## FFT Monthly Summary: October 2023

**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
40	7	0	1	2	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:	110						
Responses:	50						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	40	7	0	1	2	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	40	7	0	1	2	0	50
Total (%)	<b>80</b> %	14%	0%	2%	4%	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:

$P_{\text{accommonded}}(%) =$	very good + good				
Recommended (%) =	very good + good + neither + poor + very poor + don't know × 10				
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 / X No consent to publish comment

#### Recommended

✓ Best option.

- ✓ It was my annual review,the nurse was very informative,and a true professional.
- Elaine Blundell excellent practitioner
- ✓ Happy with the service that I received xx
- ✓ Nurse was lovely who took my blood, and the lady on the front desk was also lovely and very helpful and welcoming to the practice,
- ✓ My appointment was on time the staff were really friendly and helpful
- I have given this answer as my experience today was very smooth. I also was able to free an appointment as the nurse did my bloods at the same time so it
- has made my Friday free for somebody else.
- Felt like I had been listened to.
- ✓ Every time I visit the surgery everyone is so helpful. The care I have been given is excellent. Thank you
- ✓ Prompt, efficient service and the Doctor has been excellent
- Always available for appointments and advice
- ✓ I gave one because the person I saw, was really informative and explained a lot of things to me
- Friendly service and advice
- ✓ I was seen on time, received a friendly welcome from Dawn, who did a great job as always. Could not have been better.
- ✓ Always on time for appointments, all the nurses , doctor's and reception staff are always friendly and informative
- ✓ The care coordination team and Dr Boltons kind response to my wife's illness and their attention to all my wife's requirements have been excellent. Dr Totty also provided kind assistance when I was feeling very low due to my wife being so ill.
- Everyone is always so kind and helpful
- ✓ As I text previously added cholesterol blood test to my routine
- ✓ Because the nurse was friendly and efficient .
- ✓ Very good as always
- Because the service was spot-on, and everything went smoothly
- ✓ Efficient and friendly
- Yes, I can. We have a wonderful crew at our o.m.h.c. they work very, very hard, and are always kind and respectful under the conditions they have to work under.
- Very professional staff not waiting too long
- Always great service and help.
- ✓ Excellent service
- $\checkmark$ Caring staff. People taking time to listen. And being treated as a person not a number

✓ Easy to get an appointment. Helpful receptionists. Thorough doctor. Only 1 minute waiting time!

Andrew Keegan was really nice. He acknowledged he was running behind when I walked into his room, he mentioned it and that was good of him to do that

as sometimes it seems like it's normalized for the clinics to be running late. He was really chatty and seemed happy to help people. Also would like to say, I saw Dr Stella the week prior and she was lovely and thorough. Both were nice about my issue and I felt listened to.

✓ Well cant give it a very good .as the waiting time for appointment just for a telephone call was 3 weeks when i tried .

✓ On time, friendly staff, felt very comfortable from my visit

✓ On time, pleasant manner

They helped me try and get to the bottom with problems I had

✓ Polite, friendly and efficient.

✓ Because all the staff are brilliant wheater ringing or turning up for a appointment they will help you

✓ Nothing outstanding just good service

#### **Not Recommended**

Had to wait over half an hour beyond my appointment time before I was seen

I find your reception very hostile and argumentative when attempting to advise about medication. I try not to call if I can avoid it. I cannot access the online system for some reason my email and password doesn't work and as your reception isn't the best I've ever experienced, I just have to call. I need an online access whereby you recognise my email address please. Then I won't need to use your receptionist. Thank you (fairly new patient) ✓ Sorry I meant 1

Passive