

FFT Monthly Summary: December 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
40	6	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:	131						
Responses:	50						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	40	6	4	0	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	40	6	4	0	0	0	50
Total (%)	80%	12%	8%	0%	0%	0%	100%

Summary Scores

👍 92% 👎 0% 🗳️ 8%

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:

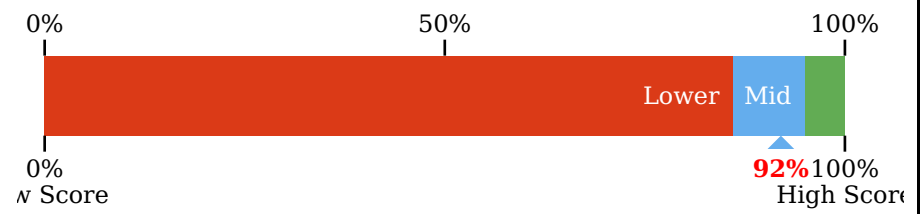
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

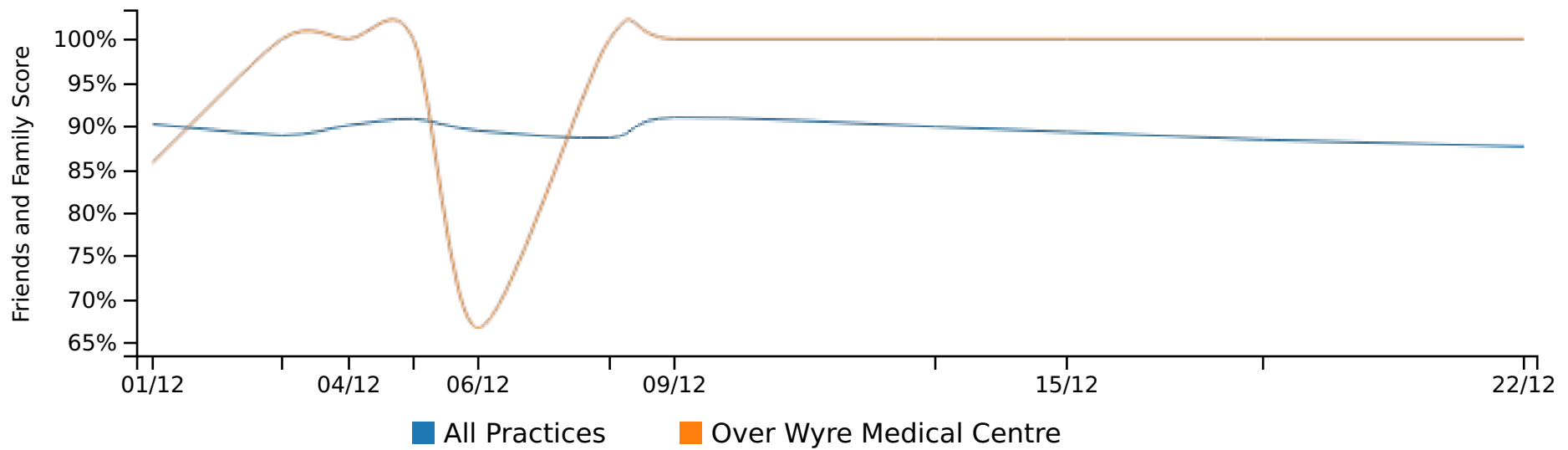
Your Score: 92%

Percentile Rank: 60TH



- 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 60th percentile means your practice scored above 60% of all practices.

Practice Score: 'Recommended' Comparison



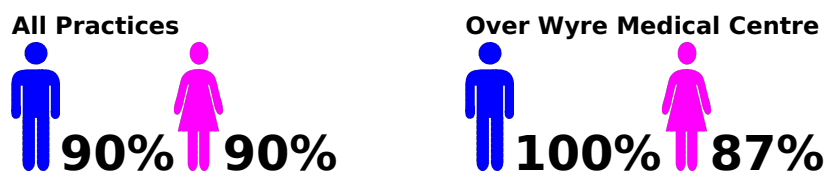
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

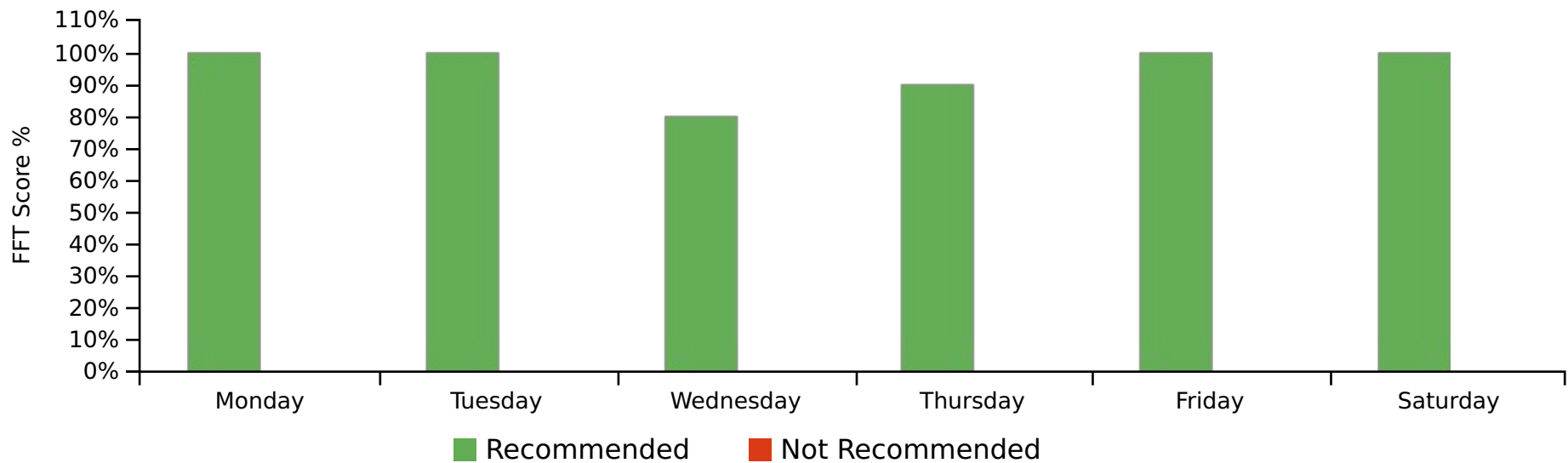
	< 25	25 - 65	65+
All Practices	84%	89%	92%
Over Wyre Medical Centre	100%	95%	89%

Gender



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

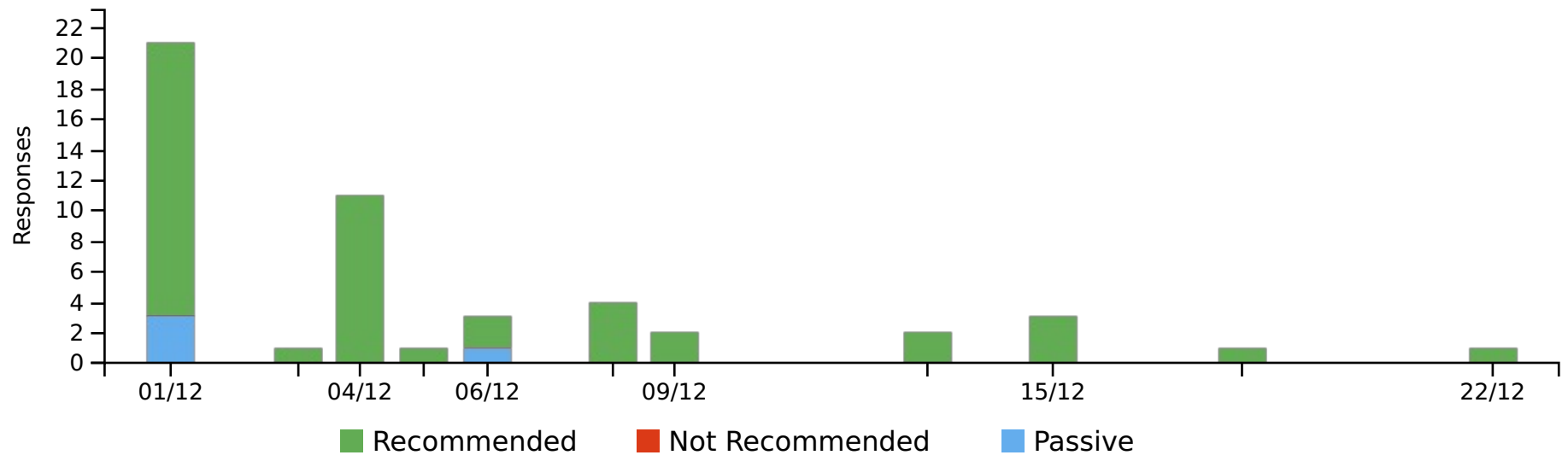
Practice Score: Day of the Week Analysis



- 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

- ✓ Dr Dexter Mwashita, Was Very Helpful and easy to talk to.
- ✓ Was told what was going to happen told everything that was going to happen explained everything kept asking about my health an was I ok did I need anything explained everything as went along was very helpful
- ✓ Very Good
- ✓ 1 very good
- ✓ Prompt and efficient service.
- ✓ No issues with the service provided
- ✓ Everyone is always very helpful
- ✓ 1 vg service overall
- ✓ I attended the medical centre to have blood taken. Dawn was kind, helpful and very efficient. Thankyou.
- ✓ Very quick, in and out with no delay
- ✓ Punctual for appointment very knowledgeable and informative. Allowed for joint input on actions to take and a clear action plan and follow up.
- ✓ The explanation about test results was clear and the advice given was useful. The only reason I did not think it was excellent was the three week wait for an appointment but it was not an urgent matter so understand there has to be priority given to those cases .
- ✓ The nurse was pleasant and the experience was as it should be
- ✓ Because all the staff that I have delt with have been amazing
- ✓ I am always happy with the service given
- ✓ Because the nurse was nice and saw me on time
- ✓ Very prompt. No waiting to see the nurse. Very friendly staff.
- ✓ Appointment on time Nurse considerate and efficient medical centre clean and tidy generally all working well.
- ✓ Very efficient easy to talk to
- ✓ Because I thought it was good
- ✓ I arrived and was seen on time and the procedure went well.
- ✓ On time, pleasant and efficient
- ✓ Excellent service
- ✓ I think on the whole you do a good job
- ✓ I find the Doctors and nurses do a great job I all get nervous when I go the doctors I suffer with anxiety they great they make easy and always very friendly
- ✓ Always good
- ✓ Prompt and very pleasant nurse.
- ✓ You have always been kind to me when i ring you merry Christmas to you all and happy new year
- ✓ Nurse very good
- ✓ The young lady I saw was very helpful
- ✓ On time, told me why these tests were being done and very caring
- ✓ Everyone has been caring, helpful and just nice
- ✓ It was easy to check in. I was seen on time. The doctor was very considerate, approachable and informed. I find medical appointments quite stressful and was put at ease. This was my first visit to a doctor at this practice.

Not Recommended

Passive

- ✓ I went for a simple blood test. I waited 45min the surgery was nearly empty. The nurse taking my blood was walking around all the time
- ✓ Meant to put 2 !They always try hard to help.