ✓ I was seen quickly and on time. The nurse was efficient, polite and friendly.

Not Recommended

✓I had to wait for a phone appointment. Then at the appointment I told the nurse practitioner the same thing I told the receptionist and she said I nee@I need to take my son in to be seen. We now have to wait another week! The phone appointment was a complete waste of time. More appointments are needed. @ded.

Passive

- ✓ It's been really difficult to get an appointment and get doctors to phone back and people to listen to me about my mental health. It took me months of st@of stress to finally be referred. When I had made an appointment it was hours after my appointment time that the doctor actually phoned by which time I was at@as at work and could not take the call. Very frustrating. Some doctors and nurses have been very kind and nice and helpful whereas some others have been less @less understanding.@ding.
- ✓ I had an appointment to give a blood sample which was prompt. I asked at reception about the flu jab and received a reply and I asked the nurse about get@t getting a 24 hr monitor and was told you don't offer that anymore. Thank you. @you.

