## FFT Monthly Summary: March 2024

**Over Wyre Medical Centre Code: P81087** 

# connecting patients transforming healthcare

## SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
42	4	4	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:	97						
Responses:	50						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	42	4	4	0	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	42	4	4	0	0	0	50
Total (%)	<b>84</b> %	<b>8</b> %	<b>8</b> %	0%	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.

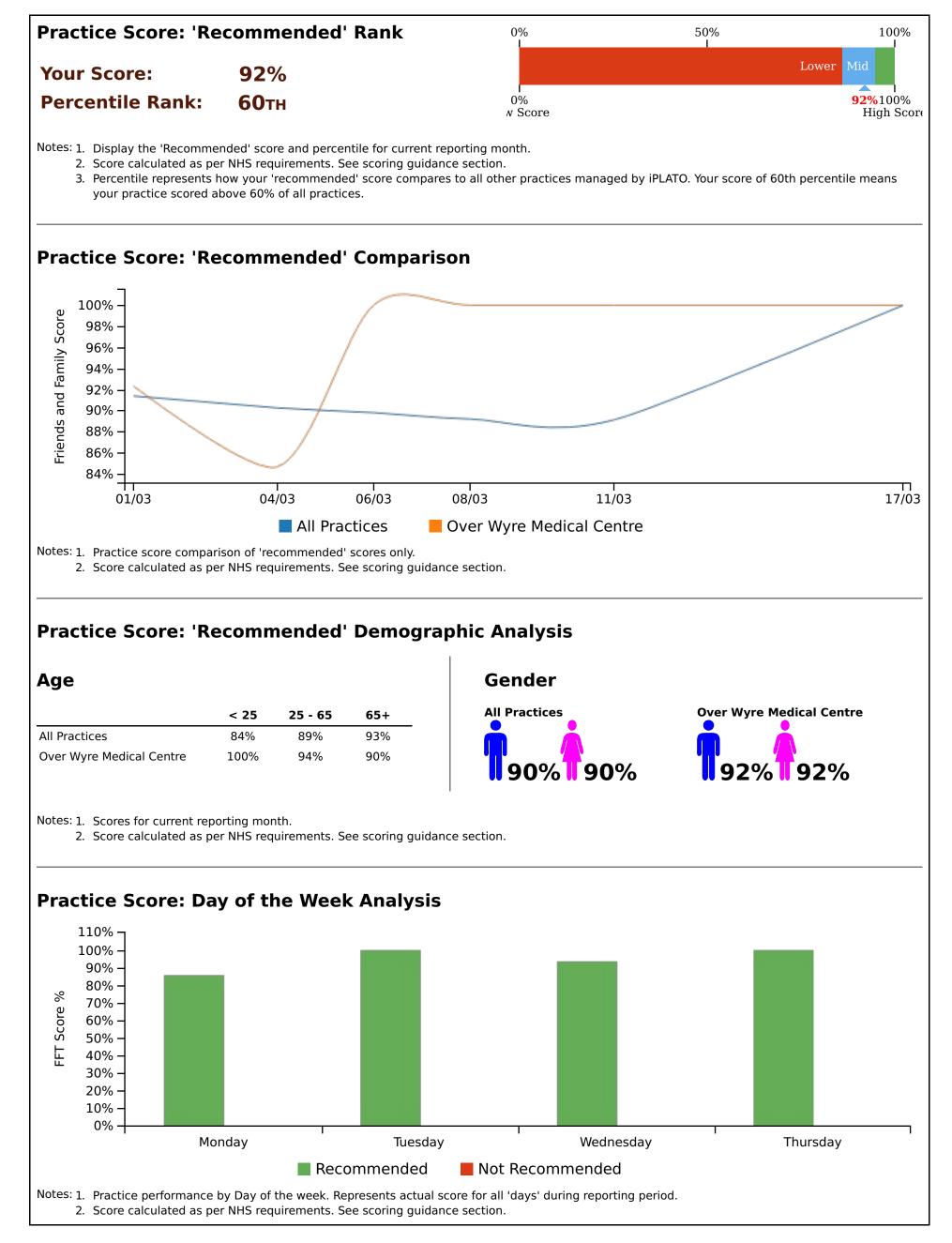
The percentage measures are calculated as follows:

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

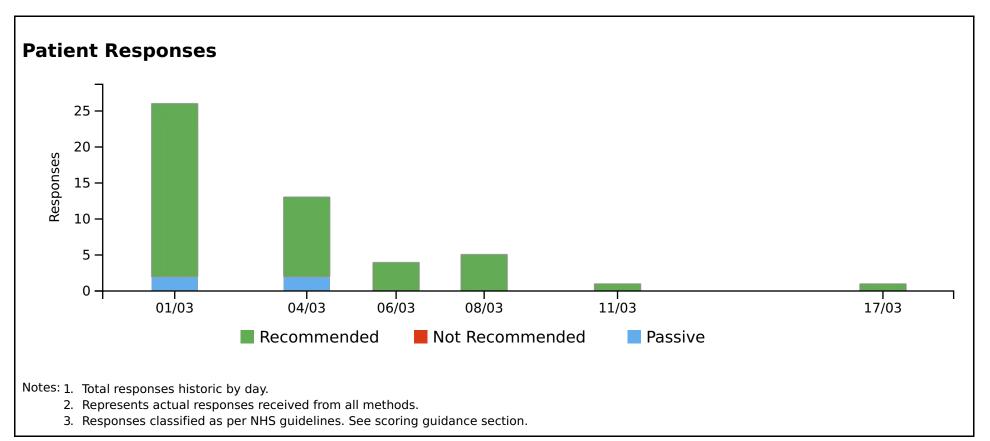
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

#### ✓ Was seen quickly

- ✓ Friendly nurse and my appointment was on time.
- ✓In for appointment 5 minutes early, lovely friendly member of staff with smile on her face. Done and dusted in 5 minutes excellent all round as usual.
- ✓ Excellent service from your staff
- ✓ Doc actually listened to me !Unlike reception & nurse & pharmacist Who mostly just talk over me !
- ✓ The Dr was very good in explaining my condition.
- $\checkmark$  Good first impression and very supportive staff
- ✓ Attended to promptly pleasant and efficient
- Stuck to appointment time, really thorough, reassuring and very clear plan/expectations. Felt listened to and had chance to ask questions (not rushed)
  Hassle free
- The reception was really good, Dr I saw was very nice but i don't feel like all things have been discussed and sorted. Waiting for an appointment to go for a bone x-ray
- I've always found medical centre very good. They looked after my mum amazingly in her later years. Had a good experience today with Andrew Keegan very pleasant guy. Just one little niggle at moment. If ime just approaching stage 4 kidney disease or in it. It would of been good if someone had let me know I was in stage 3 and I could of modified my lifestyle then. I've stopped smoking about 4 years ish ago and now thinking about going teetotal for a few months. Thanks. Greg Robinson.
- ✓ Dr Molly phoned me at the time arranged. She was friendly, polite and helpful.
- ✓ Excellent service
- In Bolton has been fantastic with me, my whole quality of life has improved immensely due to her care in getting my medication just right. I cannot thank her enough.
- ✓ Efficient service, Dr kind and understanding
- Nurse helpful
- ✓ Waiting time.
- $\checkmark$  Join the surgery in 2022 and the service is brilliant xx
- ✓ Straight in no waiting , got sorted and out . Fab
- ✓ Was seen on time efficiently pleasantly and painlessly.
- ✓ Dr. Simpson was very kind & caring & listened to my daughter regarding her anxiety. Thank you
- ✓ The wait time and prompt appointment were good. The nurse was friendly and helpful
- ✓ Doctor being very thorough and reassuring.
- The reason is that the telephone appointment was for 1.30pm but the GP didn't call until 2.10pm. If it had been more on time I would have said the service

was very good. I was very satisfied with the conversation and outcome with the GP I spoke with:

✓ On time efficient all went smoothly

 $\checkmark$ I saw Dr Bolton and she was amazing. So kind, understanding and thorough.

✓ After years of ill health etc I now finally have a Doctor who cares, listens and goes above and beyond.

✓Always found them very helpful and willing to explain things in plain English

Excellent service as always

✓ Because my appointment was on time and the nurse was extremely pleasant and efficient

✓ Because the nurse was very pleasant and put me at my ease

#### Not Recommended

#### Passive

There had been many poor experiences prior to the visit but the clinician was good once you got to them.

#### ✓ It was ok

Very rarely do you get to see one of the practice Doctors and rarely do you see the same doctor twice there is no continuity of care. When you have long standing serious illnesses seeing the same doctor is important as the doctor gets to know their patient and the patient develops trust in their doctor which is something you cannot get when you are seeing different doctors, locums, trainee GPs and nurse practitioners.