

FFT Monthly Summary: December 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
43	4	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: 107

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	43	4	1	1	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	43	4	1	1	1	0	50
Total (%)	86%	8%	2%	2%	2%	0%	100%

Summary Scores

94%

4%

2%

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 (%) =
$$\frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

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: 94%

Percentile Rank: 70TH

0%50%100%

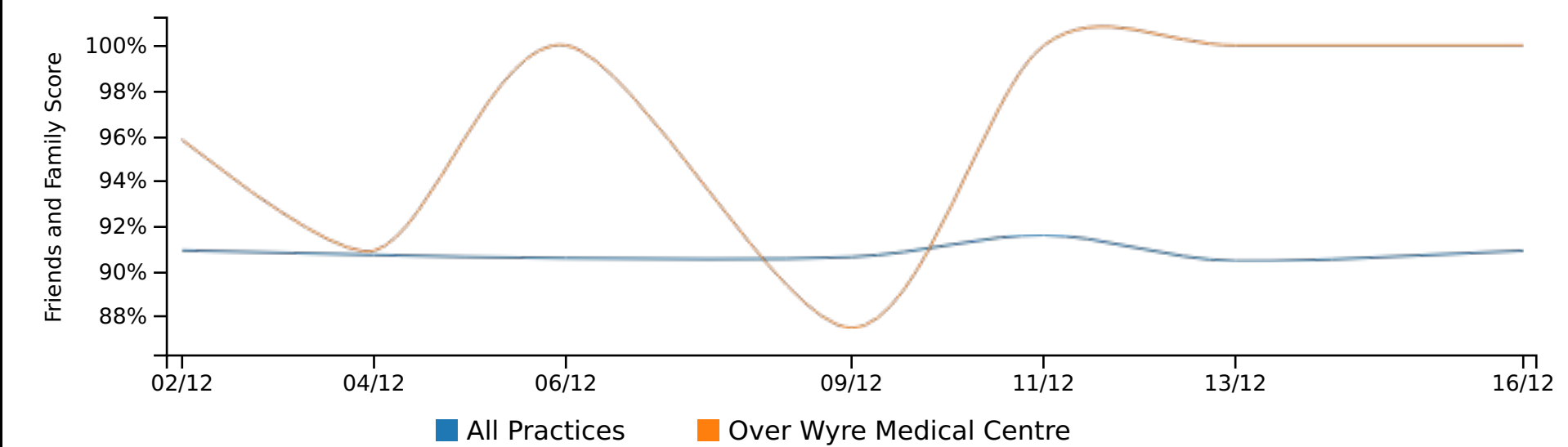
0% Score

LowerMidHigh Score

94%100%

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



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%	90%	93%
Over Wyre Medical Centre	100%	100%	88%

Gender

All Practices

91%

91%

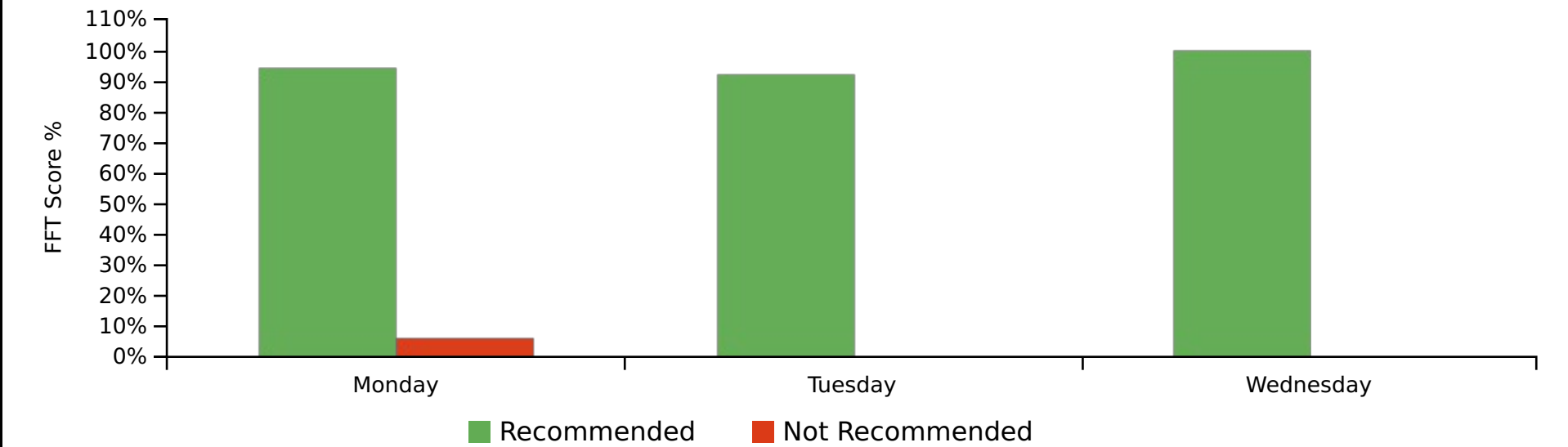
Over Wyre Medical Centre

90%

97%

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

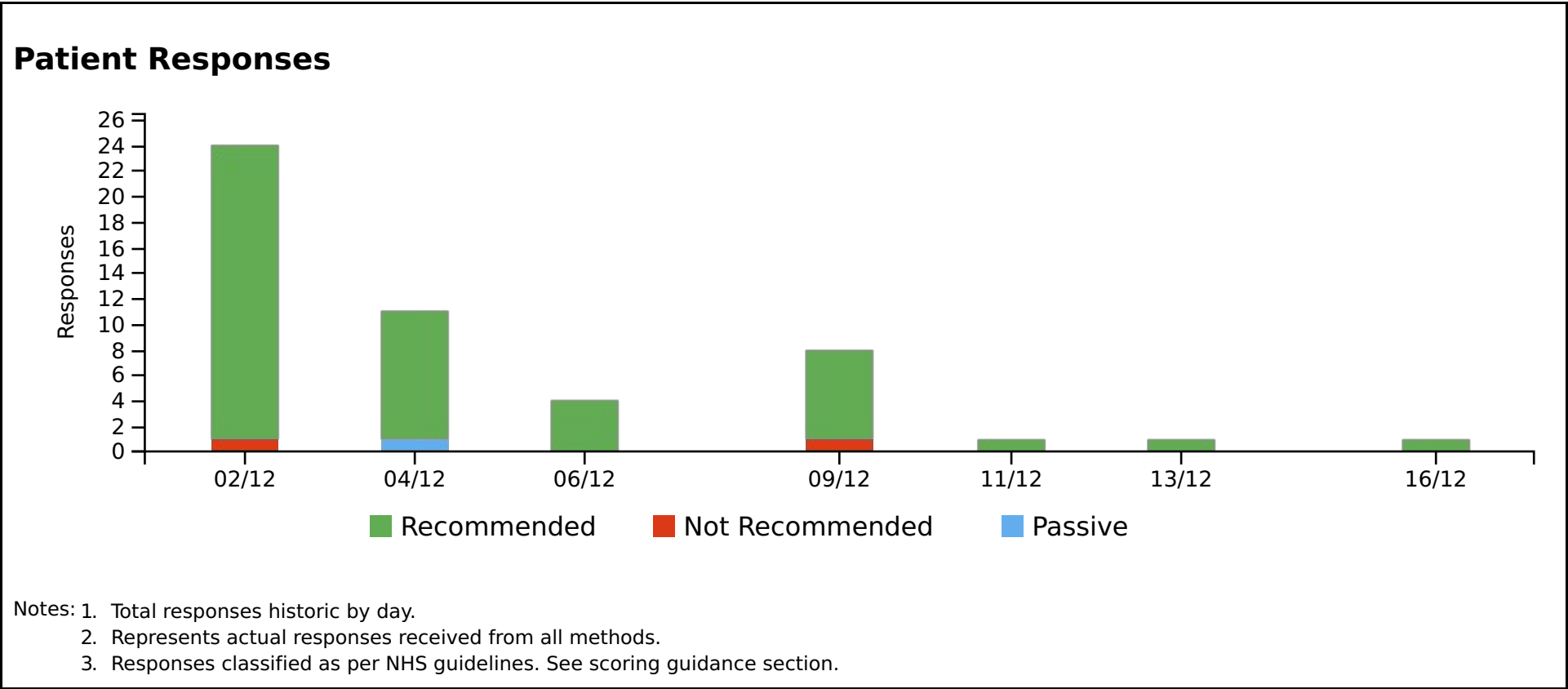
Practice Score: Day of the Week Analysis



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



SECTION 5


Patient Free Text Comments: Summary

Thematic

Reception Experience	9
Arrangement of Appointment	7
Reference to Clinician	17

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

- ✓ My GP gave good advice was very clear in explaining my very recent scan
- ✓ *The staff are so pleasant and accommodating at OWMC despite all the pressure they're under.*
- ✓ Got an appointment straight away and issue sorted
- ✓ *Reception very warm and reassuring, Nurse was very thorough and put clear plan in place.*
- ✓ I was seen on time and was given a thorough explanation of my results with Channel who was very good at explaining the meaning of everything that was tested,
- ✓ *Janet was very friendly, professional and answered in detail my questions and results.*
- ✓ Got appointment, what was needed explained, all straight forward and received well.
- ✓ *I find the staff at the medical centre are always helpful and friendly, the pharmacy always go that extra mile to help with our medication.*
- ✓ the doctor has been very helpful in helping in my ongoing medical needs
- ✓ *Doctor was very thorough. A little wait but was informed of that when booking in and doctor apologised*
- ✓ Staff always friendly and polite, always helpful usually get in for my appointment on time or not waiting too long
- ✓ *Because the nurse was very informative and kind*
- ✓ I was expecting to have blood pressure and a general health MOT. But no checks, everything else and advise was great though!
- ✓ *Was seen on time and dealt with very efficiently*
- ✓ The doctor I saw was friendly and efficient
- ✓ *Good all round*
- ✓ Very good. Number 1
- ✓ *Friendly nurse prompt service when I arrived.*
- ✓ Because I received a quick appointment and was given good medical advice and inspection.
- ✓ *1 reception staff are always friendly, courteous and efficient, 2 always managed to see a doctor when requested, 3 never had to wait long for an appointment, 4 always been seen promptly on arrival in waiting room, 5 always received good service and professionally accurate advice and information from both nurses and gps, 6 surgery is always maintained well - clean, orderly and rooms are well labelled, supported by a clear and efficient tv announcement system. It is a pleasure to receive treatment at such a pleasantly run and well organised surgery, especially in light of the current pressures and difficulties today's nhs has to contend with. Well done to all staff, with my thanks and best wishes to you all for a very merry christmas*
- ✓ Very good staff very helpful
- ✓ *Caring and compassionate service from Nurse Practitioner Clare Hay*
- ✓ My experience of the medical centre has always been very positive especially the helpful reception staff and the nurse professionals.
- ✓ *Got to see doctor bang on time of appointment*
- ✓ On time and very professional
- ✓ *Dr Ahmed was very polite, attentive, and listened carefully. I wAMAZED at his professionalism and quality of his 'bedside mannere also struck me as knowledgeable. Probs the best male Dr since tlate John Lewin. Credit where credit is due, he's progressive*
- ✓ Dawn was excellent, put at ease. Fully informed. Very pleasant member of the team
- ✓ *Very pleasant Receptionist and nurse 1st time at this practice.*
- ✓ I was seen to on time also the doctor was very understanding
- ✓ *Easy check in seen within a reasonable time scale good communication during appointment medical centre clean and tidy.*
- ✓ I have been having to come a little more often and Dr Bolton and all the nurses have been amazing
- ✓ *Doctor was very nice & listened to my daughter thank you*
- ✓ Because u asked me to

Not Recommended

- ✓ Totally unhelpful. Diabetic foot but told no care available just put moisturiser on it . Wouldn't chase up scan results told to ring ourselves. Wow what do you actually do

Passive

- ✓ Whilst the staff are great when you get to see them, since the centre was enlarged, it is ever more difficult to get to see anyone.