

# FFT Monthly Summary: April 2022



Worden Medical Centre  
Code: P81057

## SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
39	6	1	0	3	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@gdit.com](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

Surveyed Patients: 138

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	39	6	1	0	3	1	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	39	6	1	0	3	1	50
Total (%)	78%	12%	2%	0%	6%	2%	100%

Summary Scores

90%

6%

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

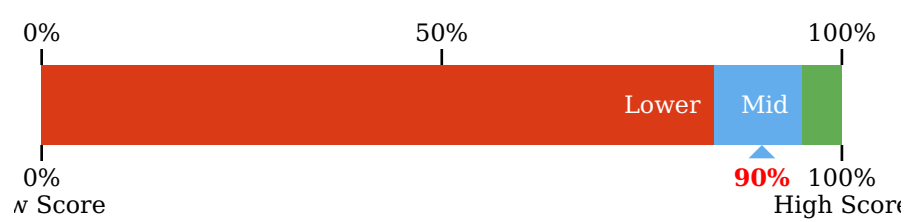
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

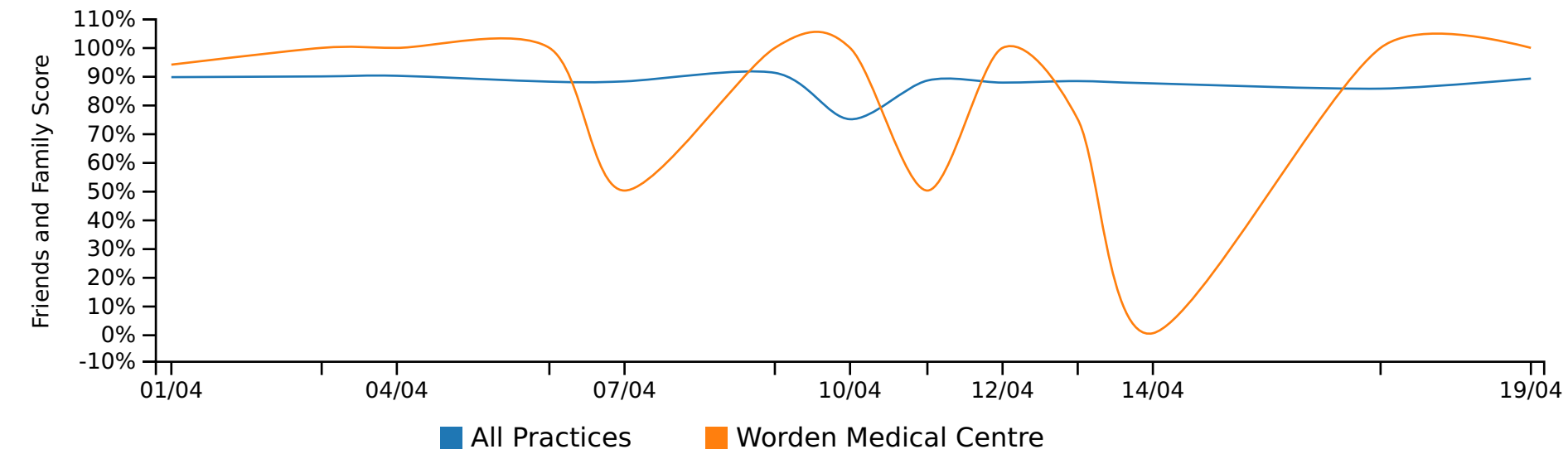
Practice Score: 'Recommended' Rank

Your Score: 90%  
Percentile Rank: 50TH



- 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 50th percentile means your practice scored above 50% of all practices.

Practice Score: 'Recommended' Comparison



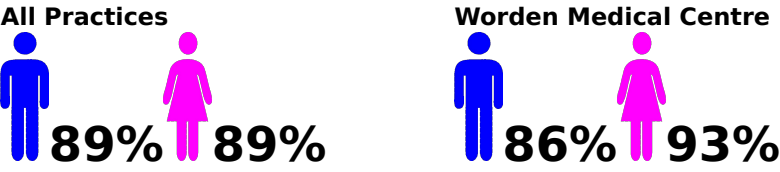
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

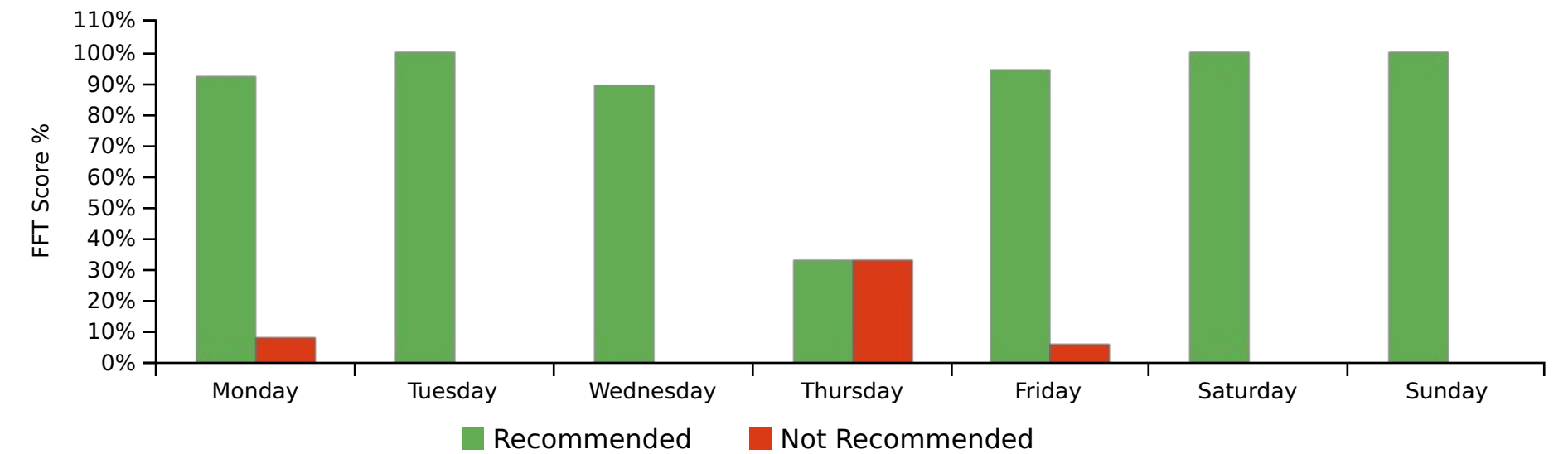
	< 25	25 - 65	65+
All Practices	83%	89%	91%
Worden Medical Centre	60%	95%	92%

Gender



- Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.

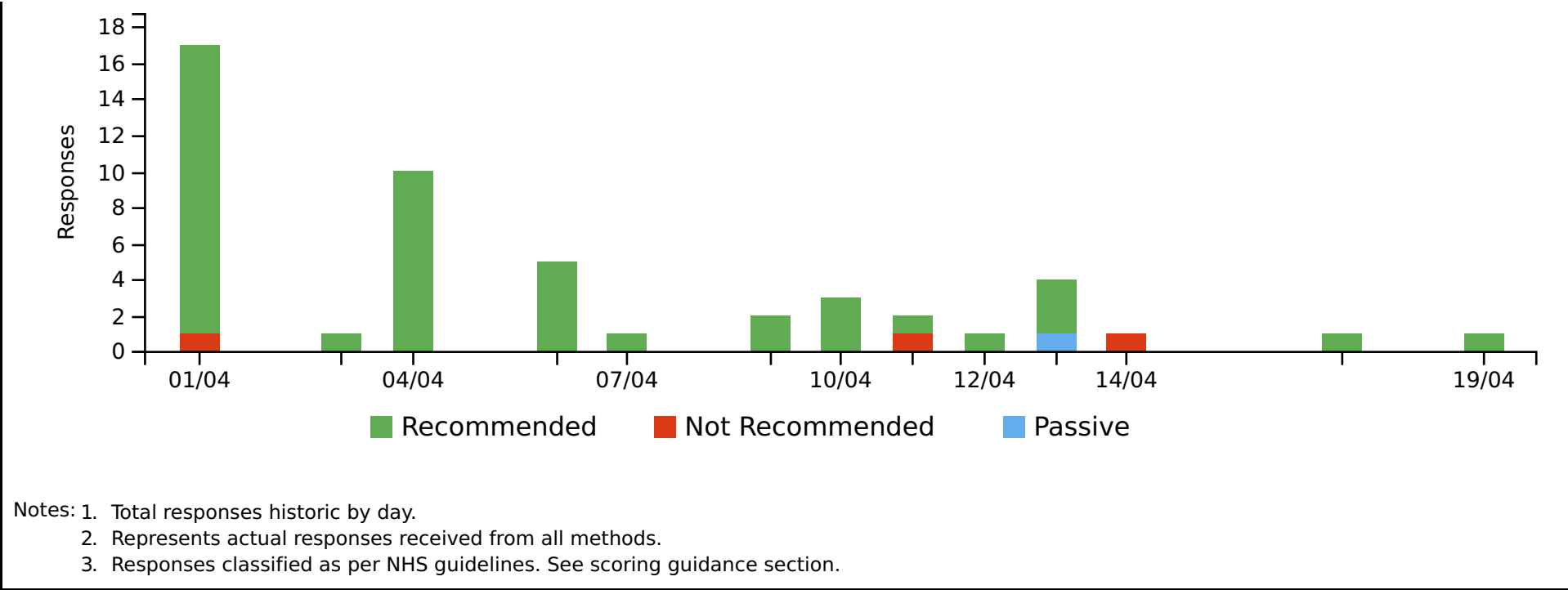
Practice Score: Day of the Week Analysis



- 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

Patient Responses



SECTION 5  
Patient Free Text Comments: Summary

Thematic	Tag Cloud
Reception Experience	9
Arrangement of Appointment	9
Reference to Clinician	14
Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most	

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.



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

- ✓ Friendly doctor and helpful
- ✓ *I am being very well looked after by my GP. Other staff who have dealt with me have been very pleasant.*
- ✓ Dr Kilgour is an excellent doctor
- ✓ *Dr Bell has been brilliant, the receptionist has helped me so much juggling appointments so i dont need to make lots of trips to the surgery, unfortunate@unately i didnt get her name but she went out of her way to organise a blood test and a smear on the same day at similar times so i didnt need to come out twi@t twice, i have fibromyalgia so it meant a lot to me. Little things like that are so helpful .@ful .*
- ✓ Went for a blood test nurse very polite good at her job also it did not hurt you have one that needs retraining she does hurt!!
- ✓ *I feel very safe being under worden medical*
- ✓ The advice I get and the medical help is why I gave the Answer Very Good
- ✓ *Very good service and helpful*
- ✓ Because ive always had hood service.
- ✓ *Explained well and good advice given*
- ✓ Made me feel at ease. Gave me good answers to my questions.
- ✓ *Received a face to face appointment within couple of days and had excellent attentive doctors appointment*
- ✓ Polite staff appointment on time
- ✓ *Easy to book online, prompt and efficient attention*
- ✓ Everyone was very helpful and pleasant
- ✓ *Staff and the Doctors have always been very helpful and considerate, especially at a time when I really needed the support recently!*
- ✓ Because I have always received excellent service from everyone at Worden surgery.
- ✓ *Because everything went smoothly and staff very pleasant.*
- ✓ Appointment times are usually pretty good.
- ✓ *Called as per planned appointment time. Took time to listen and explain. Answered questions appropriately. Spoke calmly and professionally*
- ✓ No waiting, signing in is easy, and Laura the nurse is very professional, I had to talk to receptionist, and she was also very helpful, worden medical centr@centre is excellent surgery @gery
- ✓ *Because that's what I received*
- ✓ Very friendly and welcoming receptionist and a very caring Dr.
- ✓ *Prescription sorted*
- ✓ Great communication skills, active listening, caring manner, given time. Thank you
- ✓ *Excellent care throughout the face to face appointment*
- ✓ The telephone appointment for my son's asthma review was on time. Sister Caroline always provides information and support for the management of his asthm@asthma. She is very approachable and puts you at ease regarding any concerns. She is very helpful and it is always a pleasure having any appointments with her@h her. Thank you @ you
- ✓ *Just honest and factual x*
- ✓ It's always a personal service. Never feel just like a number. Sometimes I have to wait but not excessively.
- ✓ *Seen on time, staff friendly and helpful*
- ✓ Offered a face to face appointment, the doctor was lovely and reassuring
- ✗ *The nurse I saw was very helpful.*

- ✓ I brought my son to see a doctor regarding toilet training. She saw us 40 minutes late and made no apology. She then said she had no idea what to do and @ and suggested I research online. I have been researching online for the last 6 months so wanted to seek professional help. She didn't even physically examine@amine him to see if there was a physical issue despite me informing her that my son claims that it hurts him to poo @ poo
- ✓ After receiving at tx message from the surgery on 24/3/3022 to book a blood test and follow up healthy heart appointment which I did only to be told when@ when attending blood test that the surgery had not asked for blood test @test

- ✓ On hold for an hour to speak to a receptionist

