

# FFT Monthly Summary: April 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
35	10	0	3	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>	<b>114</b>						
<b>Responses:</b>	<b>50</b>						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	35	10	0	3	2	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>35</b>	<b>10</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>50</b>
<b>Total (%)</b>	<b>70%</b>	<b>20%</b>	<b>0%</b>	<b>6%</b>	<b>4%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

👍 90% 👎 10% 🙋 -0%

## 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:

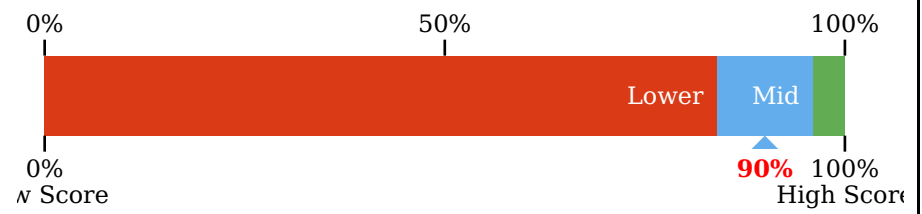
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

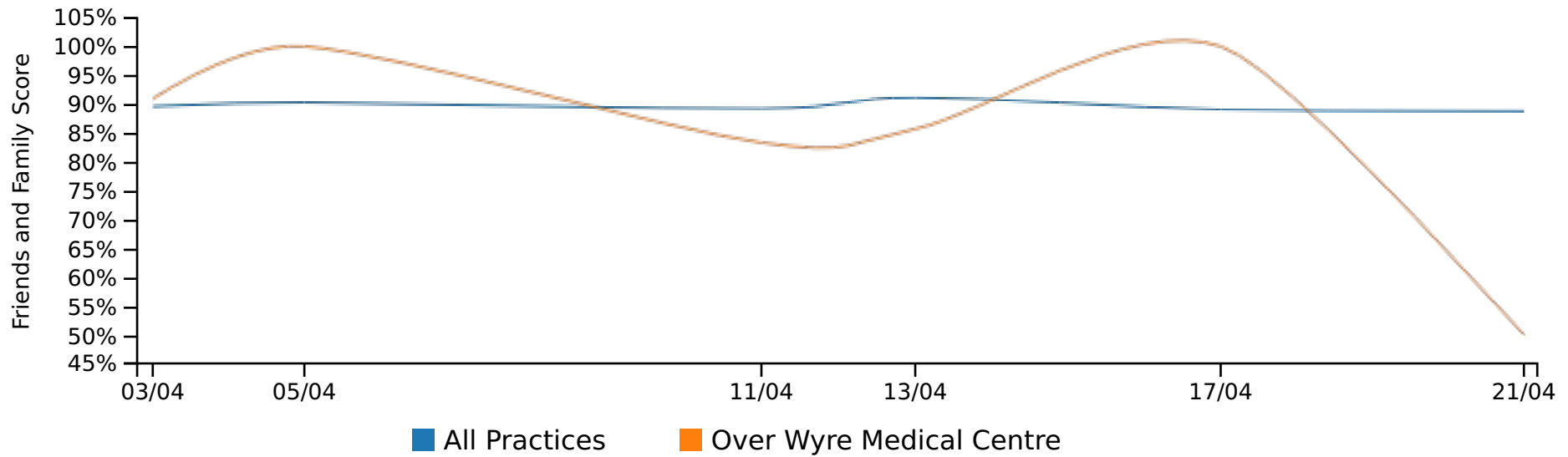
**Your Score: 90%**

**Percentile Rank: 45<sup>TH</sup>**



- 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 45th percentile means your practice scored above 45% of all practices.

### Practice Score: 'Recommended' Comparison



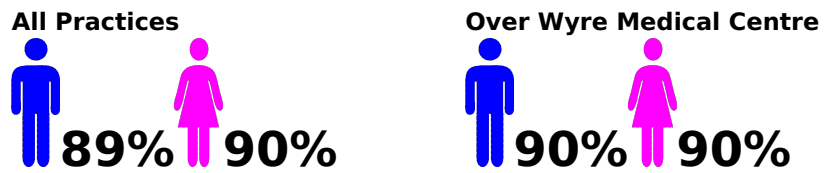
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

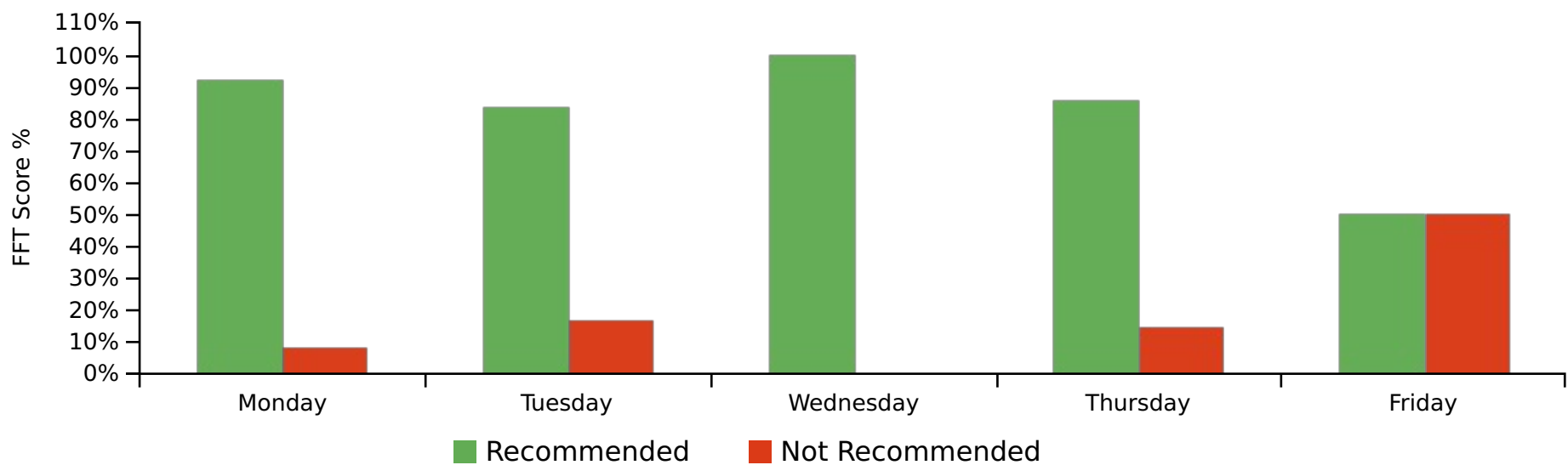
	< 25	25 - 65	65+
All Practices	84%	89%	91%
Over Wyre Medical Centre	100%	89%	90%

#### Gender



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

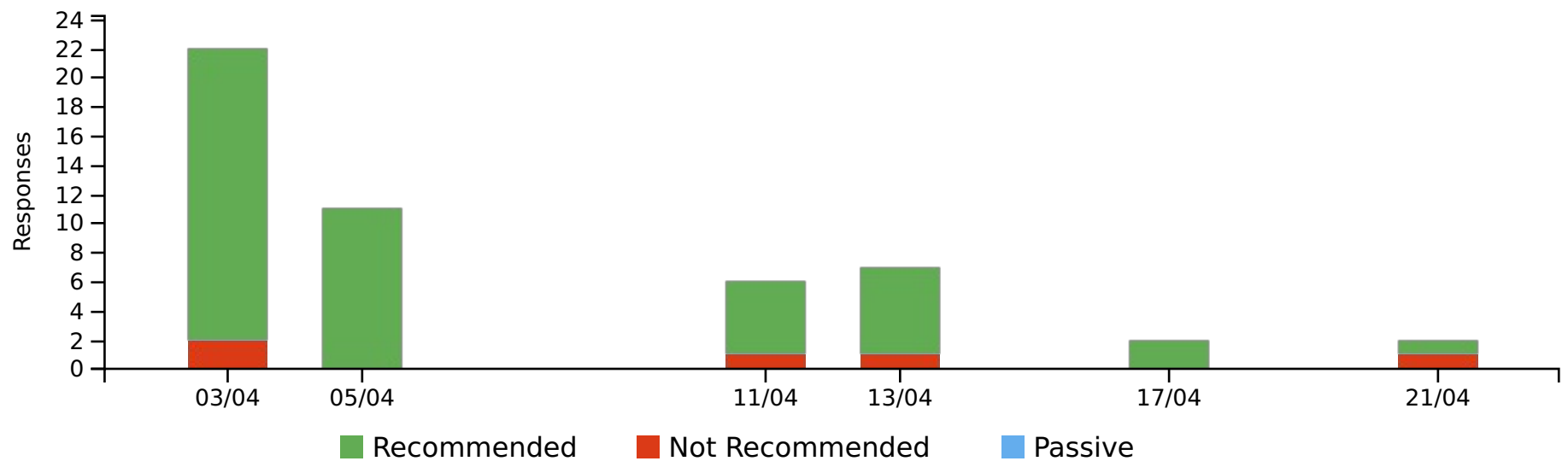
### Practice Score: Day of the Week Analysis



- 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

- ✓ Because it's very good
- ✓ Because you asked
- ✓ I had a blood test and as always Dawn was very helpful and friendly
- ✓ Pleasant nurse and got seen quickly
- ✓ The staff are very helpful
- ✓ Friendly and professional.
- ✓ Elaine the nurse is always very helpful and pleasant
- ✓ Swiftly seen, thorough examination and xray sorted and prescription. SiSuperb
- ✓ Nice understanding staff and proficient
- ✓ It takes to long to get through on the phone. Very difficult to get to see a doctor. So far only managed to see a nurse practitioner. When I asked a question about needing a blood test I was told I was out of time and he had to make a call that he'd been trying to make all morning. Quite poor really.
- ✓ The nurse practitioner was very helpful and sorted my problem out quickly. It helped by being able to send photos before the appointment.
- ✓ Because as always, the receptionist was friendly and welcoming, as was the nurse who took my blood. She explained everything clearly with being asked. The premises felt clean the only thing I would comment on is that two hand sanitisers didn't work for me.
- ✓ Excellent service
- ✓ Long wait had to rebook
- ✓ Appointment on time and consultation dealt with efficiently
- ✓ Nice friendly, efficient service
- ✓ We were seen in time. Warm welcome. Clear explanation of what was to happen xx
- ✓ Excellent service
- ✓ I was delayed and still got seen by the nurse
- ✓ Today's service was excellent. It's the overall waiting times with no information that are so frustrating.
- ✓ My visit was excellent and the doctors was brilliant and answered any questions I had , overall absolutely fantastic
- ✓ Good outcome, Dr listened & acted. It just took a month to see him
- ✓ Because I thought my experience was very good.thats why
- ✓ Prompt service
- ✓ I was seen very quickly and efficiently
- ✓ It's very friendly, clean environment and as always, I receive a good service.
- ✓ Very pleasant and friendly staff
- ✓ Service was good
- ✓ My appointment was 10.15 I was in to see the doctor on time the appointment wasn't rushed,
- ✓ I saw Dr Holmes today and was very happy with outcome of my visit
- ✓ Andrew was very reassuring professional and made me feel at ease
- ✓ It is a truthful statement
- ✓ There was an easy check in, pleasant waiting room and an understanding and helpful doctor. I have never had any other than excellent treatment and help from everyone in this practice
- ✓ Always been happy with the service provided
- ✓ Very good service
- ✓ The meeting was on time, professional and was very thorough

#### Not Recommended

- ✓ Too long in phone queue, no appointment with pharmacist for 3 weeks
- ✓ The appointment system is not fit for purpose. Appointment should be between the opening hour of surgery rather than at a specific time..! Def it the whole purpose of appointment scheduling.....!
- ✓ Almost impossible to get an appointment without it being a phone call. And some of the reception staff are rude and tell you their diagnosis.
- ✓ I brought my 90 year old mum for an injection for osteoporosis and the injection had not been ordered! We purposely combined 2 appointments to save making 2 trips to the surgery, but now have to return again when the injection is received. This is the first time she will receive the injection at OWMC and it didn't get off to a good start.
- ✓ I'd sooner come in to discuss

**Passive**