# FFT Monthly Summary: November 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 | 8 | 2 | 2 | 1 | 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:** **104**

**Responses:** **50**

| | Very good | Good | Neither good nor poor | Poor | Very poor | Don't know | Total |
|---|---|---|---|---|---|---|---|
| SMS - Autopoll | 37 | 8 | 2 | 2 | 1 | 0 | **50** |
| SMS - User Initiated | | | | | | | |
| Tablet/App | | | | | | | |
| Web/E-mail | | | | | | | |
| Manual Upload | | | | | | | |
| **Total** | **37** | **8** | **2** | **2** | **1** | **0** | **50** |
| *Total (%)* | *74%* | *16%* | *4%* | *4%* | *2%* | *0%* | *100%* |

### Summary Scores

👍 90%   👎 6%   👈 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:

$$\text{Recommended (\%)} = \frac{very\ good + good}{very\ good + good + neither + poor + very\ poor + don't\ know} \times 100$$

$$\text{Not Recommended (\%)} = \frac{very\ poor + poor}{very\ good + good + neither + poor + very\ poor + don't\ know} \times 100$$

For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:
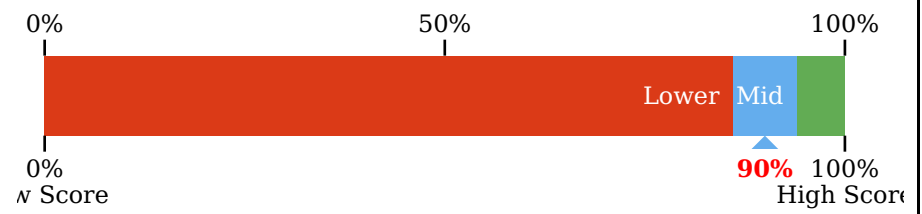
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

### Practice Score: 'Recommended' Rank

**Your Score:** **90%**

**Percentile Rank:** **45TH**

0%          50%          100%

Lower | Mid

0%  **90%**  100%
ℕ Score      High Score

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



■ All Practices     ■ Over Wyre Medical Centre
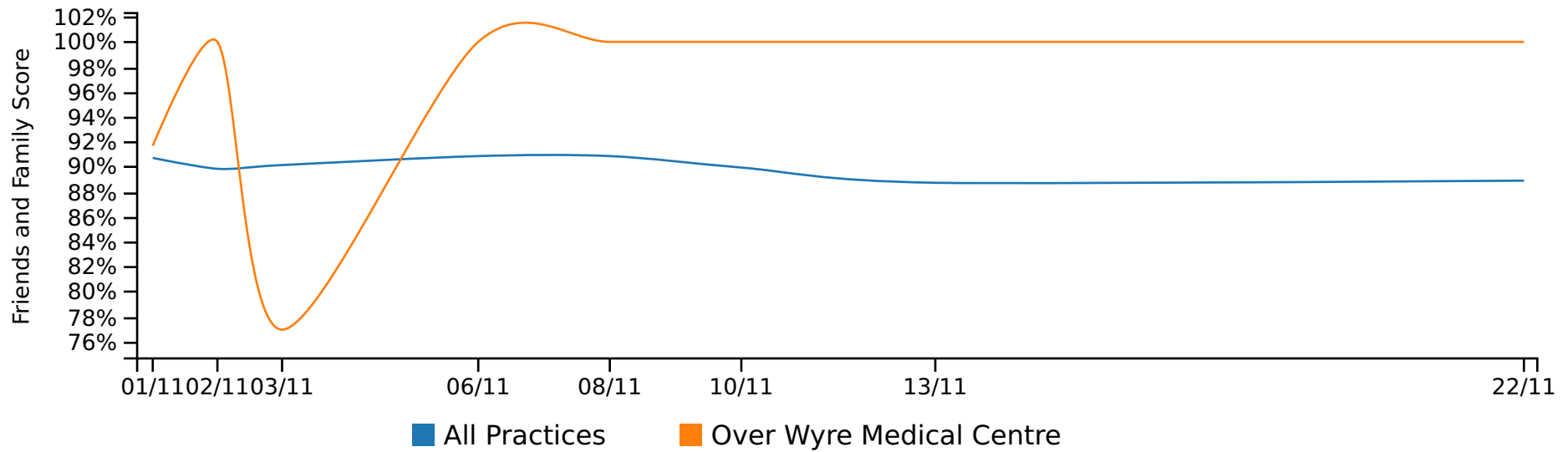
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

|                          | < 25 | 25 - 65 | 65+ |
|--------------------------|------|---------|-----|
| All Practices            | 85%  | 89%     | 93% |
| Over Wyre Medical Centre | 100% | 85%     | 93% |

#### Gender

**All Practices**

🧍 **90%** 🧍 **90%**

**Over Wyre Medical Centre**

🧍 **81%** 🧍 **100%**
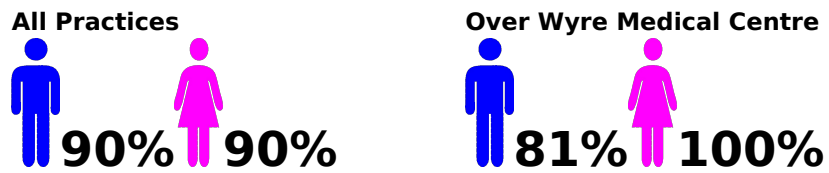
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: Day of the Week Analysis



■ Recommended     ■ Not Recommended
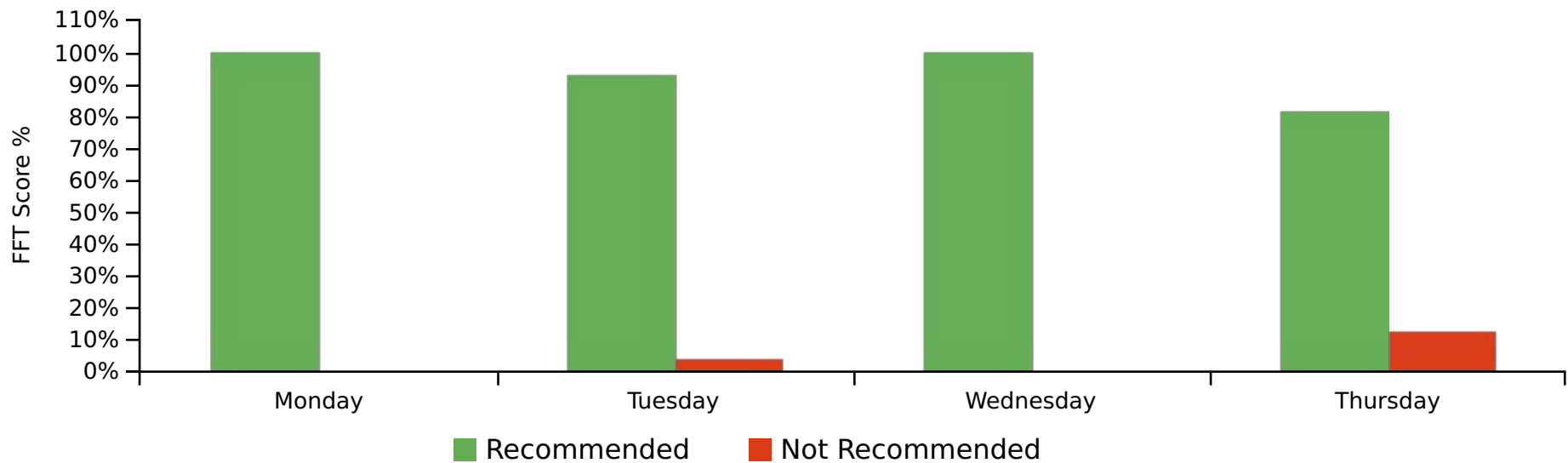
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

**Patient Responses**



Recommended   Not Recommended   Passive
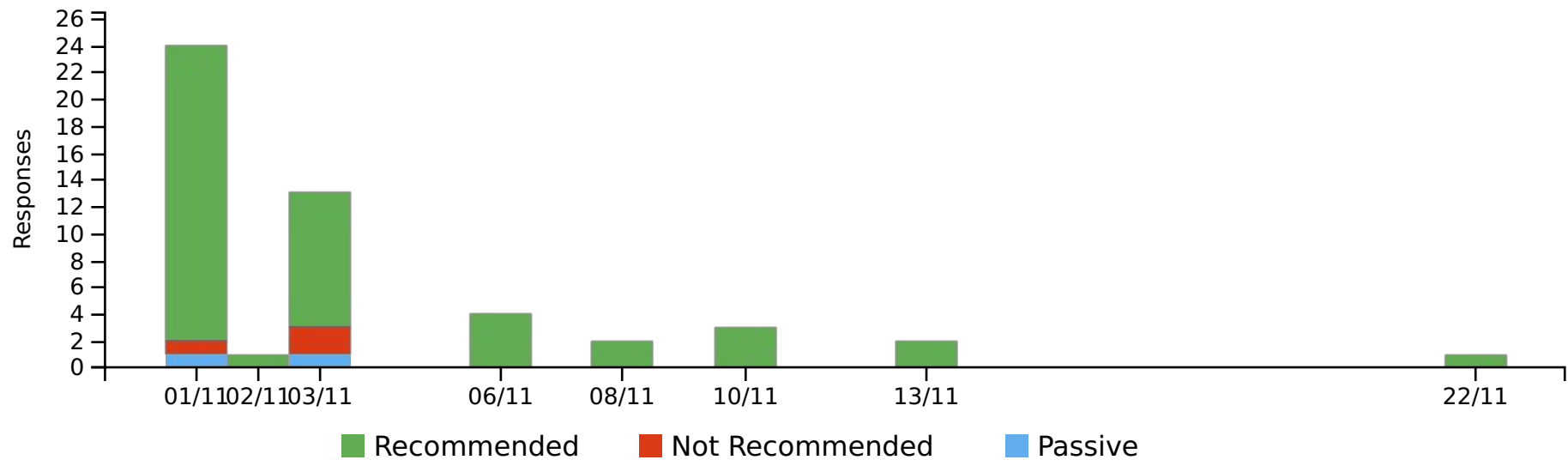
Notes: 1. Total responses historic by day.
2. Represents actual responses received from all methods.
3. Responses classified as per NHS guidelines. See scoring guidance section.

**Thematic**

**Tag Cloud**

| | |
|---|---|
| Reception Experience | 10 |
| Arrangement of Appointment | 6 |
| Reference to Clinician | 9 |

Notes: 1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragements and is not an exhaustive analysis of all talking points.
3. Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and adjectives where the word frequency is reflected in text size.



## 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

✓Receptionists always helpful and informative. Appointments good.All well organised, efficient and welcoming.
✓*The lady I saw today was very good. She listened and was very helpful. Pity there isn't more access to GPS*
✓Appointment was 10-15 minutes late but Michelle Curtis was very pleasant & apologised for keeping me waiting.
✓*Well run practice with good Dr.s and pleasant staff.*
✓Because it was very good
✓*The treatment I received and the kindness was reassuring*
✓Actually seen before my appt time
✓*Seen on time, friendly staff.*
✓Always nice and polite staff
✓*Problems are dealt with swiftly and sensitively. Communication between staff is great to ensure the best outcomes for patients*
✓I have an issue following an RTA which was. Addressed sensitively and nurse was very gentle with the needle + very congenial throughout
✓*On time and pleasant and friendly staff doing the blood test*
✓For once everything worked
✓*Was very nice went through with wat having done explained it all and good at her job*
✓Everyone is always really helpful. Nothing is too much trouble.
✓*Everything was on time, nice nurse and very efficient and friendly*
✓Did not have to wait long Dr Tottey was very good, a good service overall.
✓*App on time very helpful and easy to talk to*
✓Seen to straight away
✓*Because this describes my experience*
✓Receptionist went to great effort to coordinate my two appts nurse doing the ECG remained very professional whilst being kind and friendly and the GP behaved likewise. He explained his findings, thoughts and course of action needed very clearly.
✓*The service has always been excellent from those answering calls to nurses and doctors*
✓I didn't have to wait long the nurse was very helpful
✓*Prompt and efficient*
✓Service was Quick and effective no waiting around
✓*Welcoming, pleasant staff, clean & tidy.*
✓On time .polite.
✓*My appointment was on time & the nurse was, as always, very pleasant & helpful.*
✓Very good
✓*Just and bit later than my appointment, everything else ran smooth*
✓Because it was ok.
✓*I arrived in good time and was seen immediately It didn't hurt and hasn't bruised at all. In the past it has often caused bruising.*
✓Friendly staff, quick service,
✓*Great service*
✓Because everything was dealt with efficiently and on time
✓*All the staff are pleasant, my health matter is dealt with quickly, no problem with appointments.*

### Not Recommended

✓Appointment 40 min late, and nurse was very curt, bordering on rude.
✓*To let you know how it is no rocket science*
✓Sorry but pressed wrong number. It should be number 1 .

### Passive

✓Nice venue & food