

FFT Monthly Summary: May 2022



Worden Medical Centre
Code: P81057

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
38	6	4	0	1	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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients:
Responses:

147
50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	38	6	4	0	1	1	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	38	6	4	0	1	1	50
Total (%)	76%	12%	8%	0%	2%	2%	100%

Summary Scores

88% 2% 10%

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

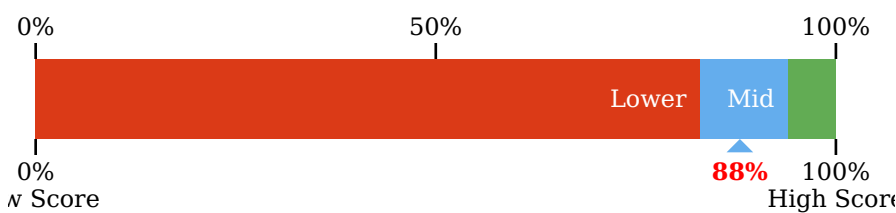
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

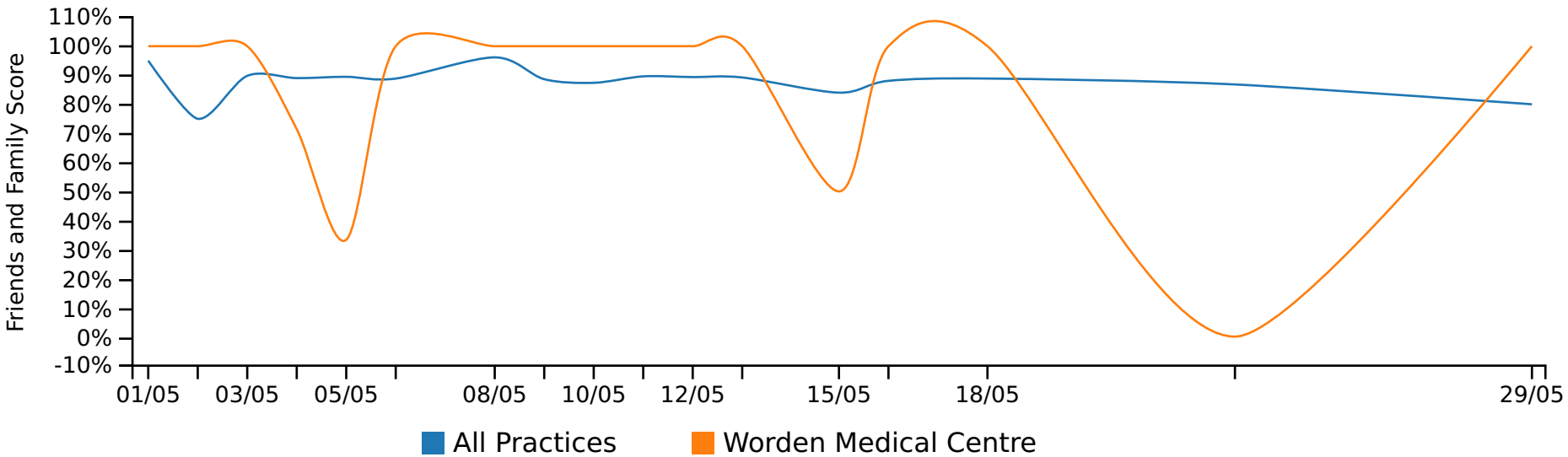
Practice Score: 'Recommended' Rank

Your Score: 88%
Percentile Rank: 40TH



- 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 40th percentile means your practice scored above 40% of all practices.

Practice Score: 'Recommended' Comparison



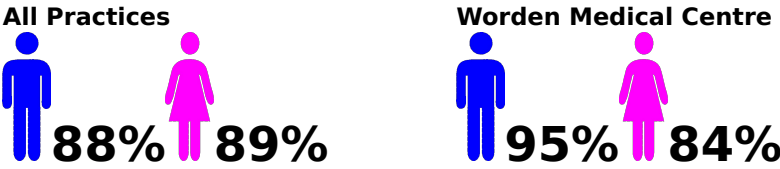
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

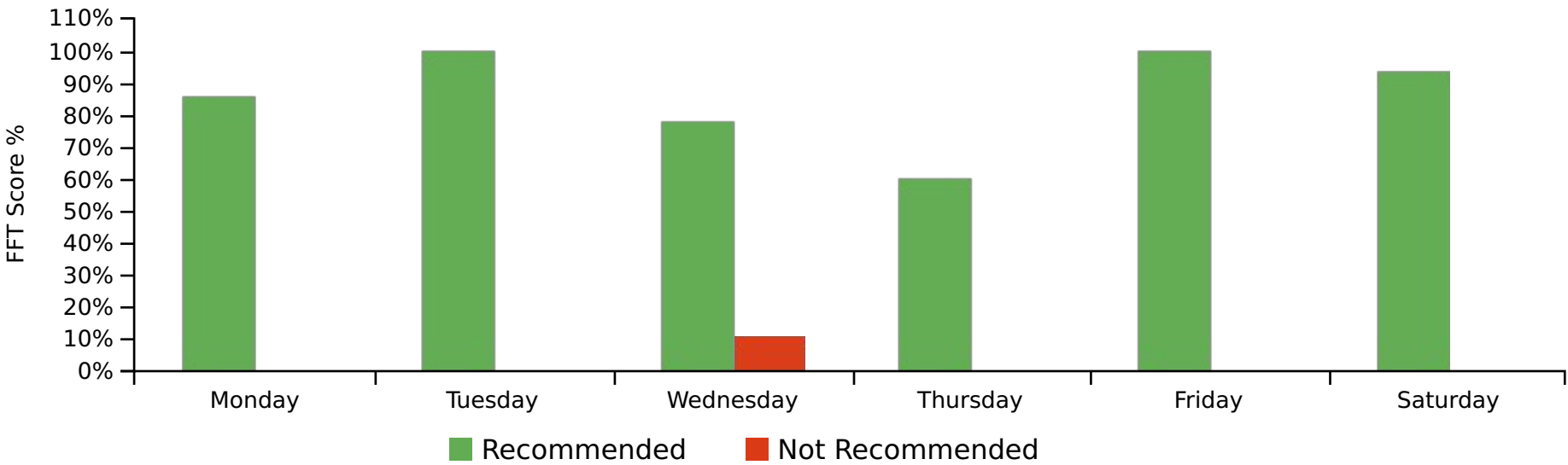
	< 25	25 - 65	65+
All Practices	84%	88%	91%
Worden Medical Centre	100%	88%	83%

Gender



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

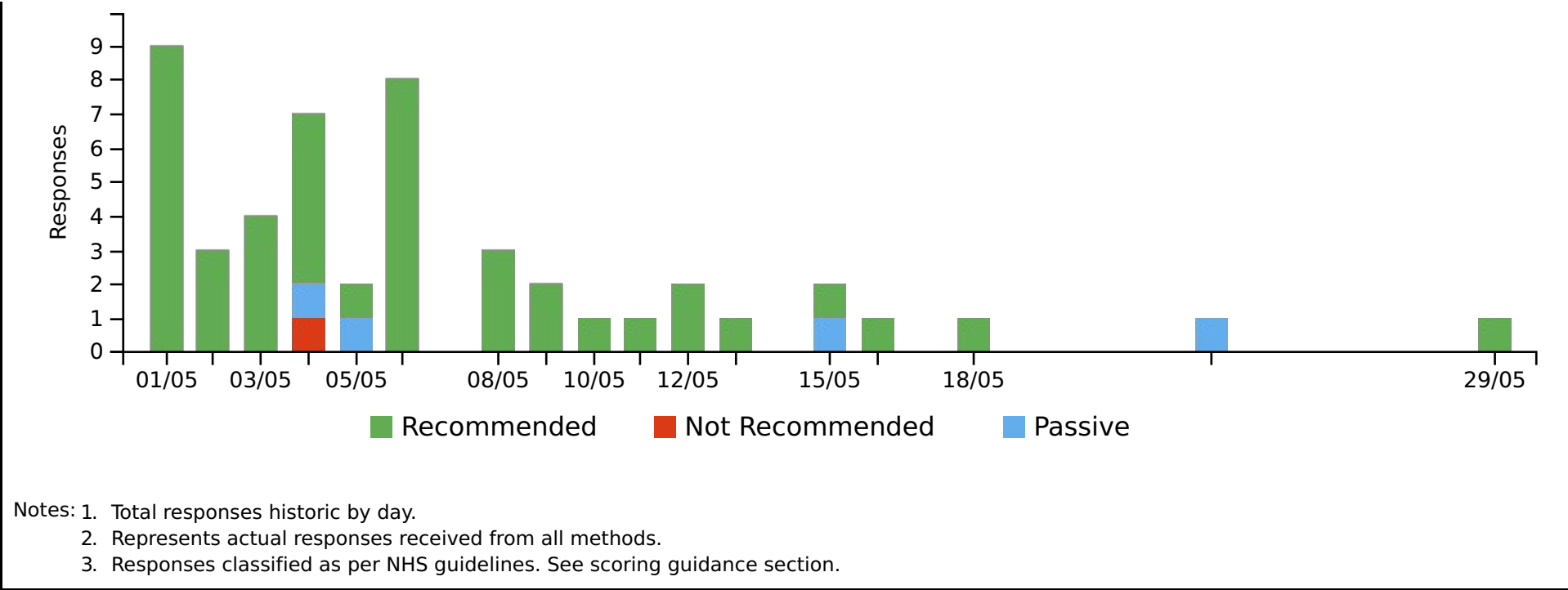
Practice Score: Day of the Week Analysis



- 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	14
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

- ✓ I've seen Dr Whormsley twice recently, I feel she really listened to me and was compassionate and thorough in her approach to my issues.
- ✓ *Doctor was very thorough and booked me a follow up appointment.*
- ✓ The doctor was very friendly and made me feel very comfortable and listened to what I had to say. Didn't feel judged as i have done at other appointments@ments. Checked all my symptoms and have a follow up appointment in a few weeks. @eks.
- ✓ *Kind and helpful doctor, felt reassured when leaving*
- ✓ Excellent doctors (listen to patients, understanding, prompt diagnostic testing, timely referrals and non-hesitant urgent and emergency care), nurse prac@ practitioner, nurses and receptionists, easy booking via GP and NHS app, improved system/enganced service for 24hr/48hr/1week appointments is easy and access@ccessible (better than previous system). Excellent selection of clinics for health checks/surveillance. 5 star health service in my opinion!@nion!
- ✓ *Very good consultation*
- ✓ I can get appointments when I need, all staff are knowledgeable, approachable and professional
- ✓ *I booked a wrong appointment and it was all sorted for me and the relevant appointments were booked*
- ✓ Care and professionalism
- ✓ *Staff were very friendly*
- ✓ Caroline was exceptional with handling my appointment and what it regarded
- ✓ *Good service but running late.*
- ✓ Very helpful
- ✓ *Punctual appointment friendly and professional staff.*
- ✓ really friendly & helpful
- ✓ *Caroline the nurse was lovely and very helpful. She has been my first face to face contact and telephone follow-up at the surgery since registering with@ with you and I've been very impressed with the service I've received to date. @ate.*
- ✓ Because you asked me
- ✓ *Quick and efficient service carried out with pleasant and friendly staff*
- ✓ Dr Boyes was excellent. She answered all my questions and went into detail when needed. She elevated my stress and worry about my ongoing symptoms that h@hat have been asasibated due to delays in writing for 24 ECG and cardiology appointment.@ment.
- ✓ *Dr Boyes has been very thorough and been very approachable*
- ✓ Listening skills
- ✓ *Very efficient!*
- ✓ Had to wait over 5 weeks for an appointment. The appointment can't fault.
- ✓ *Dr Harris and the trainee medical person were very helpful xxxx*
- ✓ Great staff brilliant surgery
- ✓ *Because I thought it was very good!*
- ✓ I have received great treatment from Worden Medical Centre. I would have scored higher if booked face-to-face appointment were not changed 24hrs before@efore to telephone appointments @ents
- ✓ *All the staff are very helpful in every way and alway explain everything clearly*
- ✓ Doctors and nurses all very pleasant
- ✗ *Make sure they give me the appointment that I want*
- ✗ They did there job simple as

✓ I booked in on the machine, had to wait an hour, went to reception, the nurse was running late, to be told the machine was not working properly, that I h@t I had missed my appointment and would have to come back another day. Why do you do surveys that will just be filed away when the money could be used to redu@ reduce waiting times ?@mes ?

- ✓ I work long shifts and can't always get off ward to access the app to book an appt. The staff are helpful but can only do so what the system allows. I@ws. I am desperate to see a gp but can't get an appt till 20 th May. @May.
- ✓ *The score was reduced because of the problems with booking an appointment. Can't fault my experience once I spoke with the GP. 5* for him*
- ✓ Sorry, no

