

FFT Monthly Summary: April 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	7	1	0	0	1	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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients: 116

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	41	7	1	0	0	1	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	41	7	1	0	0	1	50
Total (%)	82%	14%	2%	0%	0%	2%	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:

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

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

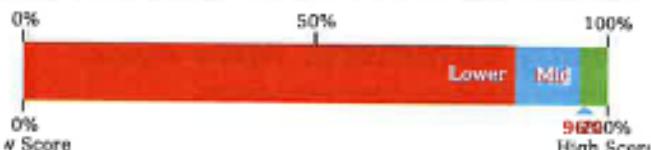
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

Practice Score: 'Recommended' Rank

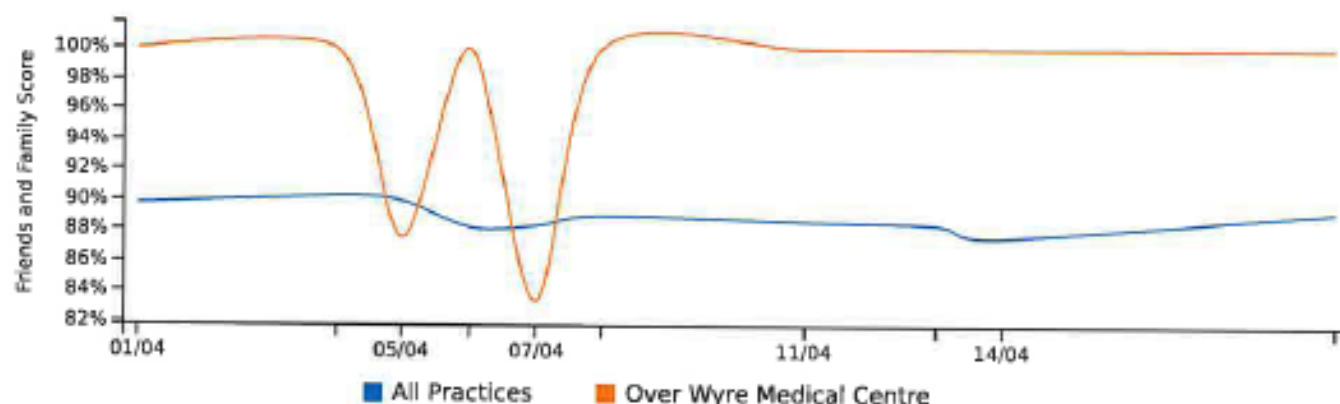
Your Score: **96%**

Percentile Rank: **85TH**



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

Age

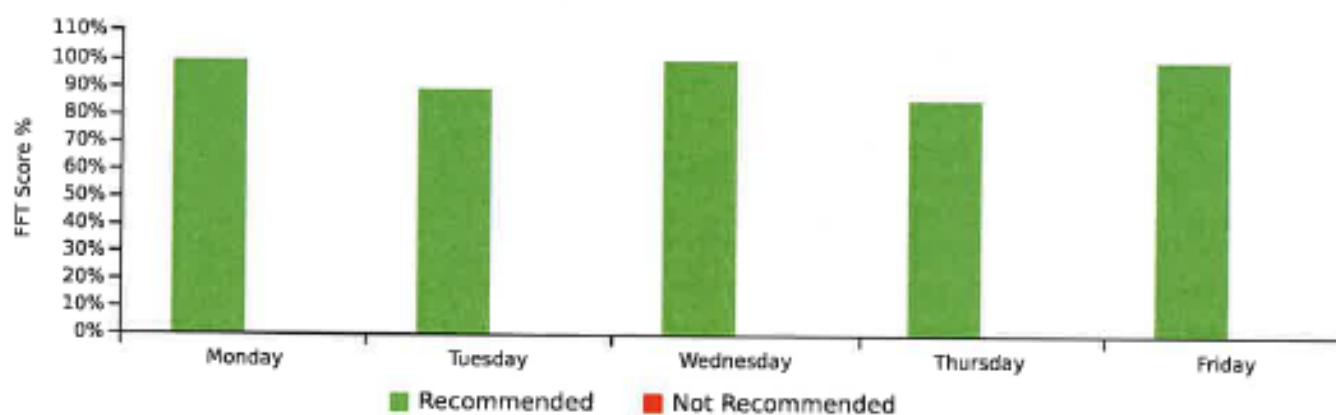
	< 25	25 - 65	65+
All Practices	83%	89%	91%
Over Wyre Medical Centre	100%	100%	93%

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

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 / X No consent to publish comment

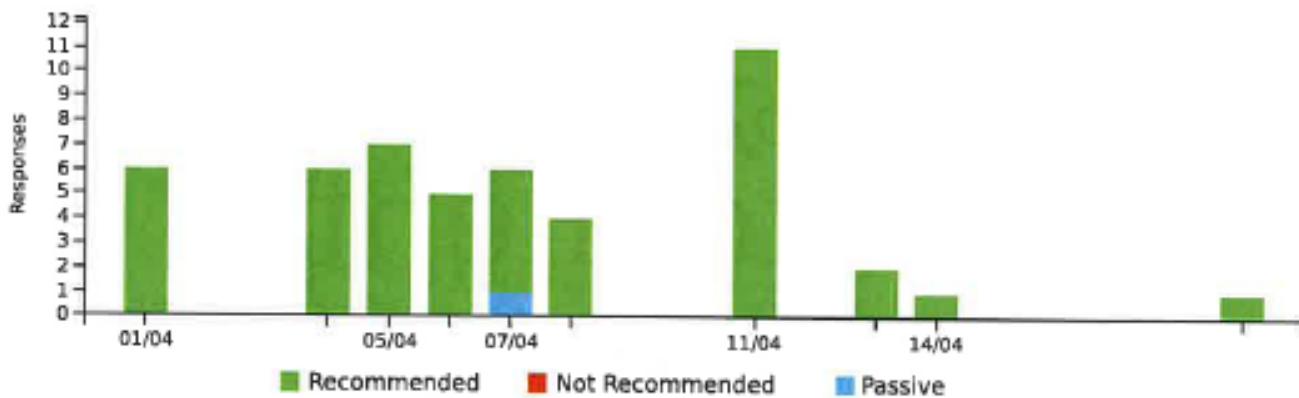
Recommended

- ✓ Today I have had blood tests, ecg and appointment with Dr Bolton all went smoothly, good advice and reassurance given, not rushed at all. Everything done@ done in a very clean and safe environment.@ment.
- ✓ I got an appointment within 24hours, and was seen at the correct time which took 2 minutes.
- ✓ Thats my opinion
- ✓ I saw the practice nurse she was excellent
- ✓ Excellent efficient service from the practice nurse this morning and prompt response from my gp to my earlier email enquiry
- ✓ Everything was explained very well.
- ✓ Over all it was excellent the only issue is the waiting time in-between appointments
- ✓ Good surgery people working there excellent
- ✓ Very good service staff are excellent
- ✓ I now feel more confident about my general health and hope i can have a painful cyst removed on the back of my left knee Regards Jolly
- ✓ I didn't have long to wait, the nurse was professional and very pleasant and the procedure was painless.
- ✓ Things were explained to me all the way along which I found very helpful
- ✓ Mrs Parsons was extremely friendly and informative.
- ✓ The nurse I so was very patient and explained everything to me that I needed to know.
- ✓ Apart from the triage session in the morning, which is a trial the nurses and pharmacy are excellent
- ✓ I had no trouble booking the asthma appointment for my daughter. The nurse we saw was very helpful and experienced and prescribed my daughter a new inhaler@inhaler to try. @try.
- ✓ I gave one because the service was excellent
- ✓ Excellent service
- ✓ The service that I received today was as usual first class & the nurse was very understanding and fully understood the problem of living with cancer as a carer
- ✓ Very pleasant nurse and very good at her work on time very good
- ✓ Because the nurse I saw this morning really helped me I suffer from anxiety and she made me feel at ease
- ✓ Reception staff ok. Diabetes nurse fantastic, knowledgeable, understanding, helpful. Nice surgery. Mostly friendly. Clean.
- ✓ the girls are really great with me on the phone or face to face
- ✓ Appointment prompt staff polite
- ✓ Always have great service
- ✓ The lady I seen was really nice and informative!9
- ✓ Excellent visit to nurse for smear test really informative as well
- ✓ I saw Sarah to have stitches removed from an operation and for her to check my bloods. First we were seen quickly, always a plus, Sarah was lovely. Very @Very professional, pleasant, quick to reassure me and put me at ease. Very good experience. @nice.
- ✓ Because I got total satisfaction and didn't wait for my appointment.
- ✓ From booking in to the appointment, everything ran on time.
- ✓ Nurse Michelle was friendly pleasant helpful informative and efficient, I felt very comfortable in her care thank you
- ✓ Having suffered with my wrist for the last eight weeks since first phone call I thought today's appointment would have resolved the problem unfortunately@ately due to the inflammation of the wrist dr Simpson was unable to inject the site and had to book a further appointment for two weeks when she will inject it@ect it then @then
- ✓ Because I had a telephone appt one day followed by a face-to-face appt the following day.
- ✓ Appointment on time and friendly efficient manner from reception and Dr
- ✓ I saw Dr Bolton she is so very good and looks after you very well
- ✓ I don't attend very often, so pleased that I've been able to have a thorough check up.
- ✓ He helped with some worries I had

Not Recommended

Passive

✓ Late with my appointment



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	10
Reference to Clinician	16

Tag Cloud

Notes: 1. Thematic analysis for current reporting month,
 2. Thematic analysis covers the most