

FFT Monthly Summary: February 2025



Over Wyre Medical Centre
Code: P81087

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
48	8	1	1	2	1	11	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: 113

Responses: 61

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	38	8	1	1	1	1	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	10	0	0	0	1	0	11
Total	48	8	1	1	2	1	61
Total (%)	79%	13%	2%	2%	3%	2%	100%

Summary Scores

92%

5%

3%

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: 92%

Percentile Rank: 50TH

0%50%100%

0% Score

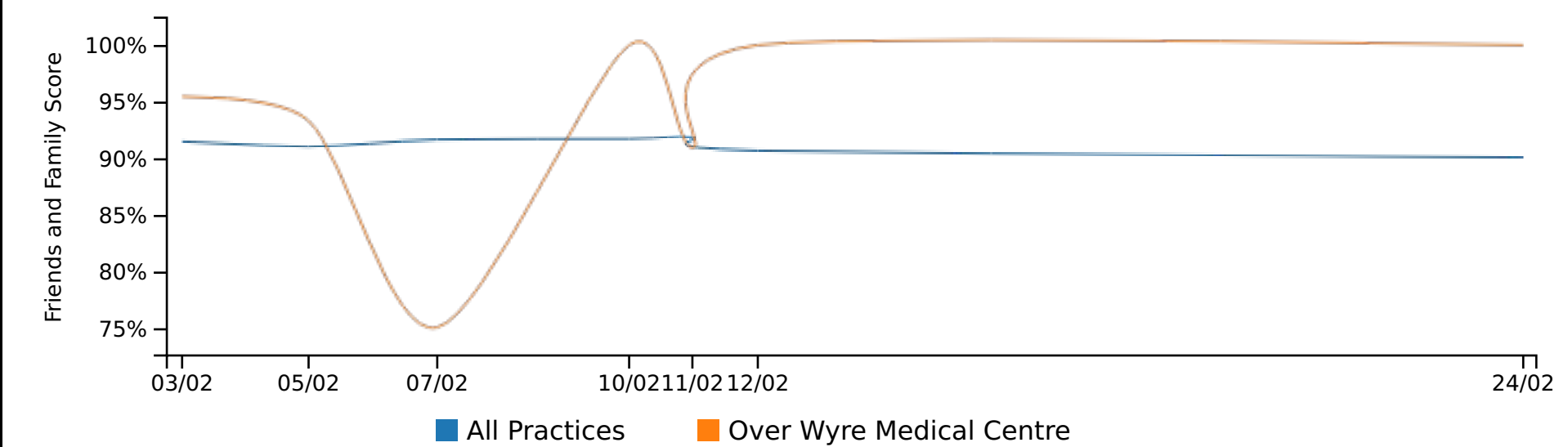
LowerMidHigh Score

92%

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 50th percentile means your practice scored above 50% 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%	91%	93%
Over Wyre Medical Centre	67%	100%	87%

Gender

All Practices

91%

91%

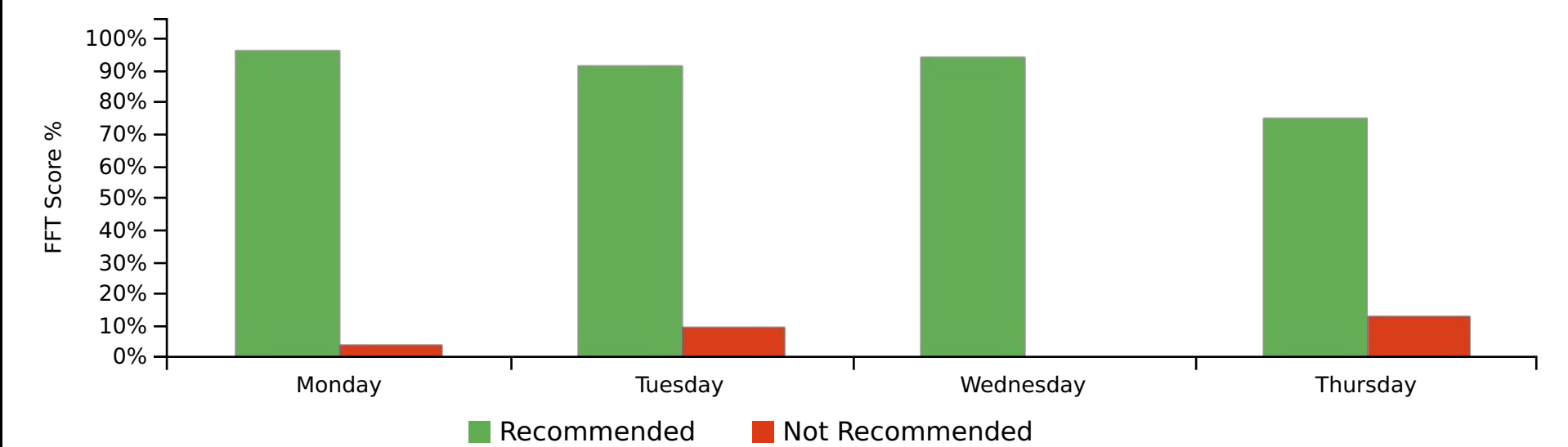
Over Wyre Medical Centre

85%

97%

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

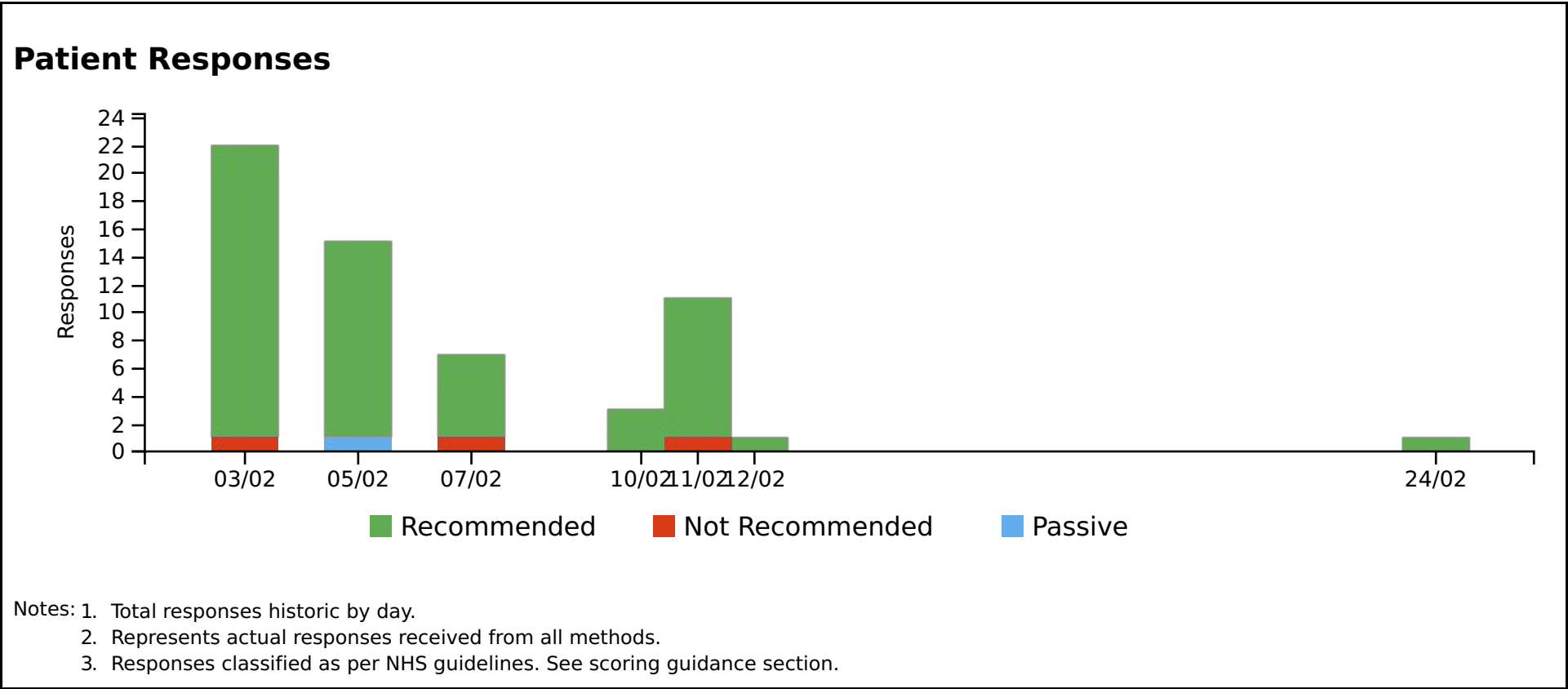
Practice Score: Day of the Week Analysis



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



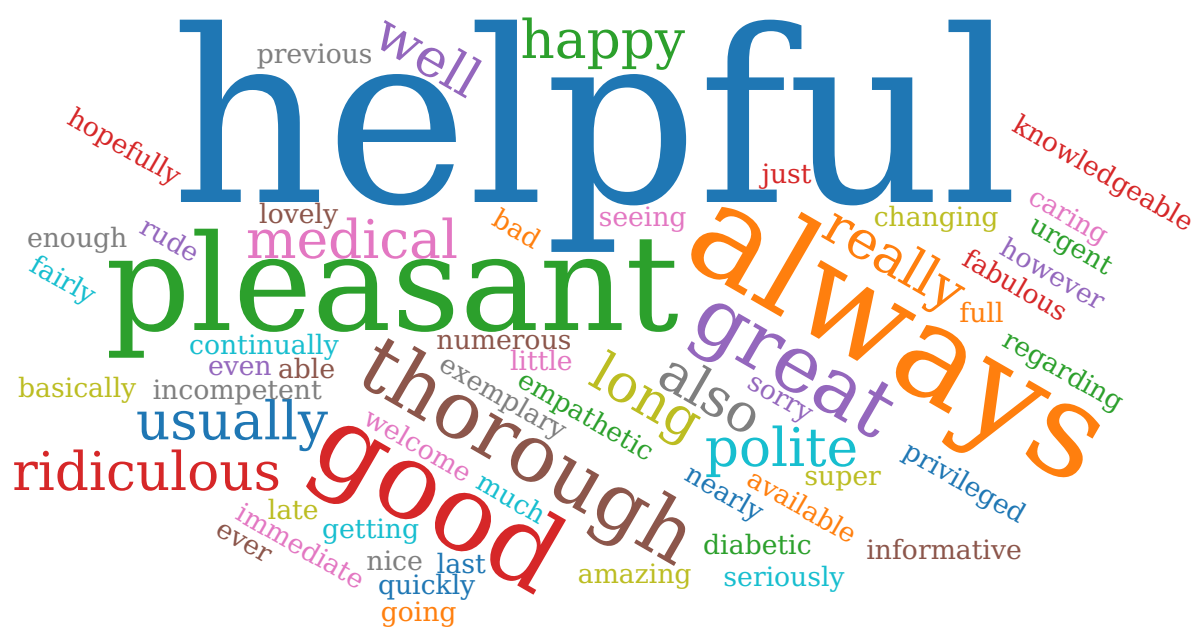
SECTION 5

Patient Free Text Comments: Summary

Thematic

Reception Experience	10
Arrangement of Appointment	5
Reference to Clinician	18

- 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.



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

- ✓ Lovely staff made me feel welcome
- ✓ *In my opinion Wyre Medical Centre is an example of exemplary care and practice. In changing times they continually strive to provide an excellent service. I feel privileged to be one of their patients. Thank you for all that you do and the spirit in which you do it.*
- ✓ Not long to wait. Always polite, & helpful.
- ✓ *Appointment was prompt on time and the nurse is always pleasant*
- ✓ Nurse Mrs Channel Coward excellent professional
- ✓ *Call was on time, always professional and helpful with questions*
- ✓ First time at the surgery was very helpful and friendly
- ✓ *I'm usually really happy with the over Wyre medical center however it took me 7months to be able to get an appointment to have my coil put in. And when I visited the practice with my son this morning. I felt like the doctors seemed a little incompetent.*
- ✓ I was seen on time & very pleasant staff
- ✓ *Lynette was professional, helpful and friendly. She took the time to listen and advise. Super lady*
- ✓ Doctor was very thorough and took the time to explain everything very well to me.. with a professional friendly manner.
- ✓ *Lack of immediate appointments*
- ✓ Both the Sister and the Nurse were great
- ✓ *Very efficient and polite*
- ✓ Dr was very nice and went through everything with me.
- ✓ *The nurses and dr Hopkins are amazing*
- ✓ Much improvements made this last year..better access to GPs
- ✓ *Staff are professional, kind, appts made available for urgent issues.*
- ✓ The nurse i saw really kind and caring she even fastend my coat up for me
- ✓ *Excellent manner on the part of the healthcare assistant*
- ✓ Because they have looked after me better than any other doctors ever have.
- ✓ *Friendly and Efficient*
- ✓ Debbie the nurse I saw was so caring and very good at her job went out the way to help and assist with a problem can't praise her enough
- ✓ *15 minutes late. Long delay to see GP*
- ✓ Pleasant & professional staff. Seen at my appointment time.
- ✓ *Dealt with fairly quickly*
- ✓ Chanel was very good she explained what was going to happen regarding my leg ulcer with it opening up again I'm very worried also Dr Bolton's response with the antibiotics hopefully will get it better
- ✓ *It is the truth*
- ✓ Punctual and efficient.
- ✓ *Helpful receptionist, nurse on time*
- ✓ Prompt, pleasant and informative.
- ✓ *Efficient, friendly and professional*
- ✓ The nurse was excellent and very thorough. After 18 months of seeing previous doctors at the surgery and basically being fobbed off and not believed it felt like she took me seriously.
- ✓ *TatMy ppl My opInlon*

Not Recommended

✓ Getting appointments to see a doctor 14 days is ridiculous blood tests nearly as bad diabetic reviews another wait but had just improved usually have to drive in to make appointments ring up in a morning nobody will answer the phone one of the receptionist is rude and thinks she's a doctor have been told on numerous occasions to go to walk in centre at Fleetwood or Whitegate drive a lot better service at Fleetwood the staff at the pharmacy at preesall are great it seems ridiculous that I have to drive to Fleetwood when I have a doctors surgery less than a mile from my house

X

Passive