

FFT Monthly Summary: November 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	0	1	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: 107

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	41	7	1	0	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	41	7	1	0	1	0	50
Total (%)	82%	14%	2%	0%	2%	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: 80TH

0%50%100%

0%Low Score

Mid

High Score

96%

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

Date	All Practices	Worden Medical Centre
01/11	90.5%	90.5%
02/11	91.5%	100.5%
03/11	91.0%	100.0%
06/11	88.0%	100.0%
08/11	90.5%	100.0%
09/11	90.0%	100.0%
11/11	89.5%	100.0%

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	82%	90%	92%
Worden Medical Centre	50%	97%	100%

Gender

All Practices

90%

90%

Worden Medical Centre

92%

97%

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

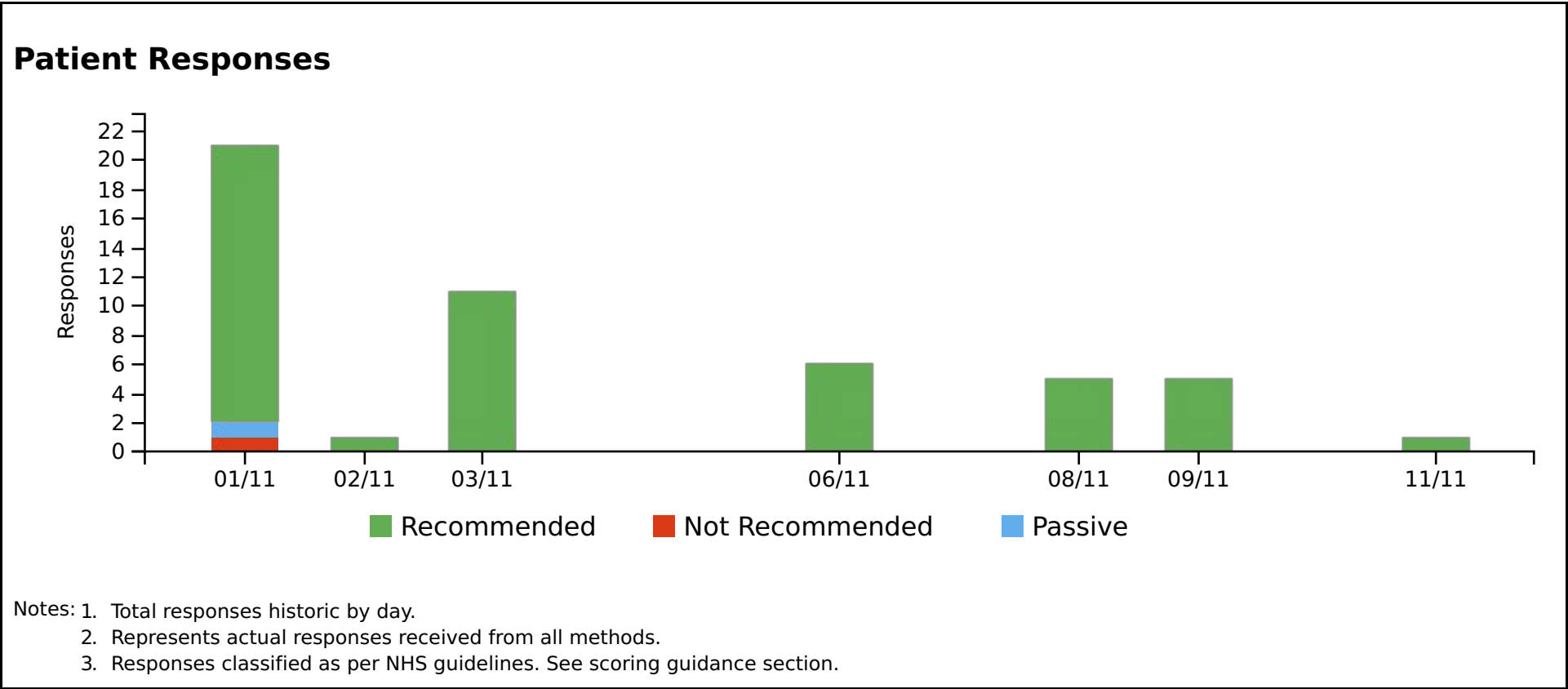
Practice Score: Day of the Week Analysis

Day	Recommended	Not Recommended
Monday	93%	7%
Tuesday	100%	0%
Wednesday	100%	0%
Thursday	100%	0%
Friday	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

Theme	Frequency
Reception Experience	5
Arrangement of Appointment	6
Reference to Clinician	11

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

The tag cloud displays a variety of words, with the largest and most prominent being "helpful", "good", "professional", "always", and "friendly". Other significant words include "going", "elderly", "caring", "well", "forward", "attending", "polite", "telling", "making", "massive", "coming", "overall", "ill", "able", "long", "quickly", "difficult", "online", "archaic", "pleasant", "also", "open", "perfect", "spare", "nice", "excellent", "really", "swelling", "clean", "easy", "great", "willing", "late", "medical", "even", "whole", "now", "maybe", "improving", "sundry", "waiting", "hopefully", "onwards", "trying", "possible", "nimble", "lovely", "available", "instead", "thorough", "last", "previous", "minimal", "particularly", "taking", "getting", "just", "past", "secure", "sending", "clean", "easy".

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

- ✓ Just great service from all staff.
- ✓ *There always very helpful*
- ✓ Very thorough and caring
- ✓ *He listened*
- ✓ Dr Naseem was very helpful, her explanations were good and I am pleased with her approach to my problem.
- ✓ *The doctor and the trainee doctor were both very helpful and explained the cause and treatment. And made me feel at ease in the room.*
- ✓ IT WAS A PROMT FACE TO FACE APPT WHICH WAS BRILL AS IVE JUST MOVED TO THE WORDEN CENTRE AND LAST DOCS ONLY GOT 1 FACE TO FACE N 3YRS SO WAS VERY PLEASED
- ✓ *The practise nurse listened to my concerns and was able to give me some suggestions for going forward with my mobility questions as my hospital appointme@intments to see Mr Egan keep being cancelled.@lled.*
- ✓ The service I received was good.
- ✓ *The whole experience was friendly willing to listen quick*
- ✓ Practice always try's to accommodate my issues. Today's appointment was punctual and quick.
- ✓ *In my opinion the service is good overall but to be very good is difficult as a patient expects everything to be perfect for this rating .Hope this answe@answers the question @ion*
- ✓ Very good service.
- ✓ *It's nice & clean. The staff are polite*
- ✓ The member of Staff I saw was pleasant and very professional.
- ✓ *You have always been there and been seen to very quickly when I really needed to be x*
- ✓ I had a 4 week wait for the appointment and on attending the appointment was 15 minutes late and a previous appointment I had with a Dr was over an hour late.
- ✓ *Dr Bell listen and included medications booked a follow up appointmntment for a weeks time and looking at the details given to sending me me down to rheumatology as there are pain and swelling not going awayway*
- ✓ Very professional service
- ✓ *Staff are always very helpful*
- ✓ Telephone appointment easy to book online now under the my gp app and I like Dr Whormesleys manner
- ✓ *Excellent service and on a Sunday!*
- ✓ I had a telephone app, then the doctor made me a face to face appointment for the coming week upon hearing my concerns.
- ✓ *Helpful, friendly, caring GPs who listen to what you say.*
- ✓ My Appointment was on time & the doctor was very understanding with me
- ✓ *I was treat very well with everybody i spoke with*
- ✓ Yes I can a) because I think most Dr's at the surgery are very good. b) They do their best most of the time. I know we, the patients, get stressed out @ out at trying to get a appointment, and I have no doubt that most of the GP's at the surgery, also get stressed out with the archaic way patients have to . Ju@ . Jump through hoops. Plead with receptionists, Be prepared to hang onto the end of the telephone for a period of upto 1hr-30mins! And that is no lie! Bef@ Before they even get to talk to someone about securing a appointment. And that is not to see a GP but to talk to one via tel communications!!I know you hav@u have not asked for this information, but I am going to put forward my view on " improving patient, GP relationships. 1) Instead of telling all and sundry @ndry " ring at 8 in a morning" to get a appointment, albeit actually see a GP in the flesh, or a telephone consultation. Would it be possible where one recept@eptionist takes the call for face to face appointment. Whilst another receptionist takes calls for telephone consultations. At least both sides would have a@ave a chance of getting through, and hopefully getting some satisfaction at not having to hold on for eternity. 2) or maybe try have two receptionists taking@aking calls, say one taking calls 8-30-9. Then another take calls 5 past 9 till 9-30. And any spare appointments after 9-30 onwards , take "open calls" till t@ill there are no more spaces for appointments. I think the bone of contention is such on both sides GP,s and patients, all being told " ring at 8 tomorrow. @row. When we all know that in most cases all slots for that day have been filled a hour earlier! I believe (but not certain) it has been said that GP's rele@ release what slots they have available for that day? If this is the case, how do patients,, particularly the elderly who either don't have a phone, or whose @hose fingers are not as nimble as they were at one time, get through? Maybe you could designate a time/ day, whereby for 30mins the elderly could get through @ough on a "elderly/vulnerable line. I know this area of ""making contact, with the surgery, is a massive downer for the patient, and also the patient. @ent.
- ✓ *She was very kind and professional throughout*
- ✓ Waiting time was minimal, nurse was provided a good service
- ✓ *Dr Kavannah is lovely very helpful and helped me a lot.*
- ✗ Been with this Worden Medical Centre long time.

Not Recommended

✓ I'm not even a patient at your surgery for a start

Passive

✓ Didn't feel well informed about my problem, felt rushed