# FFT Monthly Summary: May 2024

**Over Wyre Medical Centre**
**Code: P81087**

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transforming healthcare

## SECTION 1
## CQRS Reporting

### CQRS Reporting

| FFT001 | FFT002 | FFT003 | FFT004 | FFT005 | FFT006 | FFT007 | FFT008 | FFT009 | FFT010 | FFT011 | FFT012 |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 39 | 8 | 3 | 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:** **119**

**Responses:** **50**

| | Very good | Good | Neither good nor poor | Poor | Very poor | Don't know | Total |
|---|---|---|---|---|---|---|---|
| SMS - Autopoll | 39 | 8 | 3 | 0 | 0 | 0 | **50** |
| SMS - User Initiated | | | | | | | |
| Tablet/App | | | | | | | |
| Web/E-mail | | | | | | | |
| Manual Upload | | | | | | | |
| **Total** | **39** | **8** | **3** | **0** | **0** | **0** | **50** |
| *Total (%)* | *78%* | *16%* | *6%* | *0%* | *0%* | *0%* | *100%* |

### Summary Scores

👍 94%  👎 0%  👉 6%

### 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:** **94%**

**Percentile Rank:** **70TH**

0%　　　　　　　50%　　　　　　　100%

Lower | Mid

0%　　　　　　　　　　　**94%** 100%
ɴ Score　　　　　　　　　　High Score
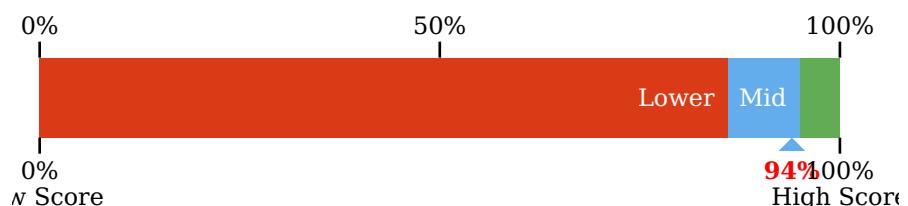
Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 70th percentile means your practice scored above 70% of all practices.

## Practice Score: 'Recommended' Comparison



Friends and Family Score (y-axis: 45% to 105%)
x-axis: 01/05, 02/05, 03/05, 07/05, 09/05, 13/05, 15/05, 17/05, 22/05

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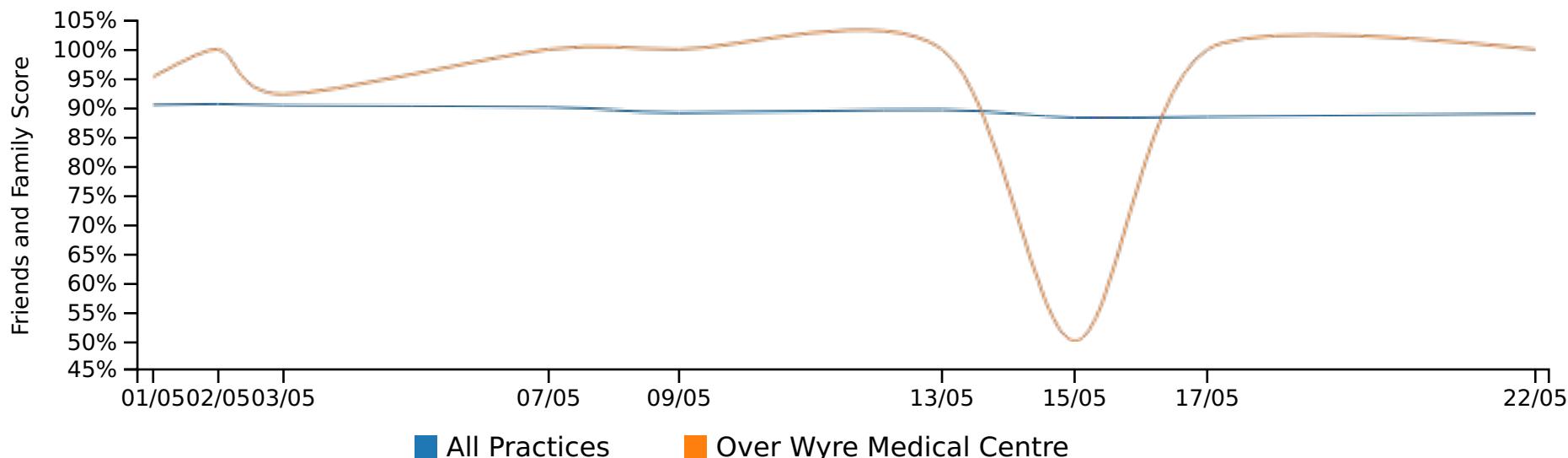
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

## Practice Score: 'Recommended' Demographic Analysis

### Age

|  | < 25 | 25 - 65 | 65+ |
|---|---|---|---|
| All Practices | 85% | 89% | 92% |
| Over Wyre Medical Centre | 0% | 100% | 90% |

### Gender

**All Practices**

90% 90%

**Over Wyre Medical Centre**

95% 93%

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



FFT Score % (y-axis: 0% to 110%)
Monday, Tuesday, Wednesday, Thursday, Friday

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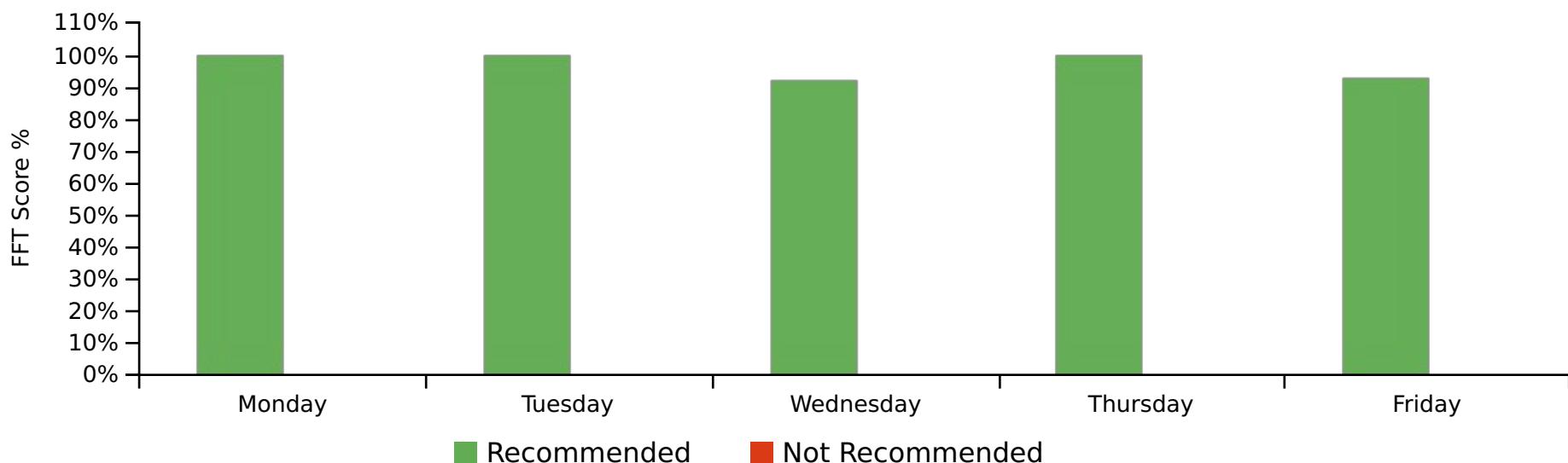
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.
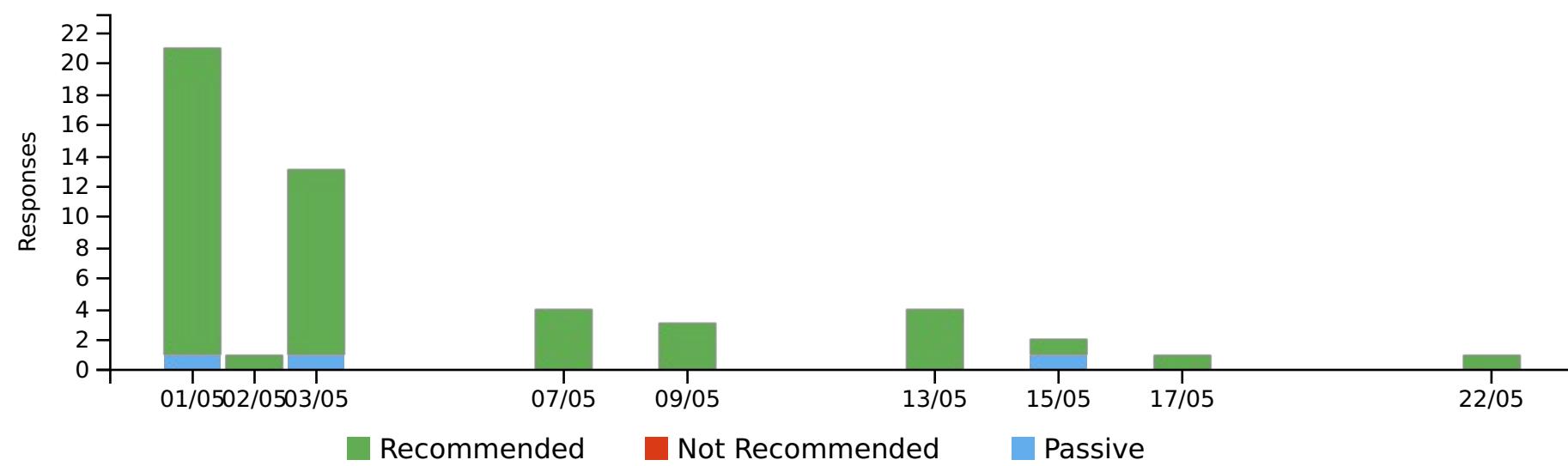
**Patient Responses**



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.

## Patient Free Text Comments: Summary

### Thematic

| | |
|---|---|
| Reception Experience | 6 |
| Arrangement of Appointment | 9 |
| Reference to Clinician | 14 |

Notes: 1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragments 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.

### Tag Cloud
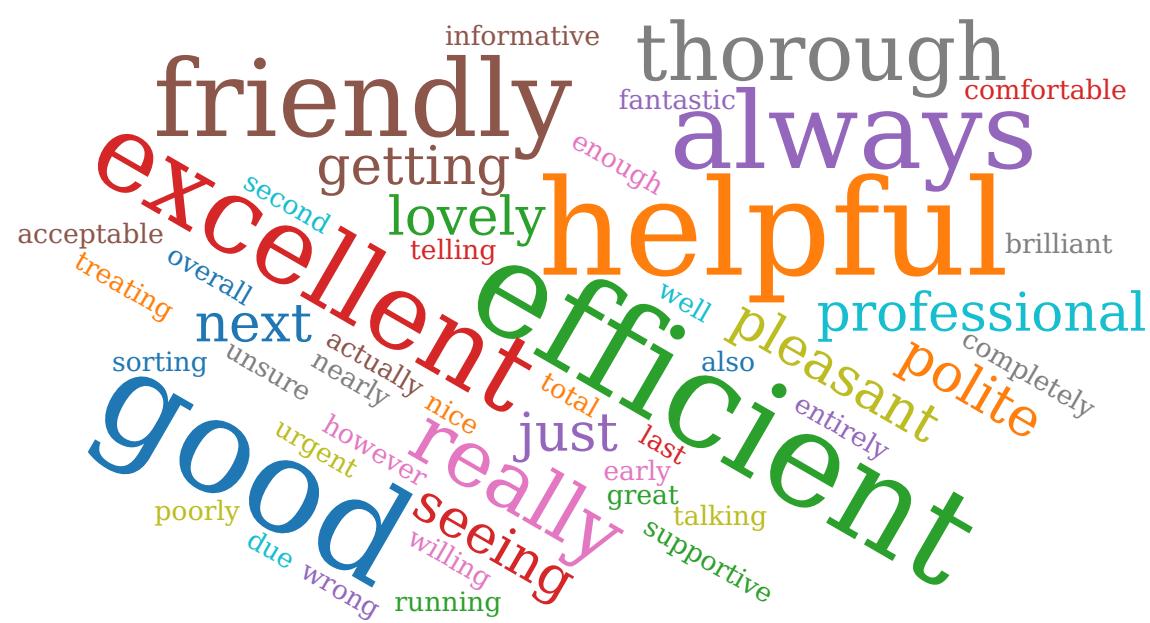


## Patient Free Text Comments: Detail

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

✓Because I had a doctor who understood me and listened and helped

✓*Excellent has always*

✓On time and felt that there may be some progress with my condition diagnosis

✓*Because I thought Dr Totty was very good??*

✓Because seen at the appointment time and there was no rush when seen by the nurse and she was willing to talk through anything I was unsure about.

✓*The staff*

✓Seen on time. All issues resolved in pleasant and professional manner x

✓*Jocelyn was very kind and listened to me and understood my problem ,really helpful*

✓Very understanding and discussed what's next step

✓*Dr Simpson was very helpful in her advice and I didn't feel rushed in talking through my concerns. I felt that she really listened to me.*

✓Appointment on time.Michelle very polite and explained procedure very well overall a very pleasant experience

✓*Treated with total respect and answered all my queries. Explained all aspects of diagnosis*

✓Your service is good no complaints.

✓*Had to wait 20 minutes. Nurse was running behind but she did apologise and did a thorough job.*

✓No

✓*I wasn't given a doctors appt but an appt with a nurse practioner. She was lovely!*

✓I called the doctor for an appointment after telling the receptionist what was wrong I got an appointment the next day, the doctor I saw was very helpful all good

✓*On time and efficient.*

✓My experience actually seeing the doctor was excellent however i waited 25 minutes after my appointment time.

✓*Doctors explain things if you need to know more, don't feel rushed and appointments nearly always on time.*

✓Because you ask me about my experience

✓*Friendly , prompt and efficient.*

✓I've been very poorly and the help and service is second to none xxxx

✓*Excellent service. Dr bolton efficient but also really listens to me.*

✓Very efficient and friendly.

✓*Good commsGood advice Patience and understanding Nice personality*

✓On time appointment, professional staff, thanks!

✓*Just great service*

✓I was completely satisfied with all aspects of the appointment and discussion

✓*From booking my appointment to seeing the doctor everyone was polite and very efficient, getting me a urgent appointment, due to the issue, and sorting a pathway to treating me*

✓The nurse was lovely and very supportive. Thorough and made me feel comfortable

✓*Because they always give fantastic service*

✓Andrew whom I saw was very informative, friendly and helpful and put me at ease

✓*The doctor saw me early and she was very thorough and helpful*

✓Because you always do your best to help, Dr Bolton is brilliant, As are the rest of the staff.

### Not Recommended

### Passive

✓On time. Good staff and friendly

✓*The treatment I have had over the last week has been excellent. The score I gave was entirely because of the amount of times I phoned for an appointment and told after redialling from 8am until getting through at 8:40am only to be told no appointments and suggested I go to walk in centre in Fleetwood, this is not acceptable and if there are not enough appointments then proves needs more staff.*

✓I just have