# **FFT Monthly Summary: September 2022**

**Worden Medical Centre** Code: P81057



# SECTION 1 **CQRS Reporting**

## **CQRS Reporting**

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
42	6	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: 134** 

**Responses: 50** 

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	42	6	1	1	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	42	6	1	1	0	0	50
Total (%)	84%	12%	2%	2%	0%	0%	100%

## **Summary Scores**

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

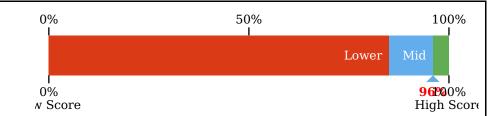
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

# **SECTION 3 Practice Scoring**

#### **Practice Score: 'Recommended' Rank**

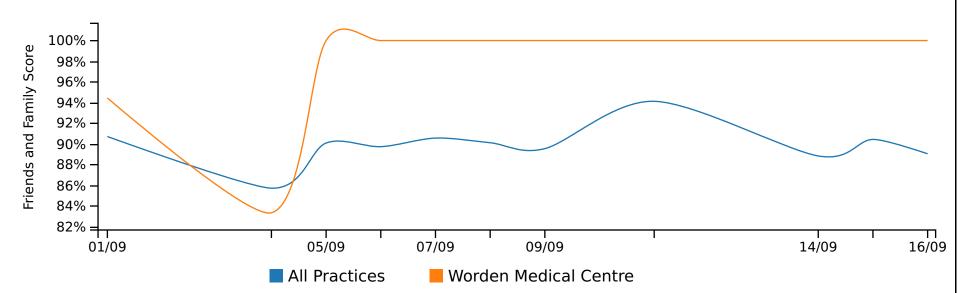
Your Score: 96%
Percentile Rank: 80TH



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 80th percentile means your practice scored above 80% 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%	97%	94%

# Gender

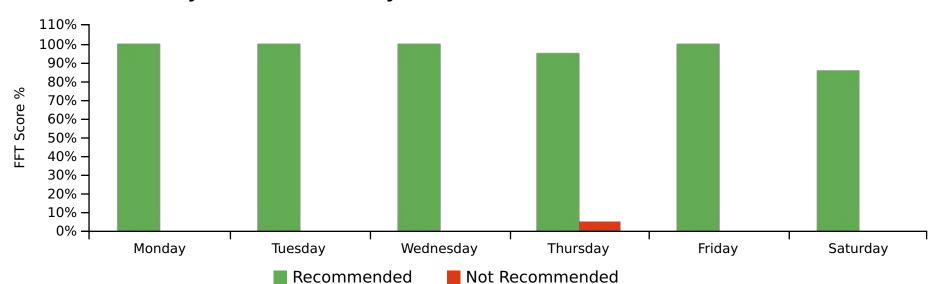




Notes: 1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

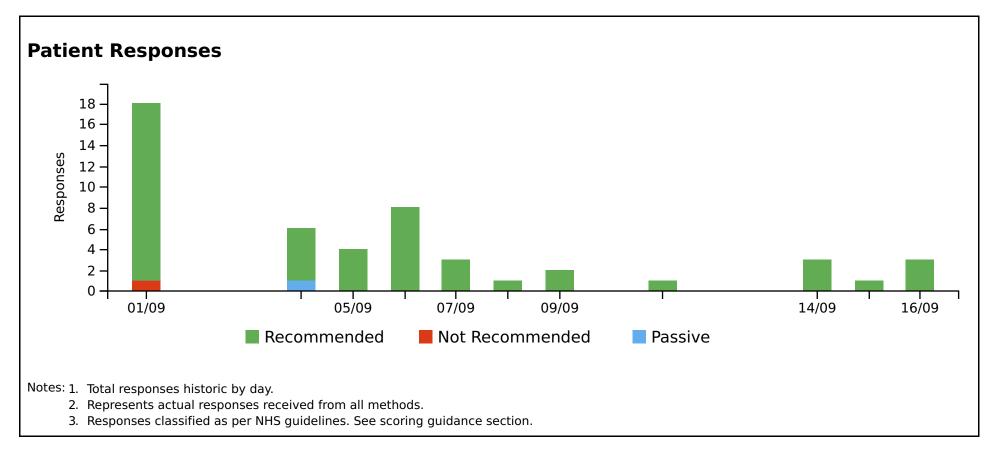
# **Practice Score: Day of the Week Analysis**



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.

# **S**ECTION **4 Patient Response Analysis**



#### **Patient Free Text Comments: Summary**

#### **Thematic** Tag Cloud 7 **Reception Experience** Arrangement of Appointment Reference to Clinician 12 working 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 previously 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

- ✓ It requested an answer
- ✓ Laura is always on time and very pleasant
- ✓ My appointment was on time, The nurse who saw me was very polite, kind and undestanding
- ✓ I would like face to face appointments but they are almost impossible to get. The whole NHS is a joke following covid. I thought we were suppose to be ge@be getting back to 'normal'!!@al'!!
- ✓ Because he was on time, listened to me and did the injection quickly and efficiently with good humour too
- ✓ Excellent consultation with the physio, on time and didn't feel rushed
- ✓ Happy with the service provided
- ✓ Everyone seems very helpful and polite
- ✓Appointments are good and address my health concerns.
- ✓ The doctor explained everything thoroughly and took time to answer my questions. He was very reassuring.
- $\checkmark$ I can always get an appointment, my GP is very understanding and the ladies on the desk are very helpful
- ✓ because it was 1st class
- ✓ Doctor was exceptional in listening and understanding my needs
- ✓ Dr Finan listened to me over the phone call appointment he was concerned about my problem and asked me to send pictures of my problem. He was concerned @rned and said he would ring me back to see how the medication he had subscribed was working also Dr Finan second telephone appointment was on a Sunday I am@ I am very happy with the service I have received @ived
- ✓ Kind and thoughtful
- ✓ Dr. Finan listened to my concerns, and dealt with them in a caring manner
- ✓ Great service no issues.
- ✓ I have always been treated with respect by all members of staff.
- ✓ Really good service, really nice Dr.
- ✓ Did not have to wait to long.
- ✓ Top service from reception staff.Lovey Nurses.Great Drs help via phone appointments.
- ✓ Because all the staff are very friendly
- ✓ Excellent, caring service.
- ✓ I like the practice because they are helpful and I know that I can trust them.
- ✓ Staff throughout are always helpful and polite. The consultations are thorough and inclusive, and I feel that I am being looked after.
- ✓ Will was helpful punctual and professional. Knee already much improvedx
- ✓ Listened and advised them sorted my problem out in the short term.
- ✓ I gave Worden surgery very good because i received exceptional service from the Will the Physiotherapist. I felt quite nervous about going to my appoin@ppointment and he was v,approachable and listened to my concerns. He was professional and gave me options to consider which i appreciated. Particularly impres@mpressed with early Sunday am appointment. Thank you.@ you.
- ✓I had no waiting time and the nurse practitioner was helpful and thorough.
- $\checkmark \textit{Nothing is too much trouble.} \textit{The staff are always helpfull and considerate}.$
- ✓ Never had a problem with the surgery, always very helpful
- ✓ The doctor really listened to me and addressed my problems
- ✓ Dr Esuga very efficient and caring, as are all the staff at Worden. Thanks
- ✓ He wad clear., caring and reassuring
- XNo thanks
- XI feel I am looked after very well.

#### **Not Recommended**

✓ Impossible to get docs appmnt. You can phone every day all week and still not get one. No service at all for those without computer. Some reception staf@ staff are excellent, pleasant, helpful, informative. Some are certainly not! And some are just unhelpful, feels deliberately awkward and negative, resentful @tful they have to answer the phone! Repeat prescriptions are more than the odd once not what's asked for, as they don't listen, don't look things up properl@operly, don't check back with you and are too rushed to bother getting it right. When you've held the phone 20/30minutes or more ths is very very shoddy. Not@. Nothing seems recorded and kept so there is no comeback to highlight errors. Doctors are lovely, nurses too. It's inefficient systems and some poor attitu@ttitudes that let you down. We all know you're busy and it's a hard job, but so is being a patient! Calmness and courtesy should be on the job

description. @ion.

#### **Passive**

✓ Struggled to get appointments previously but the service as improved recently so maybe a 2 is a better reflection