

FFT Monthly Summary: July 2022



Worden Medical Centre
Code: P81057

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
33	13	2	0	2	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:
Responses:

127
50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	33	13	2	0	2	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	33	13	2	0	2	0	50
Total (%)	66%	26%	4%	0%	4%	0%	100%

Summary Scores

92% 4% 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: 92%

Percentile Rank: 60TH

0%50%100%

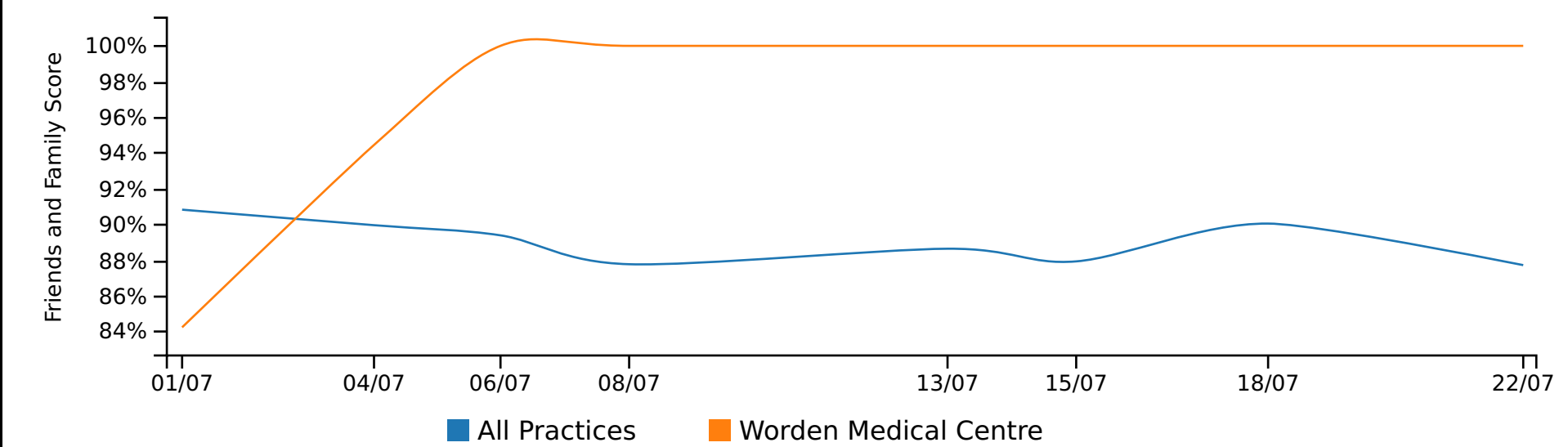
0% Score

LowerMidHigh Score

92%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 60th percentile means your practice scored above 60% 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	85%	89%	92%
Worden Medical Centre	100%	93%	88%

Gender

All Practices

90%

89%

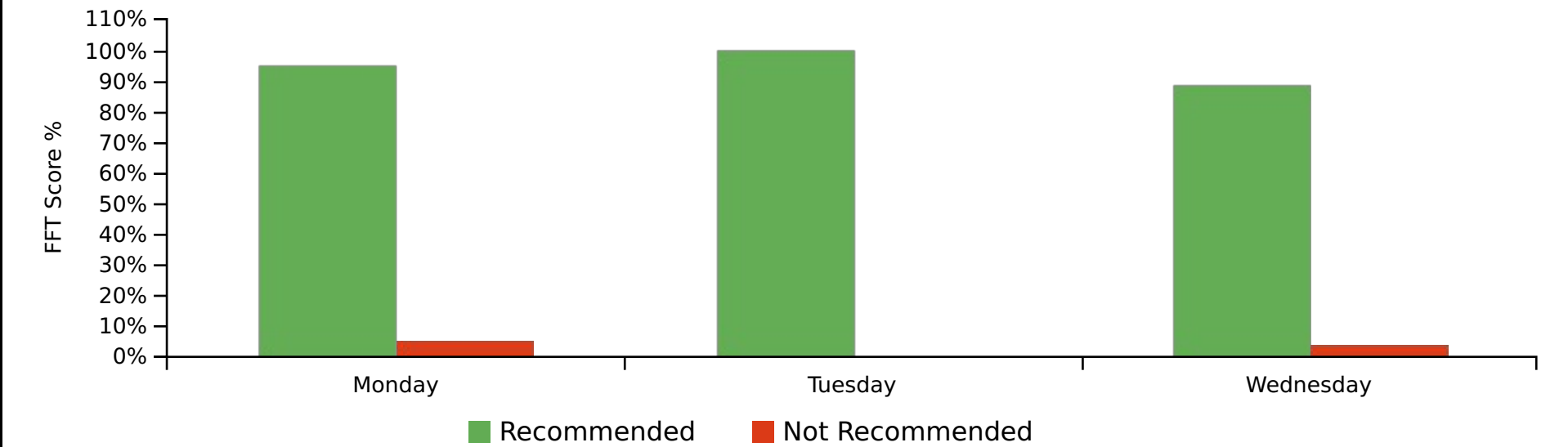
Worden Medical Centre

95%

90%

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

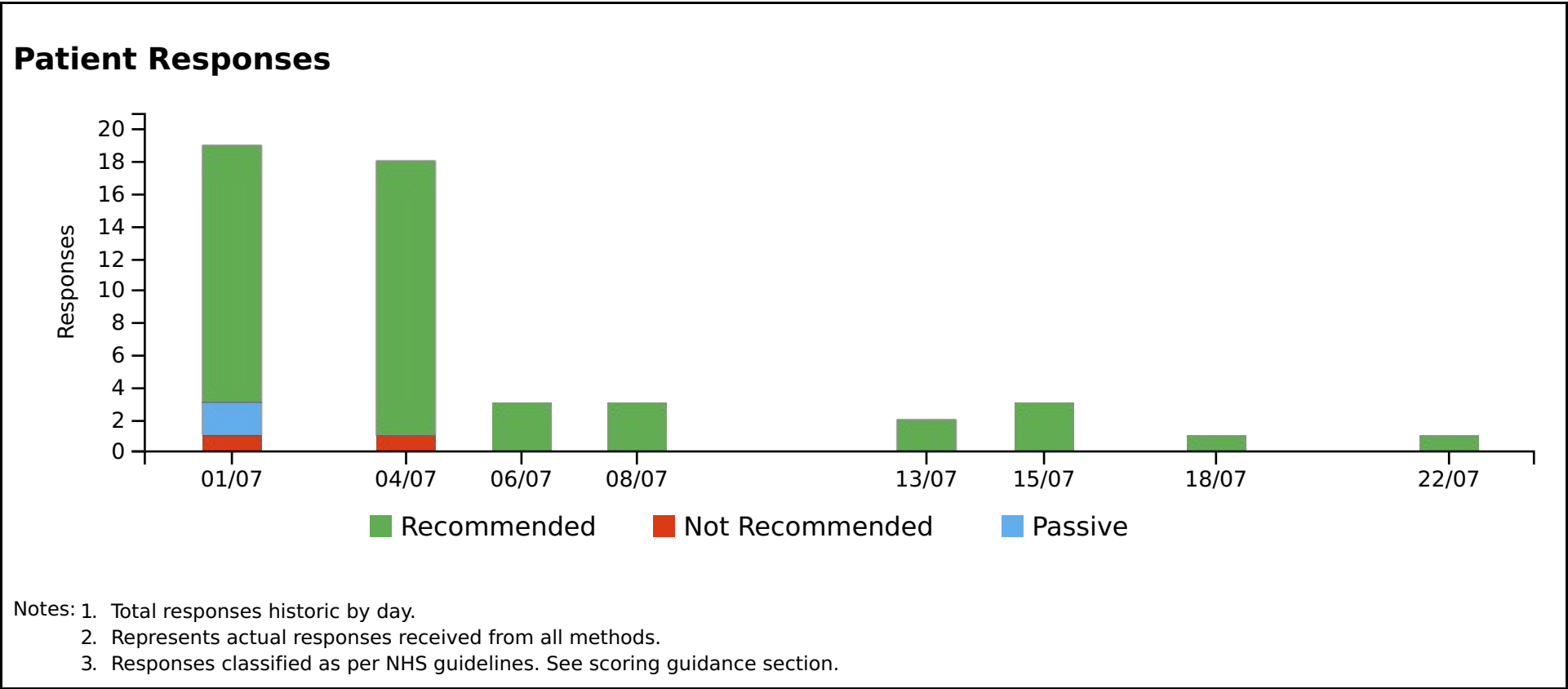
Practice Score: Day of the Week Analysis



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

Reception Experience	7
Arrangement of Appointment	9
Reference to Clinician	6

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 / ✗ No consent to publish comment

Recommended

- ✓ Heather was amazing, I was quite nervous with it being my first blood test and I don't do well with needles and she just kept me talking and distracted a@ted and I appreciate it so much@ much
- ✓ *Was fast but sometimesWaiting is a long time doesnt help if you need to get to workBut as an nhs worker too I understand*
- ✓ Very quick and painless...very efficient thank you
- ✓ *On time, very friendly and efficient*
- ✓ Appointment tan to time, staff were helpful
- ✓ *Appointment was running late*
- ✓ The docs there are very good they just need more staff at the sit to see people one to one and to give them a little bit more time so it is easier f@ier for them thanks for all the help theyhave given me I appreciate it @e it
- ✓ *My appointment was a little delayed but that didn't matter,, The nurse explained everything to me including any side effects and all done in minutes.*
- ✓ Efficient services , brilliant staff , nurses and amazing doctors
- ✓ *No problems booking blood test in. Given the choice of having a phlebotomist if preferred. In and out in 5 minutes and the phlebotomist was very pleasant*
- ✓ Every one who works at the Doctors are so good and they listen to you. Everyone is so pleasant also they have time for people.
- ✓ *The lady I spoke to was understanding and spoke to me nicely and sorted an appointment for me.*
- ✓ Appointment ran on time. Nurse very friendly and informative.
- ✓ *Because I have no problems with the practice*
- ✓ Difficult to get an appointment via phone or online. Once you see someone it is excellent service
- ✓ *Good appointment system and very helpful visit*
- ✓ The receptionist was polite and helpful.
- ✓ *Alison was very caring and listened to me*
- ✓ Pleasant, professional staff. Appointment on time.
- ✓ *It was on time and I was very happy with my visit*
- ✓ Receptionist are always there to try and there best ,they are courteous and polite and the doctors are very empathetic but honest and take the right appr@ approach in getting a diagnosis and dealing with the end results x@Its x
- ✓ *Very friendly staff at all levels can and bright surgery*
- ✓ Thorough assessment. Excellent communication
- ✓ *It was well organised*
- ✓ Because I have always received excellent service from Worden surgery.
- ✓ *Friendly & efficient*
- ✓ Because everything was easy. Check in. Calling me to the consulting room. Very competent nurse who explained what the results and tests indicate. Many thanks.
- ✓ *Because the service I received today was 'Very Good'!!*
- ✗ g.p took trouble to research my problem.
- ✗ *Very friendly and quick*

Not Recommended

- ✓ Was good service and very helpful
- ✓ *When I am in pain, and awaiting the results of my tests before treatment can begin to be told my tel. call has been cancelled & I must contact the surgeon@urgery with my pay as u go fone to be 19th in the queue is NOT acceptable. I then have to get a taxi to the surgery for another appt to be made in a weeks tim@s time at 10am! @0am!*

Passive

- ✓ Because I've been trying to sort medicine reviews I've made 3 calls and 1 in person and it's impossible to get sorted because the appointments can only @only be done for a VERY limited time in advance!!! And I refuse to ring at 8am because when I was poorly last year ringing at 8am on the dot I was 17 in the@n the queue and on one occasion got down to next in the queue and you cut me off !!! I rang back and I'm 17th in the queue over 7 days three phone calls I en@ I ended up with a 42.00 phone bill !!!!!@!!!!

