

FFT Monthly Summary: June 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
40	11	2	0	3	0	6	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: 118

Responses: 56

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	34	11	2	0	3	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	6	0	0	0	0	0	6
Total	40	11	2	0	3	0	56
Total (%)	71%	20%	4%	0%	5%	0%	100%

Summary Scores

91%

5%

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:

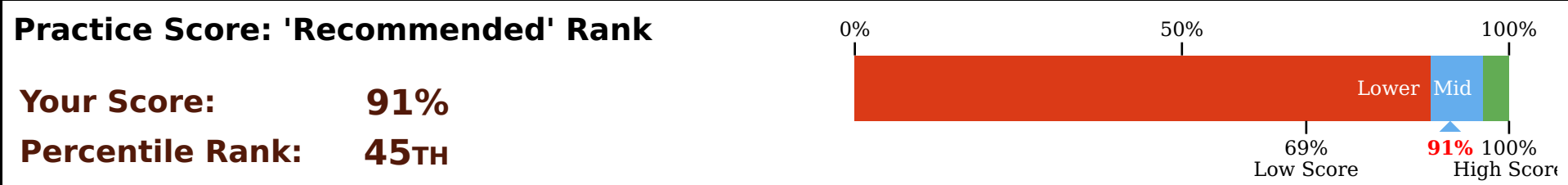
Recommended (%) =
$$\frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

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

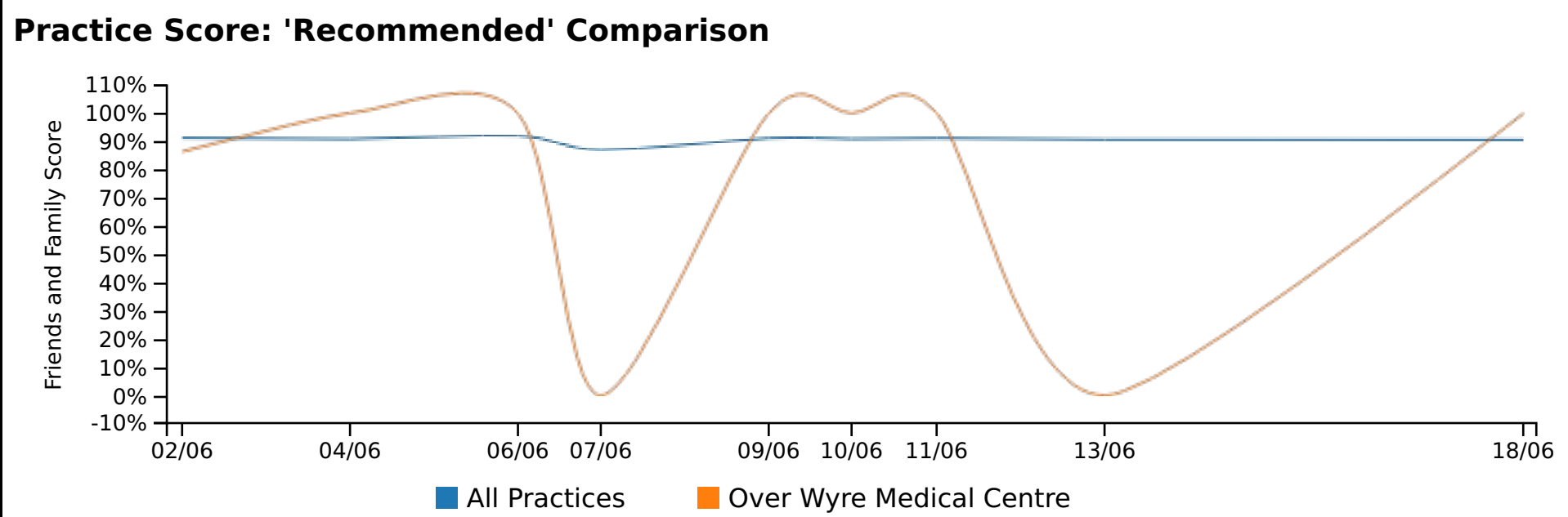
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3
Practice Scoring

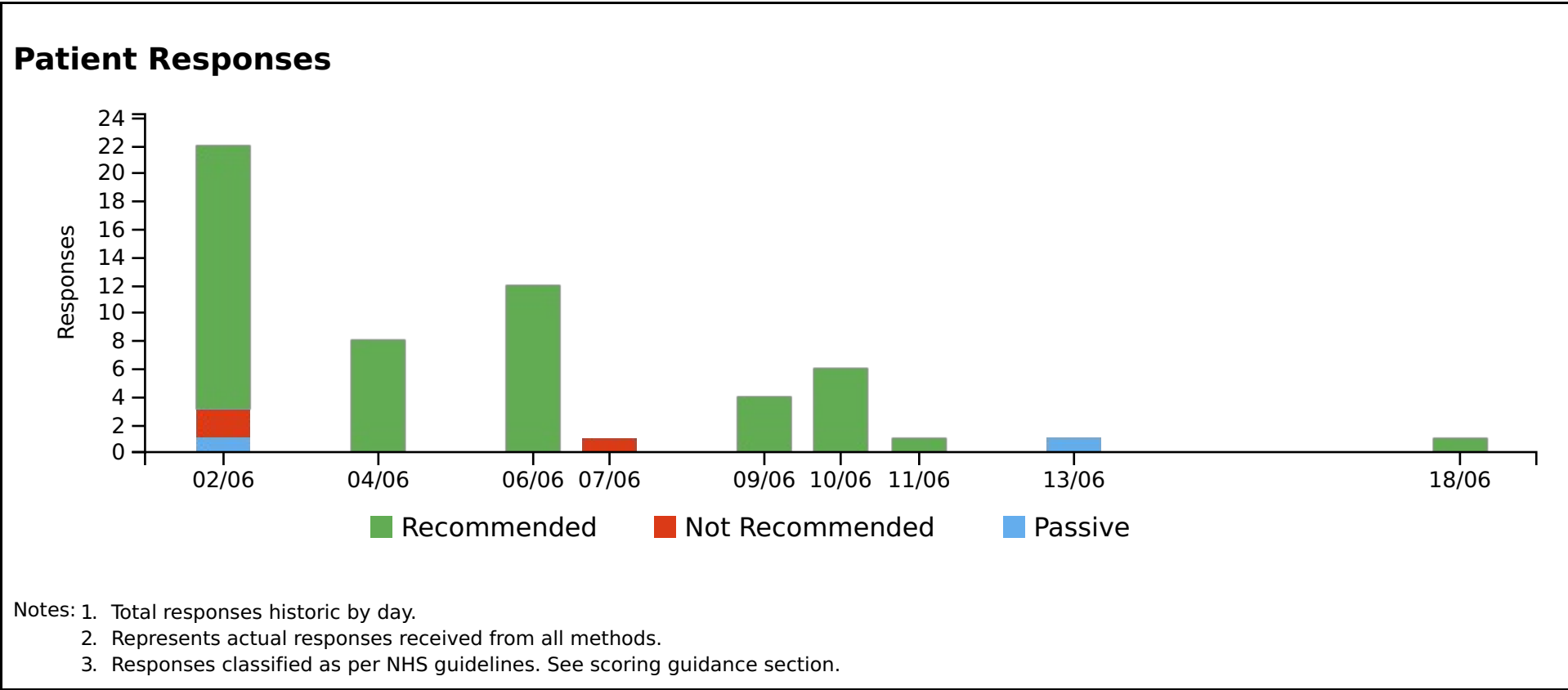


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 45th percentile means your practice scored above 45% of all practices.



SECTION 4

Patient Response Analysis



SECTION 5

Patient Free Text Comments: Summary

Thematic

Reception Experience	7
Arrangement of Appointment	9
Reference to Clinician	13

Notes: 1. Thematic analysis for current 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, 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 and efficient
- ✓ Appointment was on time, and all that needed to be done was completed speedily and pleasantly. Previous experience was less satisfactory but I'm rating today's interaction.
- ✓ They were 10 mis late , although the appointment was at 8.10 am. Then I was asked if the blood test was to look at my heart failure, I don't have heart failure. I was there for a diabetic blood, test.
- ✓ On time, Channel was very pleasant and efficient, need more people like her
- ✓ My visit was very pleasant and straightforward
- ✓ Excellent service from emma, but my appt was 2.30 and I didn't get called until 2.55
- ✓ Supportive service appt on time and didn't feel rushed
- ✓ Booked easily, had the appointment on time, left
- ✓ Great service, on time and by a very pleasant member of the nursing staff
- ✓ Friendly
- ✓ GP very professional and friendly
- ✓ Appointment was on time.The nurse was very thorough, put me at ease, explaining everything...
- ✓ I was seen on time, and the person taking my blood was friendly and approachable.
- ✓ Lovely and polite
- ✓ Reception staff were very helpful and pleasant. The nurse whom I was seen by was also very good
- ✓ Reception lady was lovely and dawn the nurse was welcoming and reassuring when she took my blood today.
- ✓ The nurse who has dealt with me has been absolutely fantastic.
- ✓ The doctor listened to me and I felt that I was being listened to he was very good
- ✓ I went in early for my test and the nurse was very courteous.
- ✓ Pertinent information given, answered my queries in a very pleasant manner. Everything explained clearly.
- ✓ Always helpfull and approachable i get the best help for my problems
- ✓ Dr lana was kind and to the point
- ✓ Speedy and efficient service
- ✓ Have always had good services from every departments .
- ✓ Seen on time , efficiently and with curtesy and friendliness .
- ✓ Although I gad to wait 7 days for an appointment, it wasn't too urgent, so it didn't matter.Lovely Doctor who actually listened then acted.
- ✓ Was explained 2 and reassured questions were answered
- ✓ Prompt, efficient, understanding, professional.
- ✓ Because the service has always been good, for me any way,
- ✓ Had to wait 20 minutes after appointment time
- ✓ Didn't have to wait a long time for appointment and was on time when i arrived
- ✓ I'm really happy with the doctors I see every time however I am waiting for an appointment with a therapist which I have to wait 12 weeks for. I need someone sooner ideally. I worry how others might cope with having to wait so long as I've been incredibly low mood and can imagine it could be unbearable for some
- ✓ Excellent caring medical staff and receptionist's
- ✗ I rang for an appointment and got one within 2 hours
- ✗ Excellent medical centre
- ✗ All staff so helpful and pleasant
- ✗ THE BEST PRACTICE IN LANCASHIRE :) !!
- ✗ RE Dr Lana his manner and patience was outstanding. What a really nice guy. You have done well to have him on your team.
- ✗ Efficiency of receptionists. Enthusiasm of doctors who are more than interested in a discussion of my illness

Not Recommended

- ✓ sorry, I meant 1
- ✓ The attitude of the receptionist & the nurse who did the bloods was disgusting & made me very uncomfortable!

Passive

✓ I never got a report about my on going water problem as I am up all night weeing. Using three pads a night, i gave her my water sample and there was something in it. The half a pill I have evry night is doing .nothing x