

FFT Monthly Summary: June 2022



Worden Medical Centre
Code: P81057

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
41	7	1	1	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: 149

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	41	7	1	1	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	41	7	1	1	0	0	50
Total (%)	82%	14%	2%	2%	0%	0%	100%

Summary Scores

96%

2%

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:

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: 96%

Percentile Rank: 85TH

0%50%100%

0% Score

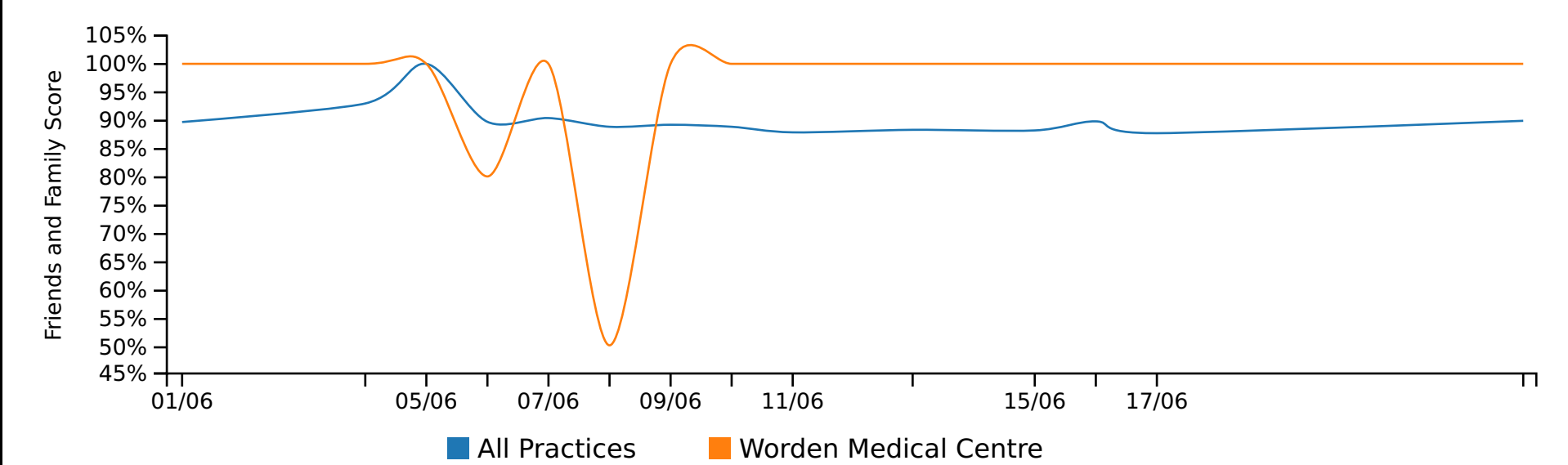
LowerMidHigh Score

96%

100%

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	84%	88%	91%
Worden Medical Centre	100%	100%	92%

Gender

All Practices

89%

89%

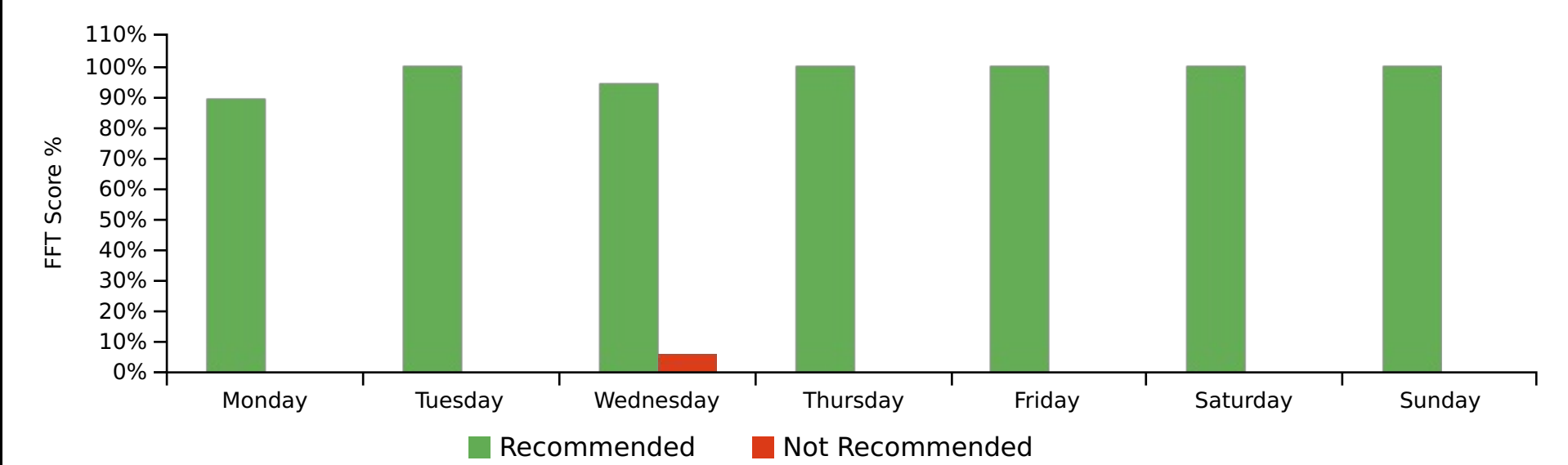
Worden Medical Centre

95%

97%

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

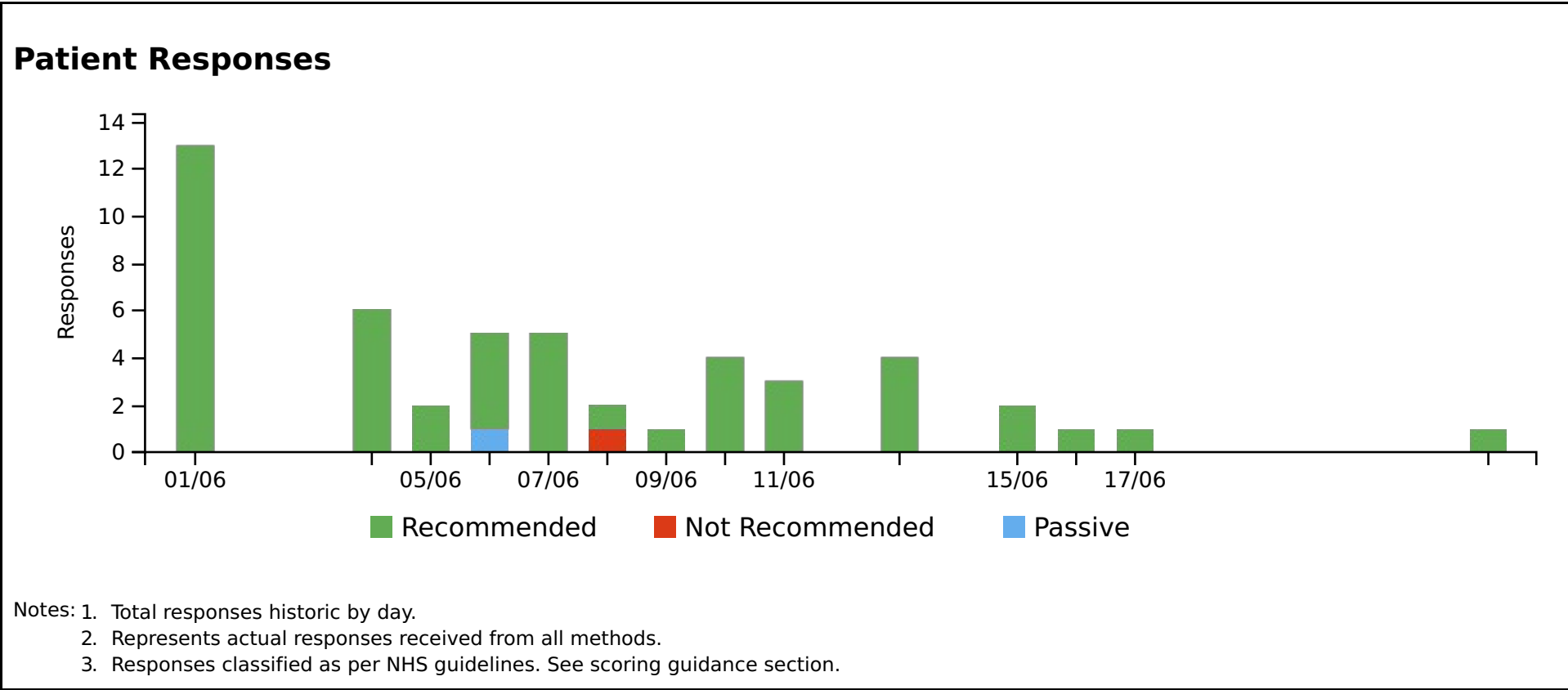
Practice Score: Day of the Week Analysis



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

Thematic

Theme	Count
Reception Experience	9
Arrangement of Appointment	9
Reference to Clinician	7

Tag Cloud

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.

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 / ✗ No consent to publish comment

Recommended

- ✓ Mainly go for hospital appointments, no problem booking appointments in advance. Reception staff are very helpful & courteous.
- ✓ Receptionist friendly helpful doctor nurses take time examine explain things always happy service
- ✓ Always friendly and helpful.
- ✓ Always found all staff very pleasant either at the surgery or on the telephone.
- ✓ On time and helpful
- ✓ No fuss , and very pleasant
- ✓ I am visually impaired and the staff are very helpful. I am always seen very close to my appointment time. The staff are always polite and very helpful.
- ✓ I'm generally satisfied with the service.
- ✓ I was seen at my appointment time And the receptionist was very helpful
- ✓ Heather was very warm and welcoming as it was our first visit to the surgery.
- ✓ You may have to wait a little to get an appointment but they have been really good making sure you get where you want to be and where xx
- ✓ Always find staff very friendly and helpful when I call the surgery or attend for an appointment
- ✓ Because it was ok
- ✓ Prompt
- ✓ Prompt appointment and my issue explained fully
- ✓ Dr made me comfortable to talk to and his explanation was very good.
- ✓ The doctor was courteous and thorough. Her information was very helpful.
- ✓ Very good service as usual
- ✓ Very pleased with the way they run the practice.... never had any issues
- ✓ Always helpful and friendly.
- ✓ Yes Caroline Fisher, could not have been better
- ✓ Reminder of appointment very helpful. Appointment was on time. Nurse visit excellent. Very friendly, informative and supportive. Came away feeling very r@ery reassured.@ured.
- ✓ Rang on time and gave good advice
- ✓ Easy check in and always on time
- ✓ Just answer your question
- ✓ Staff friendly and approachable. Explained well and gave time to answer questions
- ✓ They listen to you and try to sort things out for you
- ✓ Quick very efficient and so friendly and professional
- ✓ Fantastic service
- ✓ Had a telephone appt this morning and the doctor agreed to see me in person today
- ✓ Iv always been happy with the doctors, nurses and receptionist
- ✓ I was able to get a face to face appointment and a phone consultation on the day I rang.
- ✓ I walked in the person behind the desk booked me in the nurse came out at the right time was very nice and calming and I went out .Thank you.

Not Recommended

- ✓ Appt time came and went and when I got there there was no one in the waiting room and no one coming from the rooms. After 20 mins went by the receptionist@ionist was questioned and said that the person I was seeing had not logged in so she went to tell her that I was there, after which I was called back. If I ha@ I had not questioned the receptionist and just carried on waiting, no telling how long I would have been in the waiting room.@room.

Passive

- Had to wait too long for a blood test appointment. But on the day, it was very good.