

FFT Monthly Summary: August 2022



Worden Medical Centre
Code: P81057

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
40	7	2	0	0	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: 116

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	40	7	2	0	0	1	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	40	7	2	0	0	1	50
Total (%)	80%	14%	4%	0%	0%	2%	100%

Summary Scores

94%

0%

6%

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: 94%

Percentile Rank: 75TH

0%50%100%

0% Score

High Score

Lower

Mid

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 75th percentile means your practice scored above 75% of all practices.

Practice Score: 'Recommended' Comparison

Date	All Practices	Worden Medical Centre
01/08	90.5%	91.5%
03/08	90.2%	99.5%
05/08	90.8%	99.8%
08/08	90.5%	83.5%
10/08	88.8%	99.8%
12/08	90.5%	99.5%
14/08	82.5%	99.5%

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%
Worden Medical Centre	100%	95%	92%

Gender

All Practices

89%

90%

Worden Medical Centre

89%

97%

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

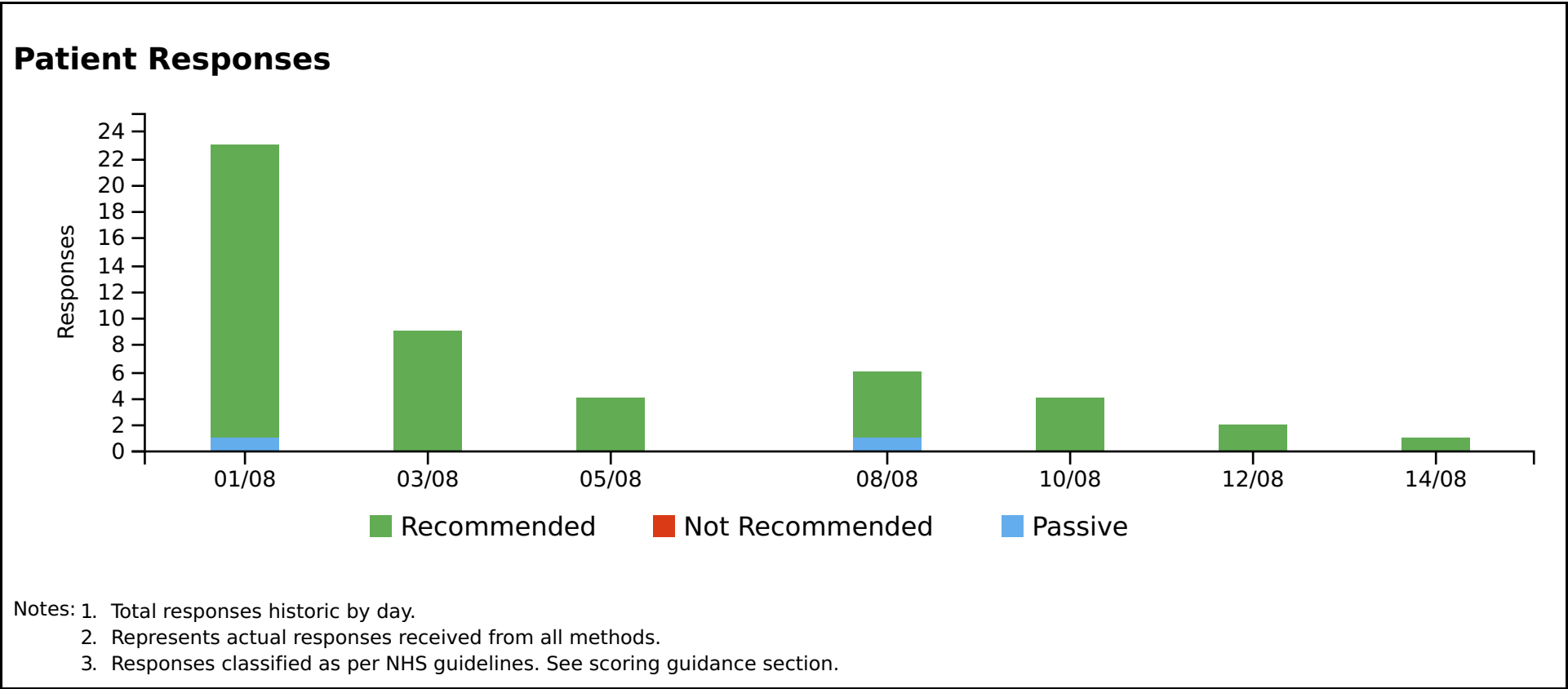
Practice Score: Day of the Week Analysis

Day	Recommended	Not Recommended
Monday	90%	0%
Tuesday	100%	0%
Wednesday	100%	0%
Thursday	100%	0%

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

Tag Cloud

Reception Experience 9
Arrangement of Appointment 10
Reference to Clinician 15

Notes: 1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragements 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.

helpful, good, efficient, quick, friendly, medical, long, always, thorough, brilliant, etc.

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

- ✓Very efficient service. Can always get an appointment when needed. Lovely and polite staff. Have complete faith/trust in all medical professionals within@ithin the Surgery. @ery.
- ✓Well I was sent an anonymous survey so that was my reply 1=very good . Hope it answers your question .
- ✓Prompt phone call and very understanding of my problem
- ✓Never had any problems, very happy with the service
- ✓Because appointment was exactly on time and I was in and out quickly
- ✓Because i came in 5mins ahead of time called straight im because I've got a good vein i was out in 1 min. Record time thanks
- ✓Simply think I am getting extremely first-class health care from all of your staff. Many Many thanks
- ✓Caroline is an amazing nurse, very thorough, efficient explains everything, and you feel that you are really being listened too , and in good hands!
- ✓I feel like I am listened to and taken seriously. I have always felt reassured. The receptionists are brilliant, they have always been very helpful.
- ✓I'm satisfied generally with the help I receive!
- ✓Contacted me when you said
- ✓Excellent experience with my doctor
- ✓Doctor Kilgour listen and made a follow up for four weeks with a promise to look into my condition and enquiries but treated initial sleep problems with @with additional medication @tion
- ✓Dr Bell was thorough, and explained things clearly. Also on time!
- ✓My father has dementia and I find the practice very helpful with appointments needed and very helpful to talk too. Staff always polite and helpful. For@ For us as a family it was our best decision to move to worden medical centre as we feel my dad and ourselves receive the best of care. @re.
- ✓Very flexible response today following absence of staff member who was seeing me
- ✓It was only for a B12 injection but as usual the practice was very efficient
- ✓Because my appointment was on time,easy to park .Friendly staff.
- ✓Asthma nurse has been brilliant with me, has got me every I needed quickly and efficiently, and Stefanie mortimer was excellent with me regarding my ment@ mental health. Best practice I've ever been with @with
- ✓It was very quick
- ✓Making appointment was easy and receptionist and the doctor we saw were pleasant and friendly
- ✓The doctor was on time with my call and very thorough
- ✓Doctor and staff all exellent couldn't fault them
- ✓I have recently been diagnosed with diabetes. As a result, I have had many appointments with nurses and the phlebotomy department. Everyone has been extr@ extremely kind and helpful. I cannot say anything about the GP side of things as I have not seen a GP recently.@ntly.
- ✓On time, friendly staff, and helpful with any questions.
- ✓Because sometimes people say horrible a nd unnecessary things about doctors surgeries. I have been with this practice for 50 years, and think every one h@one has always done their best to look after us @r us
- ✓I didn't have to wait long to be seen.
- ✓Good nurse
- ✓The doctor called at the time stated. He then made a face to face appointment.

Not Recommended

Passive

- ✓Waiting to long to phone for appointment
- ✓Face to face appointment's almost impossible to get. Also continuity of care is very rare. Also the elderly are hampered if they can't or won't use the a@the app as you are held in a very long queue to be told there are no appointments. @nts.