FFT Monthly Summary: July 2024

Over Wyre Medical Centre Code: P81087

connecting patients transforming healthcare

SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
37	10	1	1	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:	105						
Responses:	50						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	37	10	1	1	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	37	10	1	1	1	0	50
Total (%)	74%	20 %	2%	2%	2%	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 (%) =	very good + good x 10				
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 / 🗡 No consent to publish comment

Recommended

✓ Like the personal touch of coming to get patients staff very pleasant and helpful on time no waiting overall good experience

✓ First class service. Nice and friendly

- ✓ Because you asked me to
- ✓ I saw Dawn today very nice lady, did not have to wait long to be seen
- ✓ Very professional, helpful also Sara soon made sense of my issues
- ✓ Because it was good service
- ✓ Prompt good service and advice
- ✓ The doctor was very friendly & she referred me to go for X-rays on my knees.
- The nurse was incredibly compassionate regarding my menopause symptoms and my anxiety aswell as taking my bloods.
- ✓ Cos it's true
- ✓ Because it was very good
- ✓ The wait time was not long, and the doctor took time to answer all of my questions without making me feel like I was rushed.
- ✓ It was good late but ok
- ✓ Prompt service
- \checkmark In & out within 5 minutes. Very helpful receptionist & Dawn Holden lovely manner & made me feel relaxed.
- The GP was attentive and seemed to know exactly what my condition was and able to prescribed the medication needed. That said, hard to tell at the moment as still waiting for the dermatologist referral...!
- As usual, pleasant and courteous attention. Everything explained fully and made to feel listened to. This practice excels in my opinion in the way patients are treated.
- ✓ very smooth appointment...bloods done very well...hardly felt at all...
- ✓ Great service
- ✓ Appointment was quick, not so long to wait.
- \checkmark Not kept waiting and the doctor explained clearly, not rushed
- ✓ Dawn was professional, knowledgeable, described the procedure and had a good manner. Was on time.
- ✓On time appointment, happy personable staff member and quick service.
- ✓ Very thoro,
- ✓ Very professional and polite but waited a bit longer than expected
- ✓ Easy to use App to order meds and check your apointments, good parking, friendly staff, well designed building
- \checkmark The nurse I saw Lynette was on time listened to me and was very gentle taking blood
- Cood concultation

Good consultation

✓ Good service

✓ Lovely, supportive nurse

✓ Andrew was really friendly, the wait time wasn't too long

✓ Everything was ok once I'd found the room.

Good with children and has been easy to get appointments, but did not diagnose constipation for my son, which has had a negative impact on his life

✓ My apology. Looks like I hit the wrong button for question 5. I meant to rate at "very good".

 \checkmark Quick response for my appointment once checked in and nurse very friendly

✓ Great service and it was quick

Not Recommended

✓ You need to know 3 to 6 weeks in advance that you need to see a doctor. Yes if you are very lucky and only no 12 in the telephone queue you may just get a emergency appointment but the problem is what one patient counts as emergency is vastly different from another patient eg pain in big toe to a large swelling. The receptionist do question what your condition is but some patients really in need of a emergency appointment are not good at describing their symptoms so either told to go to the walk in centre if you think necessary or come and see a doctor in 3 weeks time by which time the condition has got dramatically worse .

✓ Had an appointment for a phone consultation, and never recieved a call

Passive

✓ Sorry should read 1