

FFT Monthly Summary: July 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
41	8	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: 130

Responses: 51

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	40	8	2	0	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	1	0	0	0	0	0	1
Total	41	8	2	0	0	0	51
Total (%)	80%	16%	4%	0%	0%	0%	100%

Summary Scores

👍 96% 🚫 0% 🤷 4%

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:

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

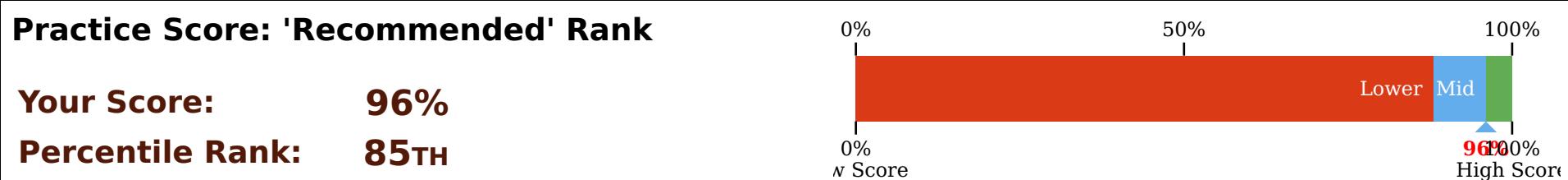
$$\text{Not Recommended (\%)} = \frac{\text{very poor} + \text{poor}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

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/>

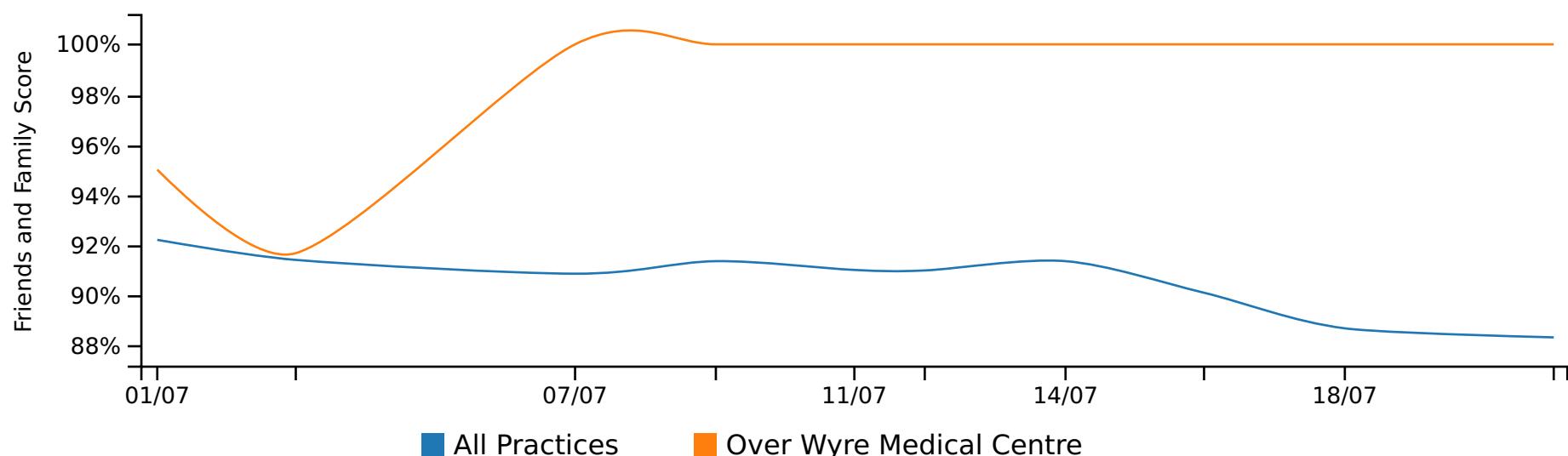
SECTION 3

Practice Scoring



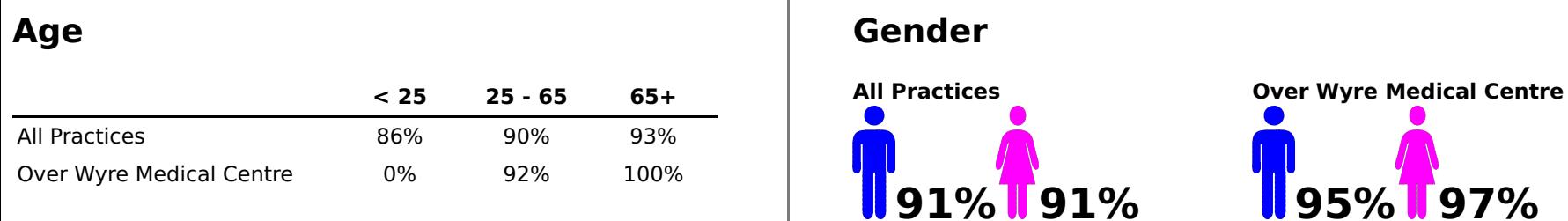
Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 85th percentile means your practice scored above 85% of all practices.

Practice Score: 'Recommended' Comparison



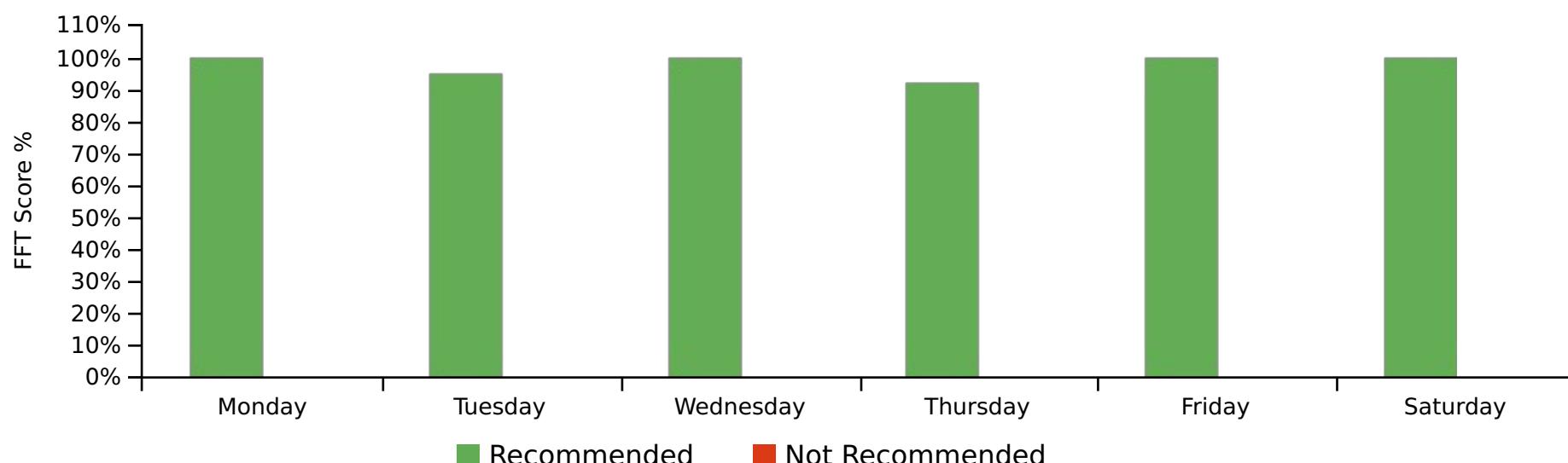
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

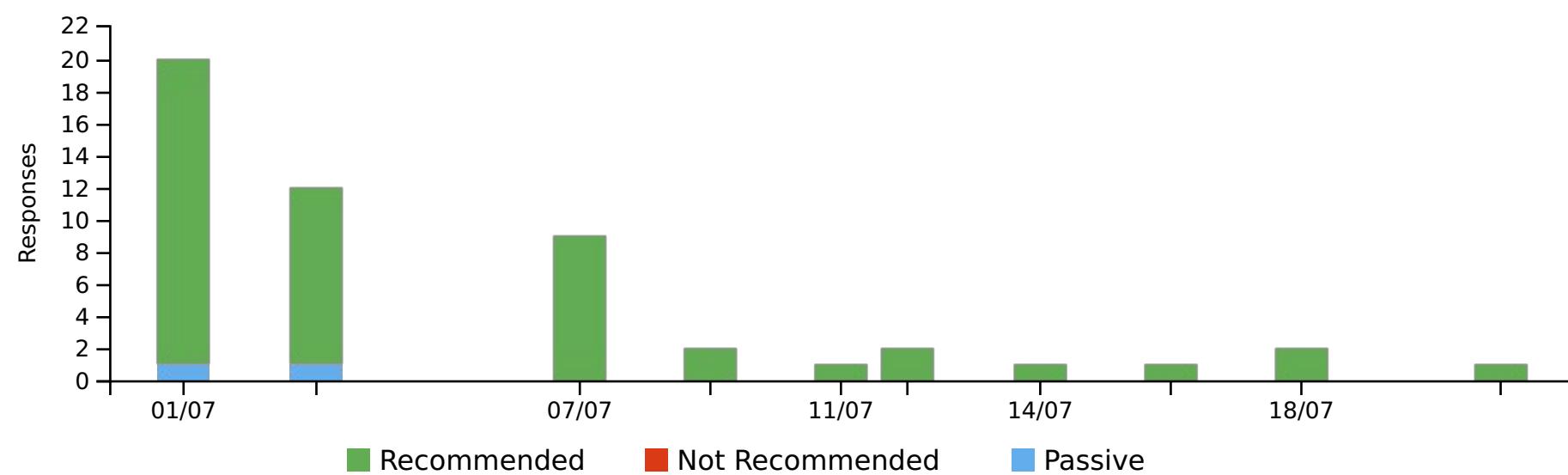


Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4

Patient Response Analysis

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.

SECTION 5

Patient Free Text Comments: Summary

Thematic	
Reception Experience	4
Arrangement of Appointment	7
Reference to Clinician	11

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

- ✓ Quick friendly service , first class
- ✓ *The person I spoke to was very polite.*
- ✓ Appointment carried out on time . Well presented waiting room and clear instructions given to waiting patients! Friendly health professional with no impressions of being rushed through consultation.
- ✓ *Very thorough with her examination*
- ✓ Michelle is a competent person and makes one at ease.
- ✓ *They are good with me*
- ✓ 1st visit Emma was lovely and no issues thank you
- ✓ *Everything went well*
- ✓ The GP I saw today made me feel I was not wasting her time and was very pleasant and gave me great advice, I have never seen her before but would definitely want to see her again if I needed to. I have got to say this has not always been my experience previously
- ✓ *Prompt appointment time all concerns covered during the said appointment*
- ✓ I was seen on time
- ✓ *The lady who I spoke to was very efficient and explained everything very clearly more than happy with her knowledge and experience*
- ✓ Sorry busy
- ✓ *Because it's true. There are certain nursing folk there with empathy who will go out of their way to help x*
- ✓ I ALWAYS receive to notch customer service and the most excellen
- ✓ *Pretty much on time,friendly and quick appointment*
- ✓ The nurse was polite and I was seen on time
- ✓ *Because the nurse was very efficient and nice*
- ✓ The nurse that took my blood sample was friendly, efficient and took the blood pain free
- ✓ *Seen on time and pleasant Doctor*
- ✓ Every one very helpful
- ✓ *Very efficient*
- ✓ Got a call this morning cancelling my appointment due to staff sickness and the person who called was extremely helpful in rearranging
- ✓ *It would have been very good if the appointment was on time*
- ✓ Seen on time good visit
- ✓ *Great service, nurse was lovely and kind*
- ✓ Fu appts are hard to find
- ✓ *Seen on time, procedure done efficiently. All staff very pleasant*
- ✓ It was very straight forward
- ✓ *Appointment was on time Doctor listened examined me and advised next action*
- ✓ Great service
- ✓ *Very friendly staff*
- ✓ Everyone is so pleasant professional and efficient thankyou
- ✓ *Over all good, but struggle to get appointments*
- ✓ The Doctor explained to me what the letter from the hospital was about and ordered blood tests to see exactly what is going on. Nice smile and approachable.
- ✓ *Claire was lovely and thorough*
- ✓ Dr Totty very pleasant and caring, my examination was thorough and prompt. Having worked at the Vic for many years in diagnostic tests and treatment I was impressed with my treatment
- ✓ *Everything is so easy from start to finish*
- ✗ Dr Iana listened and worked with my concerns many thanks

Not Recommended

Passive

- ✓ I was left confused and didn't understand what the Doctor was suggesting.
- ✓ *Check in screen did not direct me to a waiting area so had to ask the receptionist who was very polite & friendly. App. was for 0815 but not seen until 0830.*

Didn't need an explanation but perhaps an apology?