FFT Monthly Summary: June 2024

Over Wyre Medical Centre Code: P81087

SECTION 1 CQRS Reporting

CQRS Reporting												
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012	
42	6	1	1	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:	94						
Responses:	50						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	42	6	1	1	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	42	6	1	1	0	0	50
Total (%)	84 %	12%	2%	2%	0%	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:

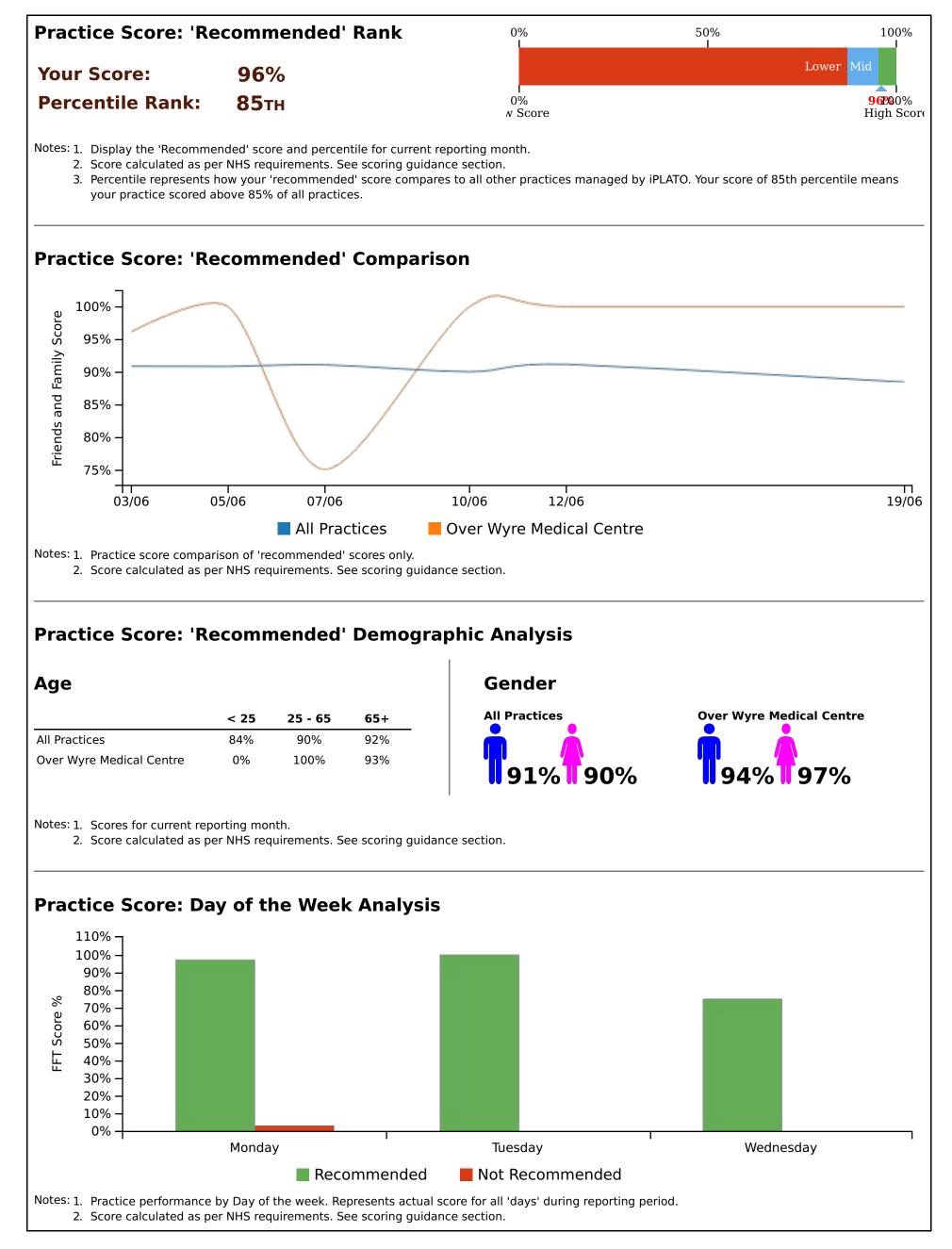
Recommended (%) =	x 100					
Recommended (%) –	very good + good + neither + poor + very poor + don't know					
Not Recommended (%) =	very poor + poor x 100					
Not Recommended (%) –	very good + good + neither + poor + very poor + don't know					

For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

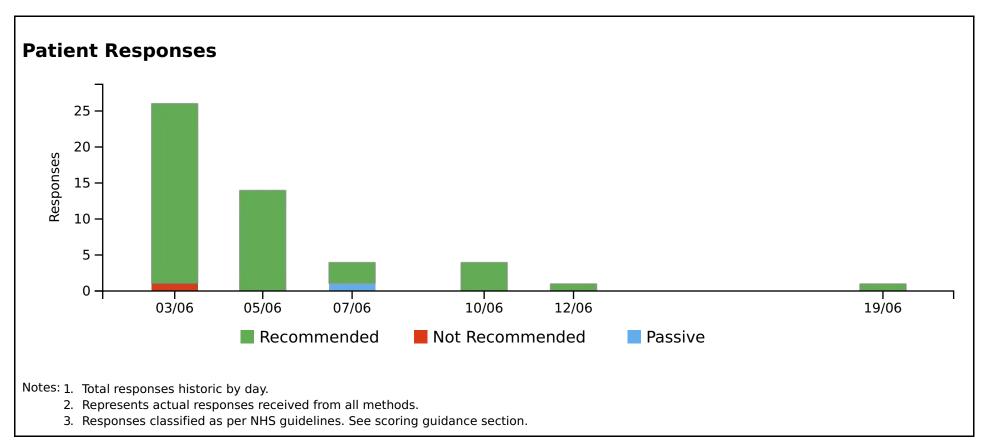


http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

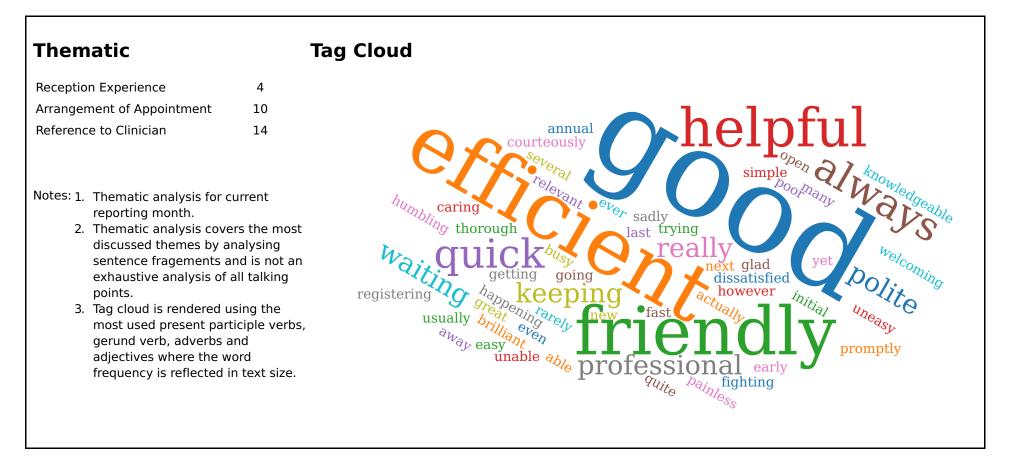
SECTION 3 Practice Scoring



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

✓ You asked for it!

✓ Doctors all very good. The process of actually trying to get an app however is very poor. At least 40 mins and then you really have to sell your case to get one

- Appointment for a blood test very prompt and efficient.
- ✓ Because it was good, and on time
- A friendly and very helpful murse
- Service was as it should be no problems
- Everything was explained about what was going to happen, and so I was put at ease.
- ✓ I was dealt with at reception courteously, and Mt appointment on time, and the nurse explained what was happening and what
- Because Michelle Curtis was really good
- ✓ Appointment was on time. Quick and efficient blood sample taken.
- ✓I'm satisfied with the service
- ✓ Great experience, professional and friendly staff
- I'm rarely dissatisfied with the care I get
- They were quick to get me onto the next level of care I needed. I have received a specialist appointment the same day as my initial appointment.
- ✓ Consultation was ok. Lasted 3 minutes. Said to get bloods done. Quickest appt for bloods is in 3 weeks !!!
- ✓ My appointment was on time, and the doctor was empathic, caring, and made the relevant referrals for me.
- ✓ Very friendly and did procedure fast and painless
- ✓ Good time keeping and getting me to see a doctor within an hour.
- ✓I only had bloods taken but it was on time and efficient
- ✓ Because everyone is always as helpful in these busy times
- ✓ The nurse was very knowledgeable and gave me good advice.
- ✓ Even though I had to wait 3 weeks+ for my appointment. My appointments today were both on time, no waiting. The doctor and nurse were brilliant, very friendly and professional. I felt at ease, where usually I'm a bit uneasy.
- The treatment and support I have received over the last few years has been quite humbling. Sadly I have several conditions that need help from the OWMC and.you have always been there to help. Once again, thank you.
- ✓ Was seen on time and nurse delivered a good all round service .
- ✓ The nurse was the first person ever to get blood out of me without fighting with my veins!
- ✓ All staff very polite and helpful and I was seen to promptly.
- Good efficient service

✓ Good Doctors, very thorough.

✓ Appointment on time, explanation given and how to proceed and what is being done

✓ My appointments were on time with no problems

✓I hate having blood taken, but Andrew made it simple and quick, keeping informed of what he was doing. Thank you Andrew

✓ Dr holmes is the best gp I've had for many years so glad we moved here

✓ Prompt and efficient

✓ No waiting seen early pick up tabs in the morning

✓ Because I've always thought that the service we have received from O WHS has been good

✓ I was registering as, a new patient the receptionist was very helpful and welcoming as was the nurse Jackie who dressed my foot .

Received a text message to book an annual check up, app worked and was able to get a time and day that suited me. Check-in on automated system is easy. Bloods taken unable to book follow up appointment as I'm away and appointment dates aren't open yet. Given advice as to when to ring and what to book.

✓ On time appointment Very polite friendly efficient nurseFelt very at ease

Not Recommended

It's ok unless you want to see a doctor

Passive