

FFT Monthly Summary: May 2025

Over Wyre Medical Centre
Code: P81087

iplato
connecting patients
transforming healthcare

SECTION 1 CQRS Reporting

CQRS Reporting

| FFT001 | FFT002 | FFT003 | FFT004 | FFT005 | FFT006 | FFT007 | FFT008 | FFT009 | FFT010 | FFT011 | FFT012 |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 39 | 10 | 1 | 0 | 0 | 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: 116

Responses: 50

| | Very good | Good | Neither good nor poor | Poor | Very poor | Don't know | Total |
|----------------------|------------|------------|-----------------------|-----------|-----------|------------|-------------|
| SMS - Autopoll | 39 | 10 | 1 | 0 | 0 | 0 | 50 |
| SMS - User Initiated | | | | | | | |
| Tablet/App | | | | | | | |
| Web/E-mail | | | | | | | |
| Manual Upload | | | | | | | |
| Total | 39 | 10 | 1 | 0 | 0 | 0 | 50 |
| Total (%) | 78% | 20% | 2% | 0% | 0% | 0% | 100% |

Summary Scores

👍 98% 🚫 0% 🗞 2%

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/>

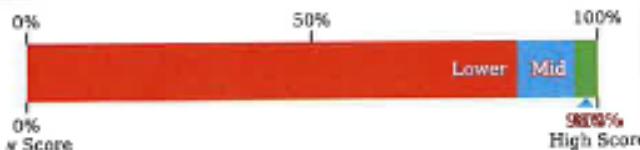
SECTION 3

Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: **98%**

Percentile Rank: **90TH**

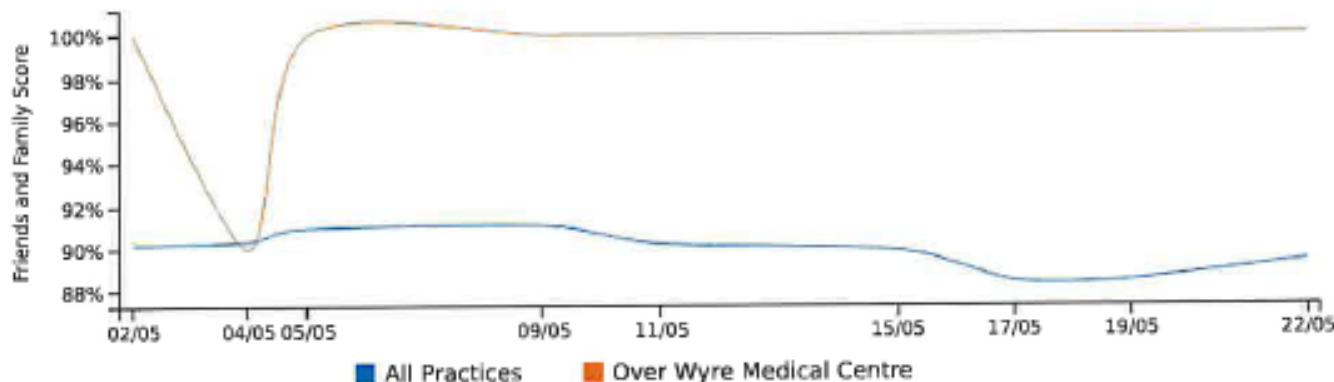


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

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 90th percentile means your practice scored above 90% 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 | 84% | 89% | 92% |
| Over Wyre Medical Centre | 0% | 96% | 100% |

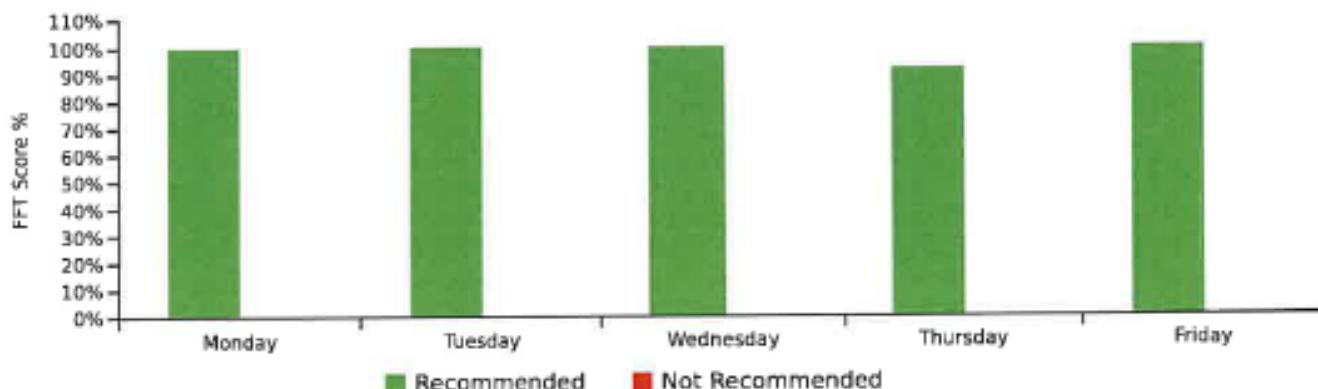
Gender



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



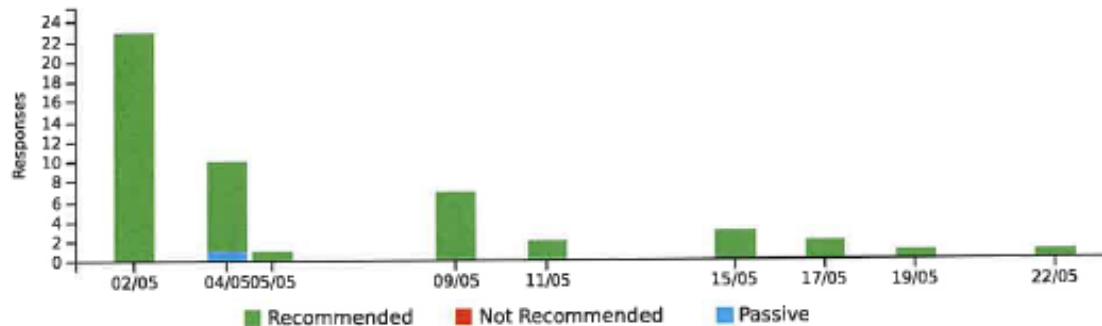
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

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 | 7 |
| Arrangement of Appointment | 8 |
| 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 / X No consent to publish comment

Recommended

- ✓ Great to go through my health with Michell who is always so lovely and then book app with doctor with the receptionist who made sure I got to see the most appropriate one
- ✓ Michelle was professional and friendly. She was informative and clear in her approach. A delight to meet. X
- ✓ Solved my issue and very friendly and efficient
- ✓ Dr Sarah Hopkins listened to me and made appropriate referrals. The whole team at OWMC work well together and I'm lucky to have such a great service on my doorstep.
- ✓ Speedy check in, seen at appointment time. Dr explained results in detail put me at ease
- ✓ Didn't have to wait too long. The nurse was pleasant and efficient. Easy check in. The medical centre is very clean and tidy. All the staff are professional.
- ✓ As ever Dr tolli very helpful
- ✓ Today's visit was arranged by you sending me an appointment to get scan results. I didn't have to ring you. Then it was upgraded by text, from a call to a visit. I wasn't waiting very long in the waiting room and the doctor was pleasant and reassuring.
- ✓ On time and nice polite manner
- ✓ Call was prompt doctor was very reassuring about the problem
- ✓ I attended my appointment today and everyone was brilliant and helpful. Thankyou.
- ✓ We have no problem accessing services and find everyone very helpful and extremely efficient
- ✓ On time and very efficient
- ✓ Because you asked me to do a survey
- ✓ Because I didn't have to wait long, friendly Lady on the reception told me where to wait and the Dr was very friendly and knew what was needed to help my very painful shoulder.
- ✓ No prob on time
- ✓ Good practice but difficult to get through in the morning
- ✓ Appointment was smooth and quick
- ✓ Because of the fast and the certias way I was treated
- ✓ Talking to people from other practices in different parts of country the response time of owmc performs favourably
- ✓ Very friendly and respectful staff and always happy to help
- ✓ Appointment was on time
- ✓ Because the Dr's and nurses have really looked after me over the years many thanks to them all x
- ✓ Always helpful that nothing is too much trouble and they always try to reassure you
- ✓ Appointment on time, professional & pleasant member of staff attended to me.
- ✓ I was attended to promptly, at my appointment time, by a friendly, professional member of staff.
- ✓ Through exam
- ✓ Professional staff
- ✓ Doctor holmes is great
- ✓ Excellent friendly service
- ✓ Very helpful excellent customer service
- ✓ Wrong answer ment 3
- ✓ Rang this morning for doctor appointment and pleased to be seen today by the nurse practitioner. Elaine was very attentive, reassuring, thorough and helpful. Happy with service and attention from the practitioner. Understand the pressures, but I would have given full marks if blood test requested had been taken today rather than me making another 10mile round trip. But this not a complaint merely an observation that would have ensured full marks. Thanks