

# FFT Monthly Summary: March 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
33	14	2	0	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@gdt.com](mailto:cqrsservicedesk@gdt.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

**Surveyed Patients:** 104

**Responses:** 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	33	14	2	0	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>33</b>	<b>14</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>50</b>
<b>Total (%)</b>	<b>66%</b>	<b>28%</b>	<b>4%</b>	<b>0%</b>	<b>2%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

👍 94% 🤔 2% 🚫 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/>

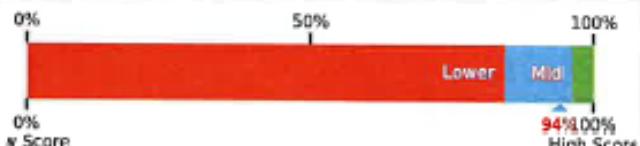
## SECTION 3

### Practice Scoring

#### Practice Score: 'Recommended' Rank

Your Score: **94%**

Percentile Rank: **70TH**

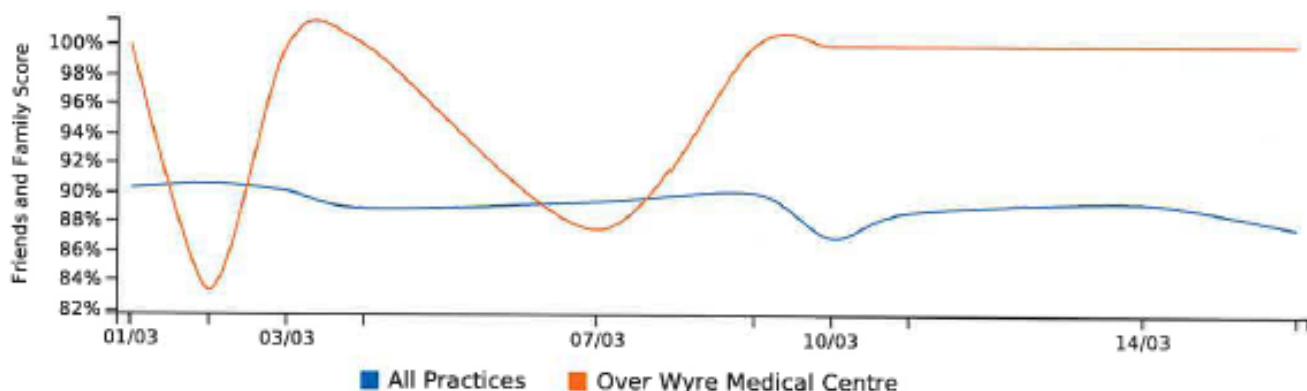


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

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%	89%	92%
Over Wyre Medical Centre	100%	95%	92%

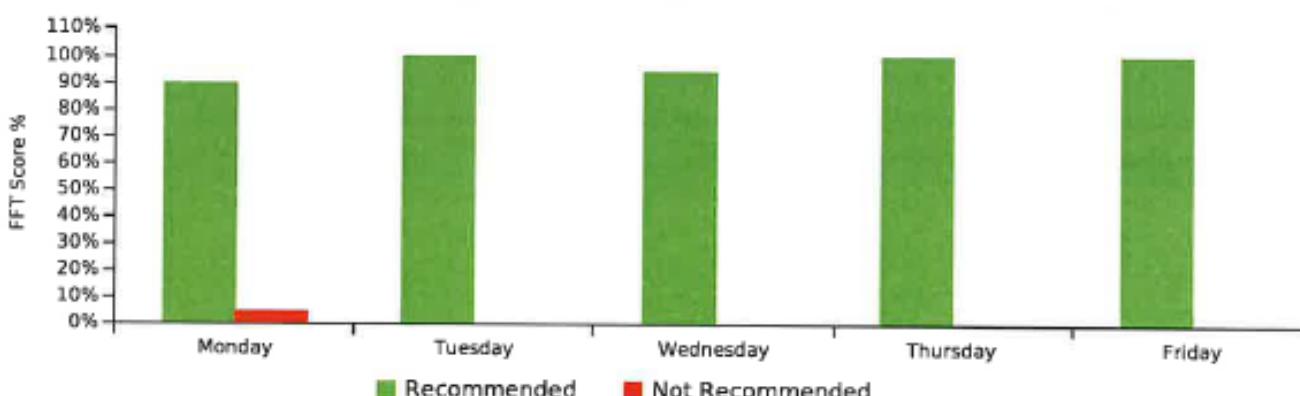
##### Gender



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

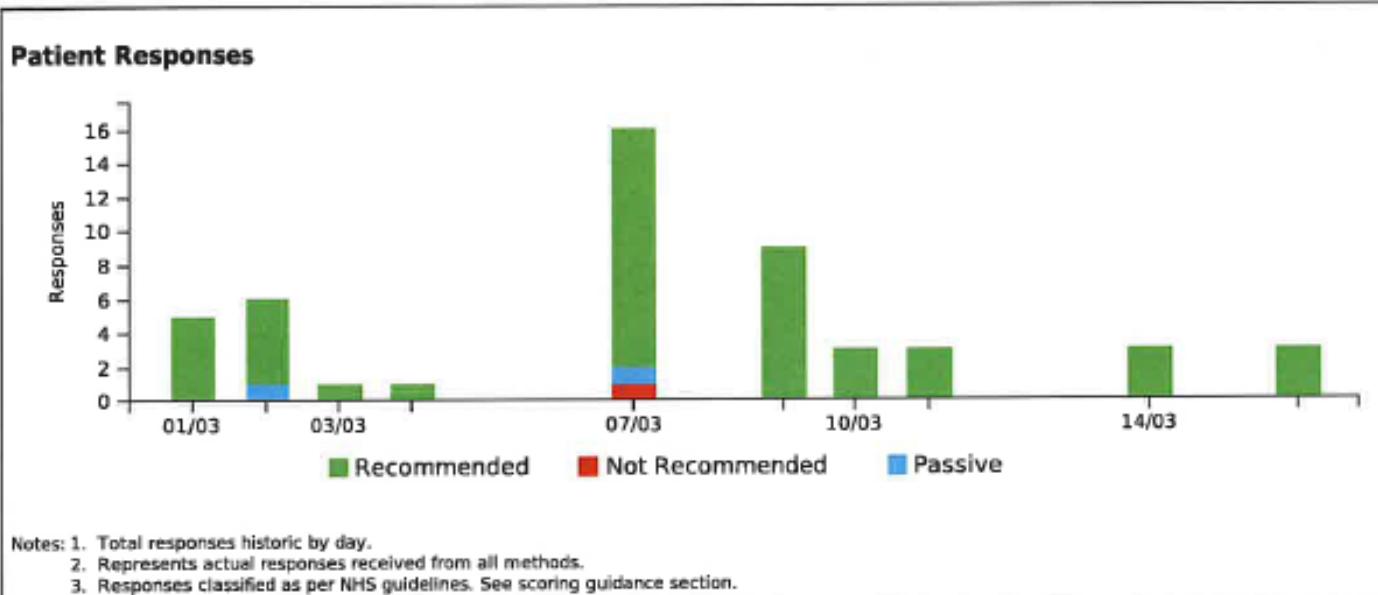


Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

2. Score calculated as per NHS requirements. See scoring guidance section.

## SECTION 4

### Patient Response Analysis



## SECTION 5

### Patient Free Text Comments: Summary

#### 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 / X No consent to publish comment

### Recommended

- ✓ Very pleased
- ✓ I was listened to and through answers given .
- ✓ Because my appointment was handled very well by Dr Holmes and I was very satisfied.
- ✓ My enquiry was dealt with , polite and very helpful staff
- ✓ My name is Antony Pickersgill and I have received excellent service
- ✓ Very good service and my mind put at ease
- ✓ The nurse took the time to explain the process of the smear test in detail, ensured I understood the ins and outs and made me feel very comfortable
- ✓ On time, helpful and considerate
- ✓ Dr Holmes was lovely as always, very thorough & nice , also same for receptionist
- ✓ The doctors and staff are always very kind and patient with me and very efficient. I feel very well looked after
- ✓ Booked an appointment very quickly.turned up 7 minutes early but then waited in a queue for 12 minutes to get booked in.dr Holmes was very efficient.
- ✓ Mrs Crosbie was very professional in explaining my test results and offering advice. I felt very relaxed with the appointment.
- ✓ Yes!! Good knowledge of appropriate meds.
- ✓ At last I've found how to get through on phone a bit quicker as at 82 I don't appreciate having to get out of bed at 7am to be ready to ring at 8 who@ 8 when I am on sleeping tabs as I am a poor sleeper and often don't manage to get to sleep about@about
- ✓ The nurse was very friendly and explained everything so thoroughly.
- ✓ Was called in on time nurse very nice
- ✓ I've always been treated well by doctors and nurses
- ✓ Got an appointment for my daughter same day then booked in for blood tests and ECG the next day.
- ✓ Dr Simpson was very professional and made my daughter feel comfortable
- ✓ Very good gp practice
- ✓ No problems. Everything prepared for my appointment & seen on time.
- ✓ Appointment on time, explained everything well
- ✓ Very pleasant seen straight away.procedure done with care..
- ✓ 1 for the pharmacy, and copd nurse. 5 for the unthinking use of text messages.
- ✓ The nurse practitioner we saw was so empathetic, kind and thorough. She helped my child calm down and found what the problem was (something the hospital@pital had missed the night before)thank you @ you
- ✓ The service given is excellent
- ✓ Appointment offered quickly, nurse excellent and very informed- early appointment booked unfortunately not seen on time about 15 - 20 minutes late which @hich meant rearranging some work appointments at short notice .@ice .
- ✓ Very helpful indeed!! My needs where sorted with gud advice!
- ✓ Very helpful

### Not Recommended

✓ Sorry, should have been Excellent

## Passive

✓ Felt could have been dealt with better  
✗ Hard to get appointment. Don't think you can answer with phone appointments. Finish up going in. Nurses very good