

FFT Monthly Summary: August 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	6	0	3	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: 124

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	40	6	0	3	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	40	6	0	3	1	0	50
Total (%)	80%	12%	0%	6%	2%	0%	100%

Summary Scores

👍 92% 🚫 8% 🤷 -0%

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/>

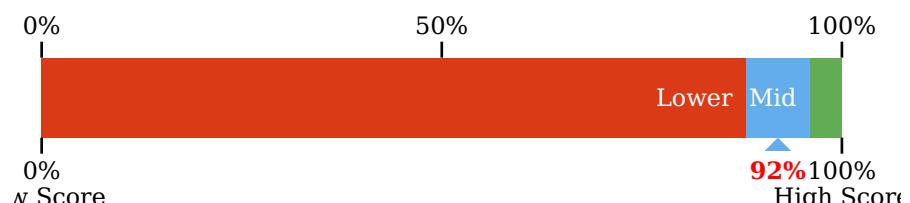
SECTION 3

Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: **92%**

Percentile Rank: **55TH**

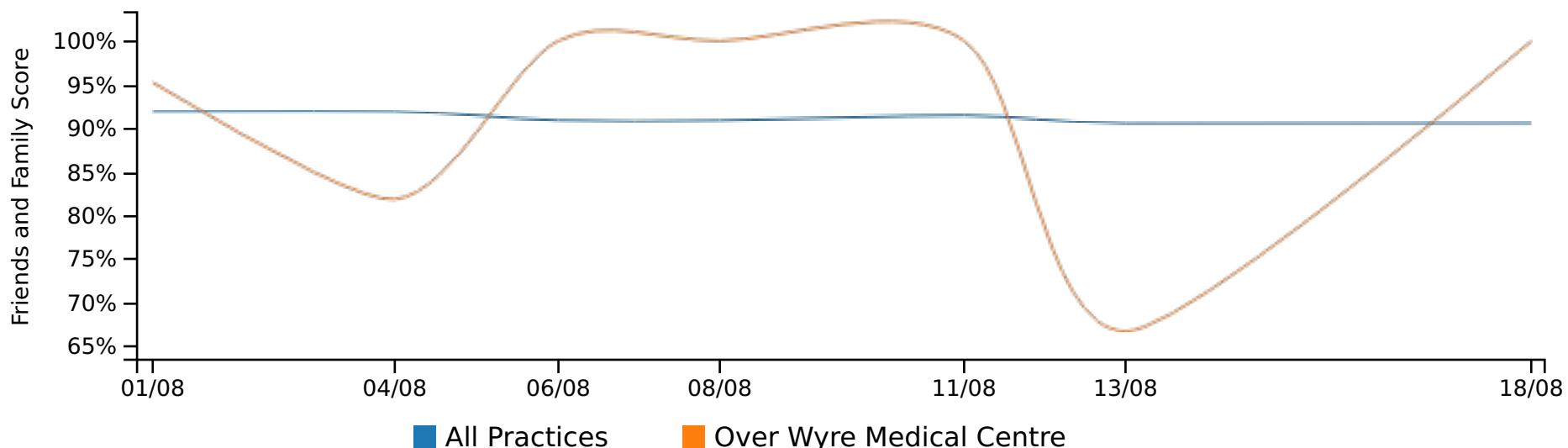


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

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 55th percentile means your practice scored above 55% 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	50%	94%	93%

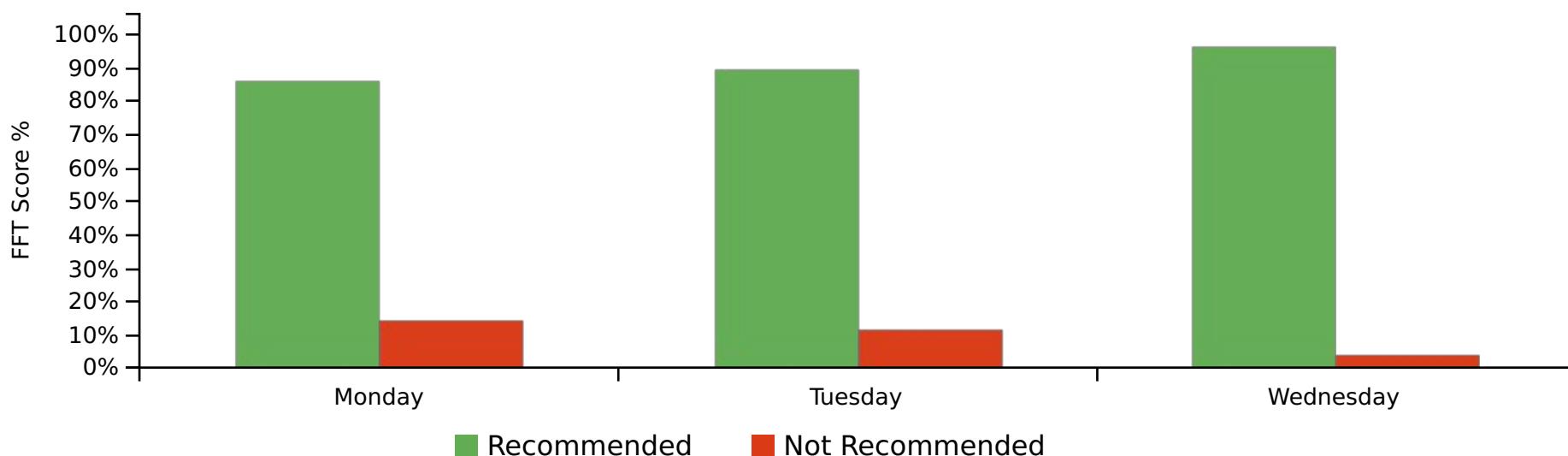
Gender



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



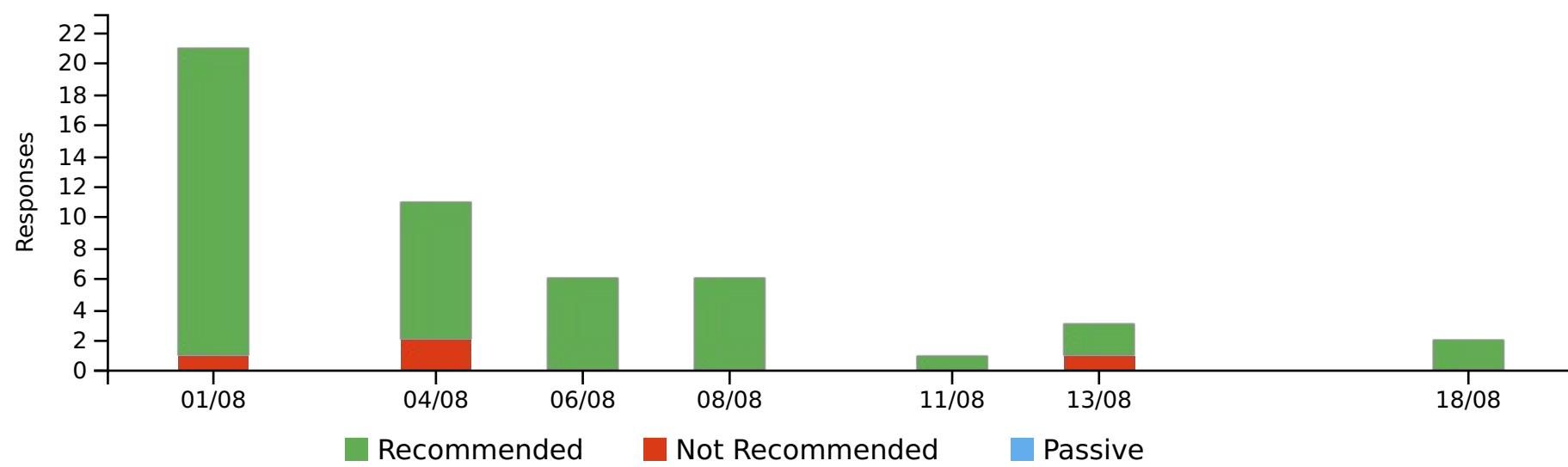
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

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	11
Arrangement of Appointment	9
Reference to Clinician	12

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

- ✓ I've never had a problem with the surgery appointments have always been on time and communication has been great
- ✓ *The checking in system is easy (although, I forgot to take note of which waiting room I needed) I asked the receptionist and she gave the WR info immediately. Then Debbie Fish is very friendly and makes you instantly comfortable and at ease. I was only a few mins late today, which made a nice change. So I was on my way within 17mins of my appointment time.*
- ✓ On time. Nurse was pleasant and efficient
- ✓ *Angela is perfect*
- ✓ Efficient check in and was seen within three minutes
- ✓ *Seen on time. The nurse explained both, why I was called for a blood test and also the procedure for the results. Friendly, informative and professional.*
- ✓ Appointment time adhered to. Competent friendly helpful staff
- ✓ *Overall it's good, but I have to go all the way to hambleton to pick up my prescription when my next door neighbor can pick it up from the surgery*
- ✓ Was seen quickly and mrs. A Dixon was very nice she examined me, explained everything clearly and gave me options if the medication didn't help thank you .
- ✓ *The service was very good*
- ✓ Very pleasant staff, excellent doctors.
- ✓ *Always good no matter who you see*
- ✓ Fantastic service throughout
- ✓ *I have been with this practice for 56 years and never had any problems than thank you Marie Welsh x*
- ✓ Always have to wait at least 20 mins even though the log in says 'on time' it's difficult when you have to be at work or have another appointment , however Dr Simpson was lovely as usual . Thank you
- ✓ *Great surgery no complaint staff lovely polite gp and nurses really profetionsl and friendly*
- ✓ We have had nothing but good friendly help and patience from the staff
- ✓ *Efficient, friendly, informative*
- ✓ Because my appointment was informative and the tests were efficient.
- ✓ *Very nice and pleasant nurse. On time.*
- ✓ Really friendly staff putting me at ease, appointment was on time too
- ✓ *I have always had excellent care whether it be from the nursing staff or the doctors. This practice excels at patient care.*
- ✓ Timely and personable and caring. Just a note though. The waiting areas are very uncomfortable and can't get WiFi for something to do.
- ✓ *Because the Dr searched my medical records to see that I've had Epi pens in the past and that I am highly allergic to wasp stings.*
- ✓ Professional, friendly staff
- ✓ *Very knowledgeable and I felt at ease throughout my consultation.*
- ✓ Your practice has improved I am so pleased.
- ✓ *Didn't have to wait long for blood test. Test done quickly and painlessly. Pleasing friendly manner.*
- ✓ Very satisfied freindly service and no waiting.
- ✓ *Always get seen*
- ✓ When you see the staff they are very good but getting an appointment is a nightmare unless you wait for weeks or get on the phone at 7.59am and hope!
- ✓ *Never had an issue*
- ✓ Because i was seen quickley and got a referral for an xray
- ✓ *Seen on time, practice clean and tidy, staff polite, doctor took time to listen and discuss issues*

Not Recommended

- ✓ I have been phoning for lady doctor appointments after seeing a male was in able to get on but my husband got a lady which was not needed the staff are lovely when you see them Reception staff are too slow and get stuck with one client and then call for help but still don't shorten the queue but all receptionist look at the same problem today 3 of your team dealing with one problem will the queue is getting longer !!! Last time the same 10/ 15 min in a queue !!!
- ✓ *Because I explained when I booked Maxs gp appointment that he's severely disabled and unable to wait but gp needed to see in person. We waited 25 mins. Gp said I could of done this over the phone. No regard for severe disabilities*
- ✓ Can't see a Dr only a practice nurse who isn't qualified

Passive