# **FFT Monthly Summary: August 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
40	7	0	1	1	1	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:	92						
Responses:	50						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	40	7	0	1	1	1	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	40	7	0	1	1	1	50
Total (%)	<b>80</b> %	14%	0%	2%	2%	2%	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.

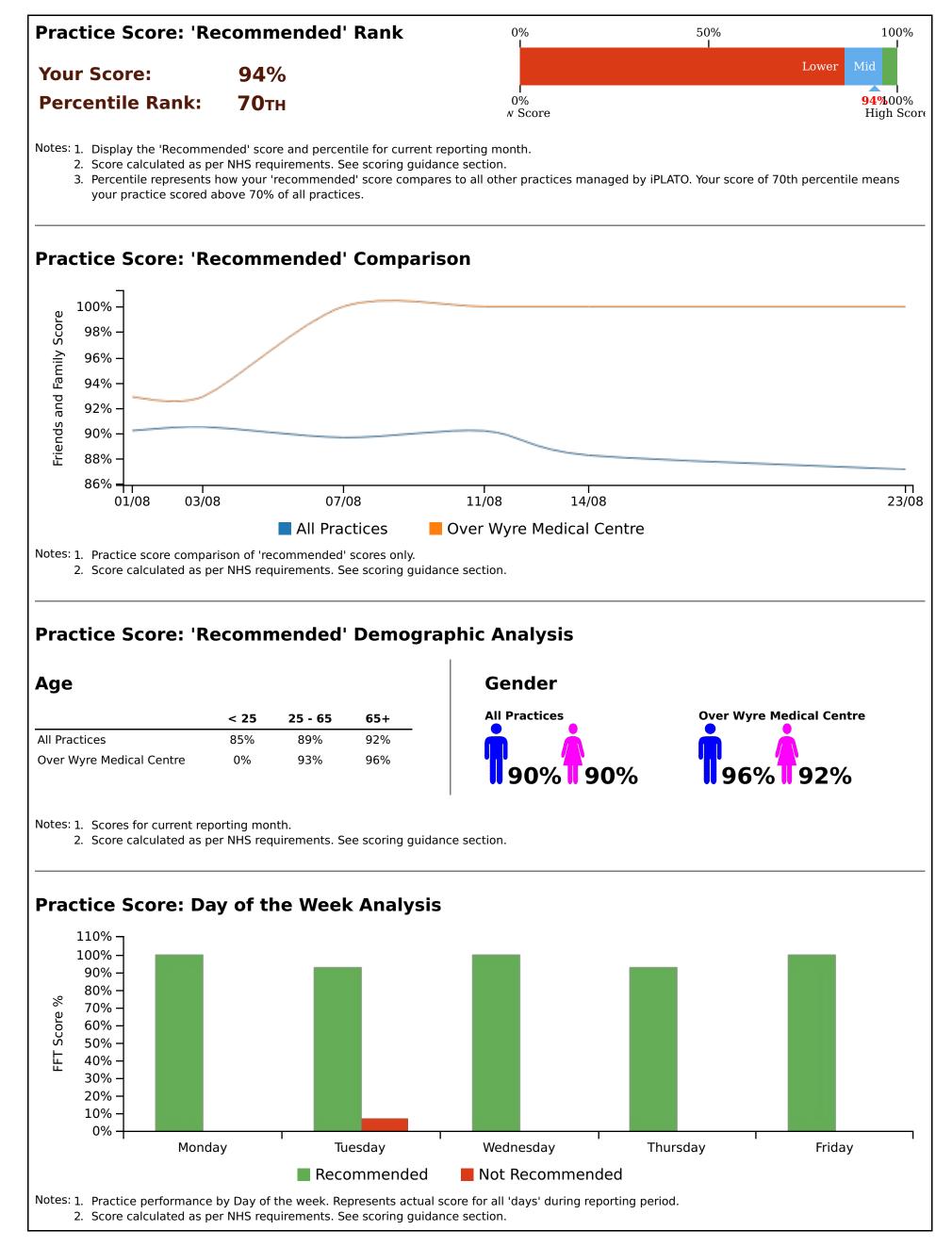
The percentage measures are calculated as follows:

Recommended (%) =	very good + good very good + good + neither + poor + very poor + don't know × 100				
Recommended (%) –					
Not Recommended (%) =	very poor + poor x 100				
Not Recommended (%) –	very good + good + neither + poor + very poor + don't know				

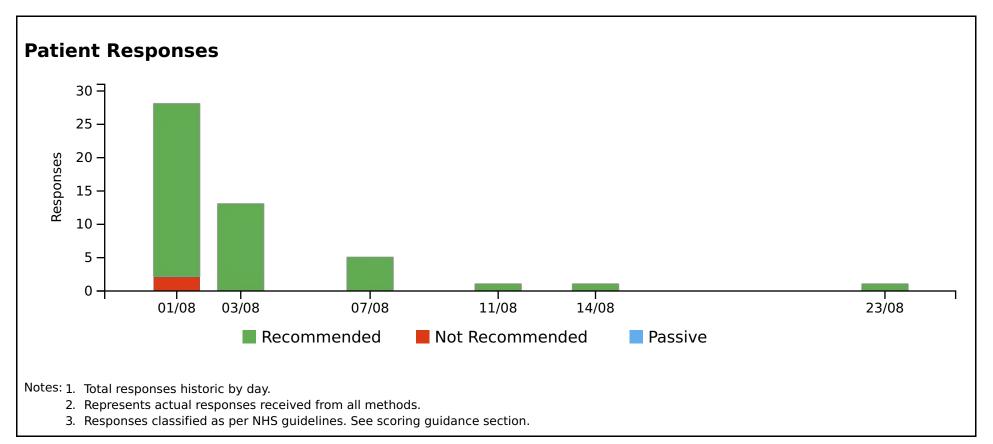
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

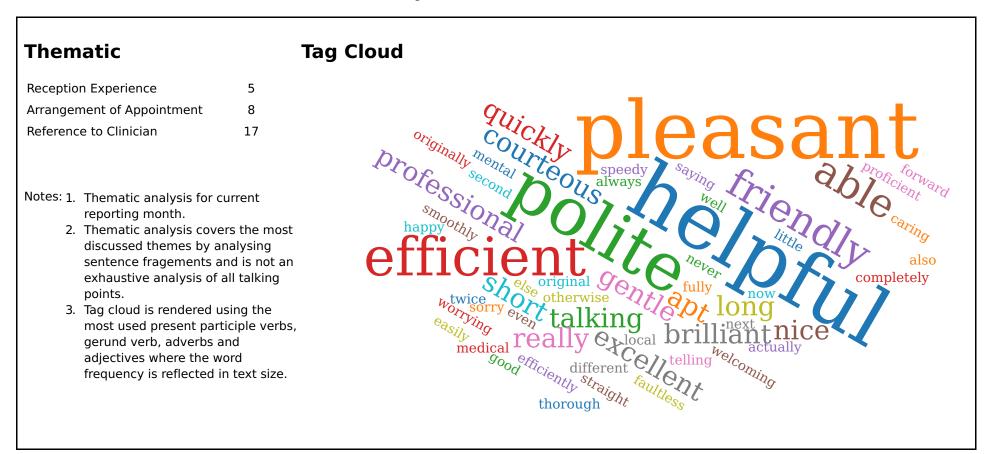
# SECTION 3 Practice Scoring



# SECTION 4 Patient Response Analysis



# 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

✓The only downside is appointment availability, otherwise I would have scored 1.

✓ Second time I've seen Dr Holmes twice and very pleased with my consolation

Receptionist were polite and helpful. My appointment was bang on time... Nurse explained procedure fully and was very gentle, never felt a thing.... in and out in 5 mins.. brilliant..

- ✓ I am very satisfied with Wyre Medical Centre.
- Was given Appointment times that were changed without telling meSo times on GP app said different times to messages sent. Came in at earlier time for smear test, to find out someone else had been taken in earlier than me, so could have attended at original time given
- ✓ Because I didnt have wait long, the was polite and helpful and I had my blood taken with very little discomfort.
- ✓ Most appointments I am seen within 5 minutes. I don't have any issues
- ✓ Did not have to wait long and the nurse was very pleasant and gentle.
- ✓ Checked in. Short wait. Gave blood sample then left. Short and efficient.
- Assume you mean for todays visit, very efficient and friendly. No complaints, only that I've been worrying since I had a phone call saying I needed another blood test but weren't able to tell me why!
- Everything went smoothly and members of staff very pleasant
- ✓ The person who attended to me, was pleasant, courteous and proficient. This was Mr. Keegan.
- ✓ Satisfied my concerns.
- ✓ Phoned up explained problem got sorted next day
- Seen on time, very personable experience who explained what would happen today and the follow up apt. Follow up apt made whilst there. Very efficient.
- ✓ From the reception team,through to the doctors the care and professionalism is faultless.
- $\checkmark$ I've been talking to my doctor for a few weeks now about my mental health, she has been so kind and caring x
- ✓ Dr Homes always listens and is through. I trust him completely when it comes to my health
- Blood was taken quickly and efficiently
- ✓ On time my appointment. Nurse very pleasant.
- ✓ Because the doctor took time to listen to me
- ✓ The health care assistant I saw was pleasant kind and helpful. She answered any questions I had.
- The reminders are helpful, and talking to the doctor was all straight forward and a prescription was sent to my local chemist
- ✓ Courteous professional ,and polite
- ✓ Prompt and pleasant
- ✓ Nice to be seen, though it was an injection. I miss the connecti

✓ Polite friendly staff.

✓ Because Elaine was really brilliant

 $\checkmark$ I was able to book in easily and the care I received from the nurse was excellent

✓ Because I was happy with the service

 $\checkmark$  Dr was on time with phone call and was very thorough with questions about my treatment.

✓ I was pleased with the doctor I saw not pleased that I had to wait 4 weeks for the appointment

✓ Michelle Curtis was excellent. Professional and friendly

✓ The doctor was very understanding and explained everything to me. Also, I was able to get an appointment quickly.

 $\checkmark$  Good understanding from the doctor and very helpful

Because Elaine and your receptionist when I originally rang were really helpful. My only complaint would be the time it takes when I called to actually speak to someone. It took over 15 minutes even though I phoned the minute you opened your phone lines.

✓I think it's nice to say my experience

#### **Not Recommended**

Speedy efficient service after self check in. Polite welcoming nurse, who completed the procedure with aplomb.
*5 week wait for an appointment*

### Passive