FFT Monthly Summary: September 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	7	2	0	0	0	1	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: 132

Responses: 51

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	41	7	2	0	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	1	0	0	0	0	0	1
Total	42	7	2	0	0	0	51
Total (%)	<i>82</i> %	14%	4%	0%	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 (%) =
$$\frac{\textit{very good} + \textit{good}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$
Not Recommended (%) =
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

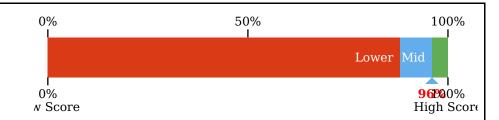
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

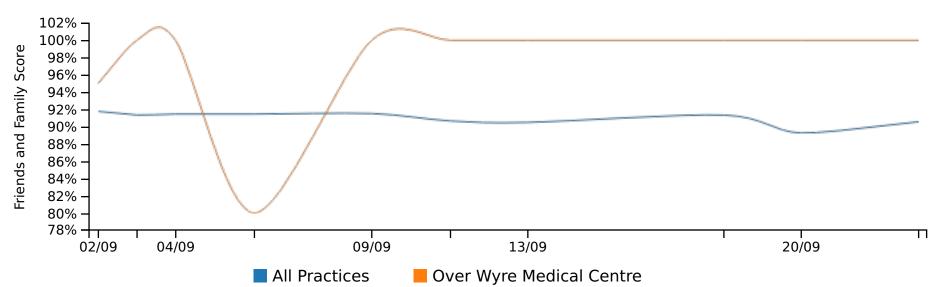
Your Score: 96%
Percentile Rank: 85TH



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 85th percentile means your practice scored above 85% 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.

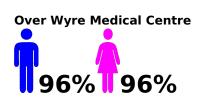
Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	86%	91%	93%
Over Wyre Medical Centre	100%	100%	93%

Gender

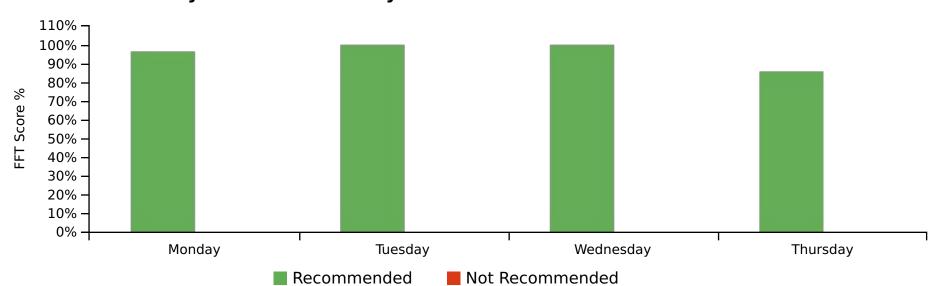




Notes: 1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

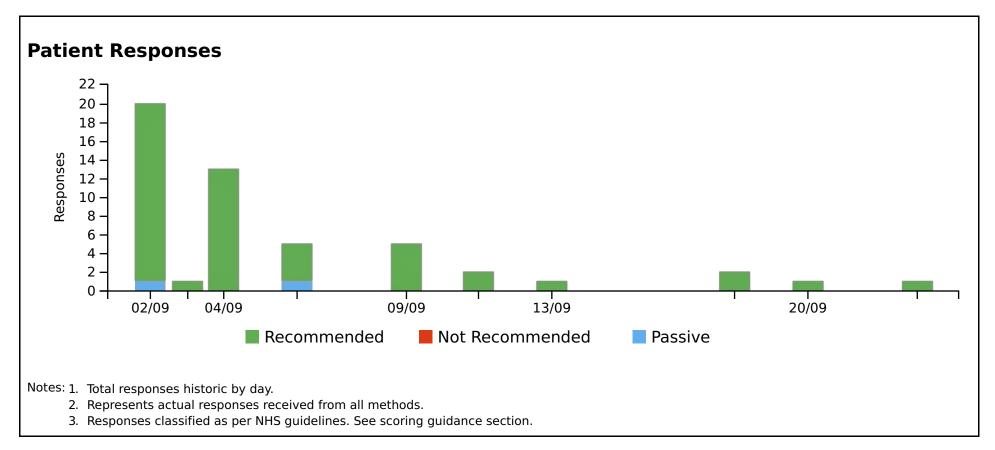
Practice Score: Day of the Week Analysis



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



Thematic Tag Cloud 5 **Reception Experience** Arrangement of Appointment 10 Reference to Clinician 13 general Notes: 1. Thematic analysis for current clear 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, Drevious grand Washin 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

- ✓I felt like I was asked the correct question and my answers were taken into account I was 1 minutes late but the appointment was still carried out all very efficient
- ✓ Very professional. Straight in and out is building and arm xx
- ✓ I went in on time for my RSV vaccination. The nurse explained to me what the vaccine was for the injection was painless, and I have had no problems since. Thank you.
- ✓ Very pleased with consultation.
- ✓ Everything fully explained. Didn't feel appointment was rushed. Was listened to.
- ✓ my lady was very easy to converse with and interested in what i had to say.she was helpful and knowledgeable and reassuring.
- ✓ In on time and resolved my issue
- \checkmark Very efficient, Dr was very good , didn't rush and I felt informed.
- ✓ Appointment made and seen on time. Stsff very informative and pleasant.
- ✓ Dr holmes
- ✓ Good follow up on previous contact. Reassuring advice given on future treatment.
- ✓ Not always able to see GP
- ✓ Very helpful xx
- ✓ Because ever body cares about the patient from the doctors to receptionists and everyone in between we are lucky to have a medical centre like ours and I'm actually proud to be part of it
- ✓ Seen very quickly, nurse was very efficient, quick and friendly.
- ✓ Easy check in and on time appointment. Had opportunity to ask questions
- ✓ Making the appointment- really easy and time efficient appointment Appointments: Mr Higgins was really helpful and understanding in the appointment and gave me information for future useMr Keegan was amazing and listened to my concerns and anxieties. Really helped me settle and calm prior to and in my appointment
- ✓ Angela Dixon my diabetic medic has been very supportive in management of blood glucose levels. Thank you
- $\ensuremath{\checkmark}$ Every thing on time and profesional
- ✓ Cos it's what I thought!!
- ✓The lady I saw was lovely, easy to listen, dealt with me professionally, and made me feel at ease.
- ✓ No problems
- ✓ My availability for the phone call was delayed due to grand children. I phoned in and apologised leaving my availability open. Dr Lana phoned back and our conversation was kind, considered and helpful. Thanks
- ✓ My new gp was very clear and acted immediately
- \checkmark Because he is trying to sort out my psoriasis problem and the plan of action
- ✓ I was on time and seen in next to no time nurse was polite receptionist was was very efficient
- ✓ Issues dealt with, great service, follow up sorted , thank u
- ✓ Managed to get an appointment fairly easy just a 3 week wait, GP was great at appointment. Do think receptionists do Their job but also feel they do it begrudgingly and lack the friendly, customer service side!
- ✓ Helpful staff
- ✓ Great personnel, clean and able to get appointments when needed.
- ✓ appointment on time and great practitioner
- ✓ I thought my treatment was conducted politely and efficiently thankyou.
- ✓ Nurse was friendly and helpful
- ✓ On time with nice friendly staff
- ✓ Appointment on time, HCA pleasant and chatty, seen to be washing her hands on my arrival and not sat there with a syringe eager to take my blood, appeared to have time to talk things over and an overall pleasant experience as much as having blood taken can be.
- ✓ The general treatment I have had from nurses, etc, is very good. But since moving here in have not seen a doctor, although since My heart op in 2019. I am classed as vulnerable.
- ✓I was in and out within 5 mins from checking in with sister coward for my blood being taken Very efficient
- ✓ Curtious always, help is always there 1st class
- ✓ Michelle Curtis always polite and very professional
- ✓ I went in to see the Dr because I have been very low and suicidal and he was very understanding, I was able to open up to him more than my wife at this time. It eased my mind just able to talk.

Not Recommended

Passive

✓ Just because ,when i booked the appointment,the first available one was in 3weeks time.