

FFT Monthly Summary: February 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
37	9	2	2	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:	101						
Responses:	50						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	37	9	2	2	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	37	9	2	2	0	0	50
Total (%)	74%	18%	4%	4%	0%	0%	100%

Summary Scores

👍 92% 👎 4% 🙋 4%

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:

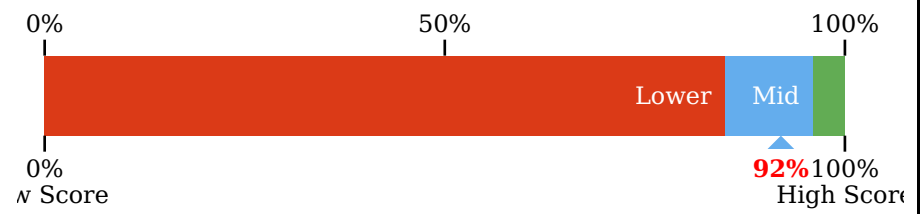
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

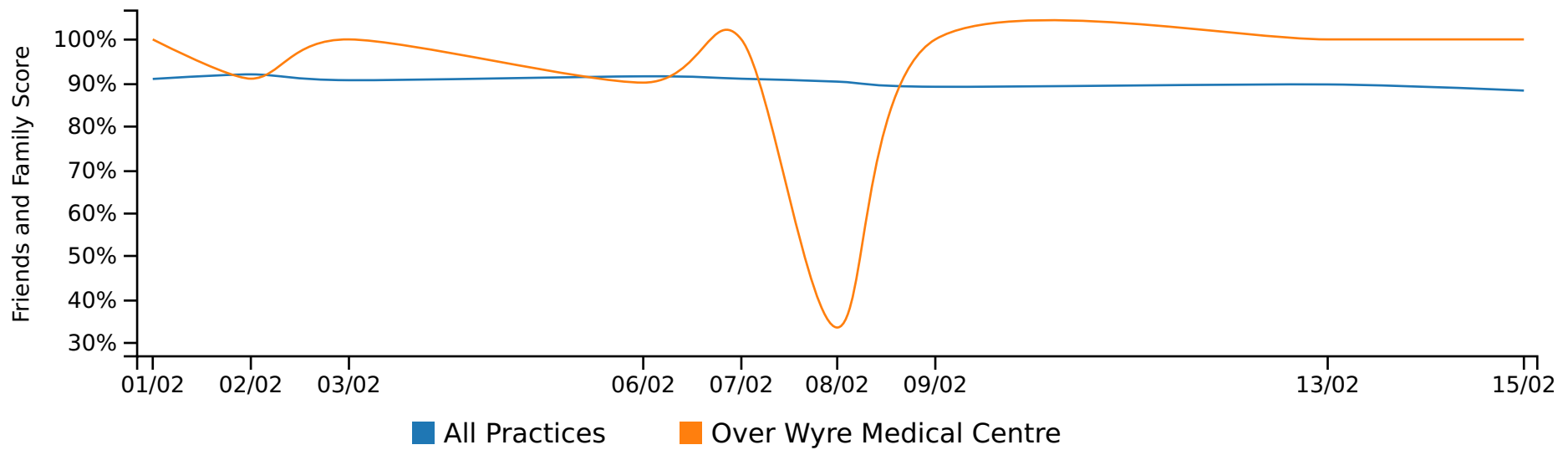
Your Score: 92%

Percentile Rank: 55TH



- 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 55th percentile means your practice scored above 55% of all practices.

Practice Score: 'Recommended' Comparison



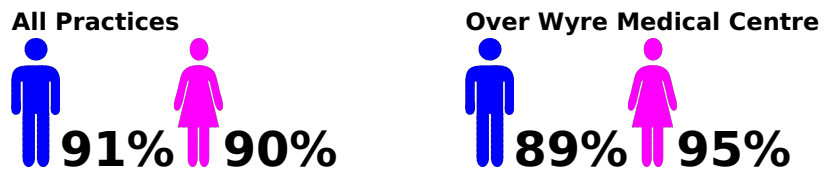
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

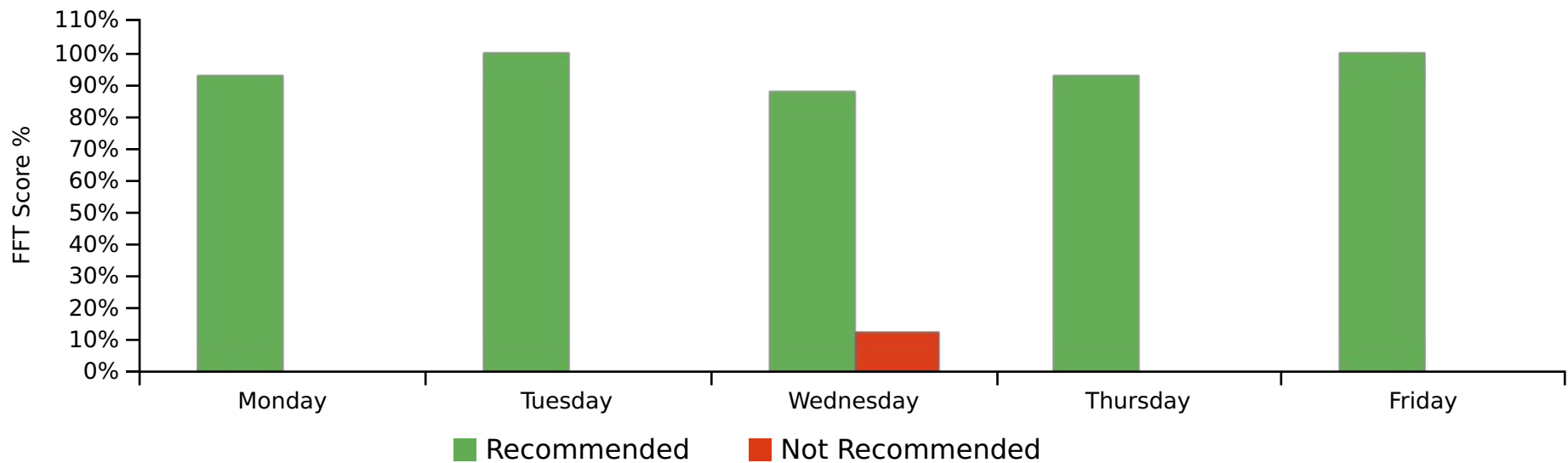
	< 25	25 - 65	65+
All Practices	86%	90%	92%
Over Wyre Medical Centre	100%	96%	88%

Gender



- Notes:
1. Scores for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.

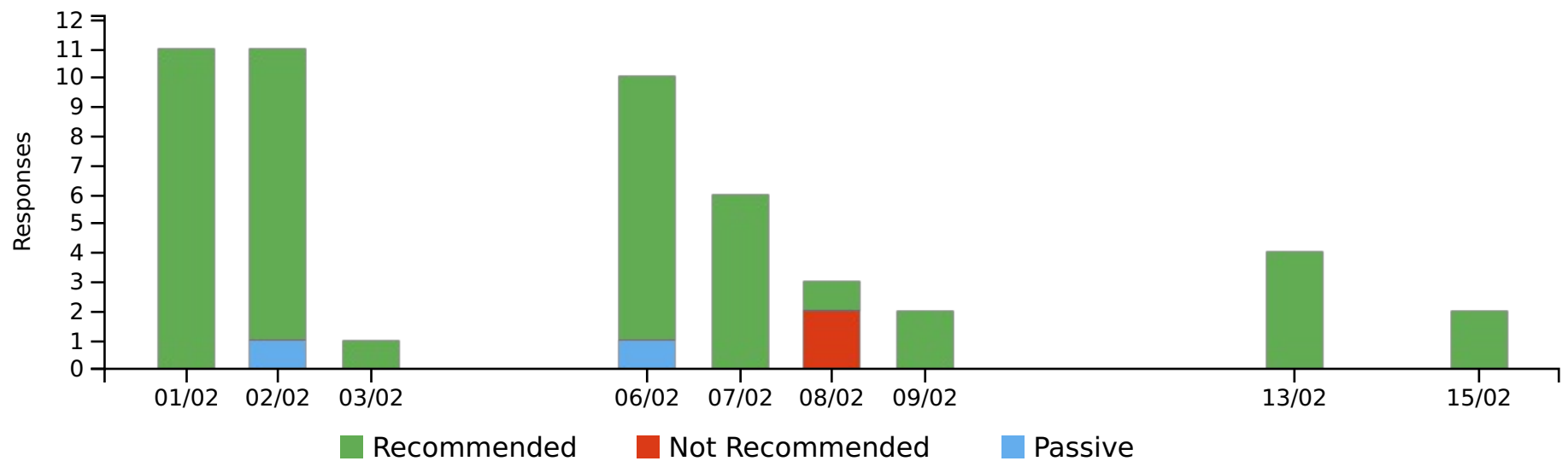
Practice Score: Day of the Week Analysis



- 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



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

- ✓ Provided you stick to the rules regarding appointments etc, I have found no problem in my dealings with the Practice. Like everywhere else appointments can be a problem but with give and take on both sides there is normally a satisfactory outcome. Thank you @you
- ✓ Prompt service, very pleasant Nurse. Painless & efficient. Thank you
- ✓ I was seen on time. the dr listened to my problem and came up with ah a solution on
- ✓ Very pleasant nurse and efficient in and out in 15 mins explaining ng
- ✓ In and out within minutes
- ✓ Always polite and friendly
- ✓ Cortisone injection without having to wait.
- ✓ Good helpful doctor
- ✓ Ann on reception understood my request, worked with Dr Simpson and they slotted me in. Dr Simpson was running 7 minutes late but the check in system told@ told me this, which was helpful. Dr Simpson, herself was professional and friendly, answered my questions clearly and delivered my knee injections effectively@tively Thank you (sent with Gentle Effect)@fect)
- ✓ Doctor took time to ask questions and examine me fully. Arranged to address the condition(s) and gave an appointment next week. Receptionist extremely helpful. Great service from OMMC and the NHS !@NHS !
- ✓ My appointment was on time, your staff member understood why I was there and together we came to an agreed action.
- ✓ Everyone is very polite when you speak to them over the phone or in person
- ✓ Because I have eventually got 2 appointments.
- ✓ Excellent practice. Responsive, caring and professional staff. Extremely well managed practice with very good triage. The care I have received since moving@ moving to Knott End has been outstanding. @ing.
- ✓ Excellent staff & Pharmacy and excellent med check with Michelle Curtis Very professional We have just joined the practice
- ✓ Just first class service from all staff...quick appointment...many thankd
- ✓ Everything was good
- ✓ Some people moan about not getting an appointment but when I have needed one the response is quite quick
- ✓ Appointment call was spot on time and Elaine was great
- ✓ Because they were very nice
- ✓ The staff are friendly and helpful.
- ✓ Lovely HCA Lynn - professional and welcoming
- ✓ Seen quickly, looked after very well
- ✓ Yes. Excellent practice , excellent staff
- ✓ Andrew was a very nice and helpful
- ✓ I was seen promptly and the nurse was very good at her job 100 per cent
- ✓ Because Dr Simpson is always excellent
- ✓ Appointment on time, and the nurse was very pleasant
- ✓ Dawn Holden the nurse who took my blood was very nice & friendly thank you
- ✓ Appointment was on time
- ✓ Almost impossible getting to see an actual doctor.
- ✓ Excellent service from arrival to leaving . Nurse Michelle Curtis was extremely professional and engaging .
- ✓ I appreciated the sympathetic, knowledgeable and constructive approach to my health issues. Thank you.

Not Recommended

- ✗ Booking appointments is difficult and wait in a phone queuing system and then told you only get. A telephone consultation and most of the time not with @with a doctor@doctor

Passive

- ✓ Waiting for 10.30pm phone call which didn't come. Contacted Dr surgery and they said he'd phoned but I was right here with mobile and house phone waiting@iting from 10pm incase he rang early. Must have phoned incorrect number. So sad@o sad
- ✓ Would prefer face to face appointment

