

FFT Monthly Summary: December 2022



Worden Medical Centre
Code: P81057

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
37	11	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:
Responses:

139
50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	37	11	1	0	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	37	11	1	0	1	0	50
Total (%)	74%	22%	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: 85TH

0%50%100%

0% Score

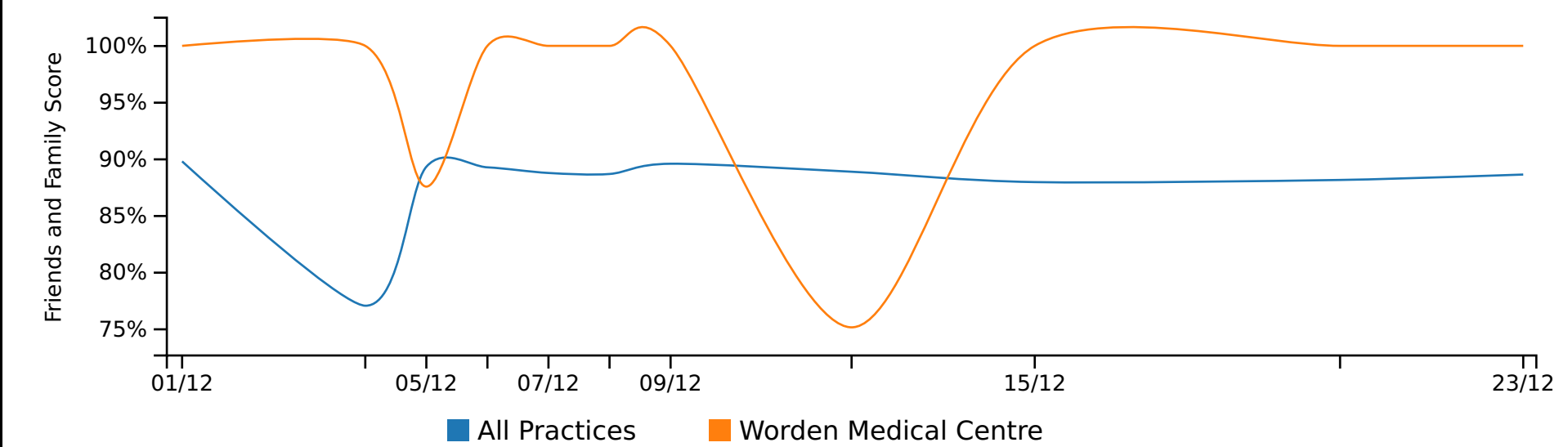
LowerMidHigh Score

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%	89%	92%
Worden Medical Centre	100%	93%	100%

Gender

All Practices

89%

89%

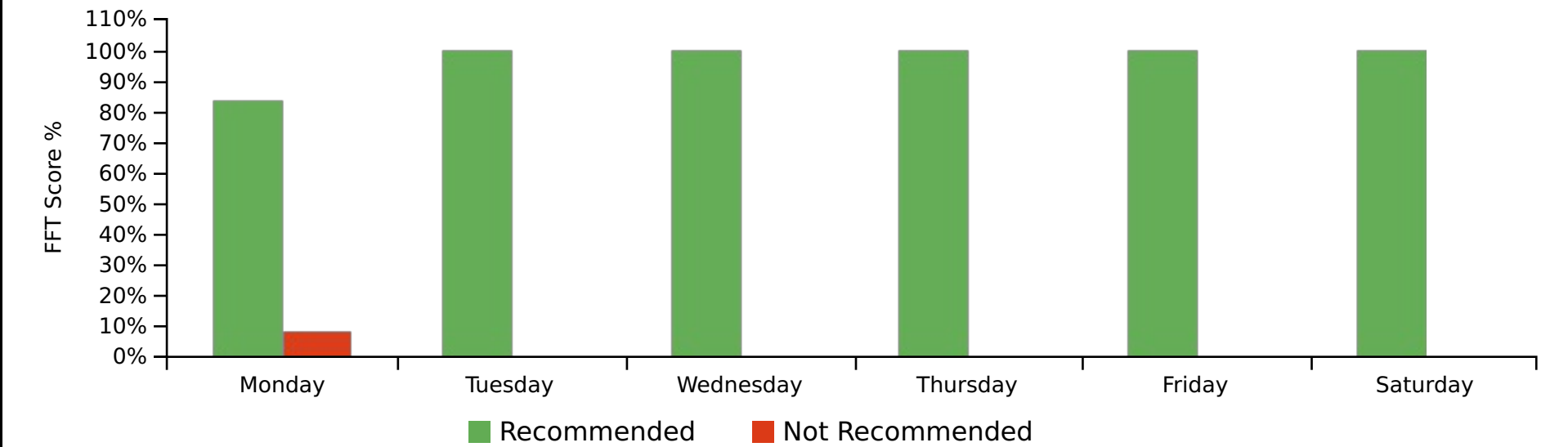
Worden Medical Centre

100%

93%

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

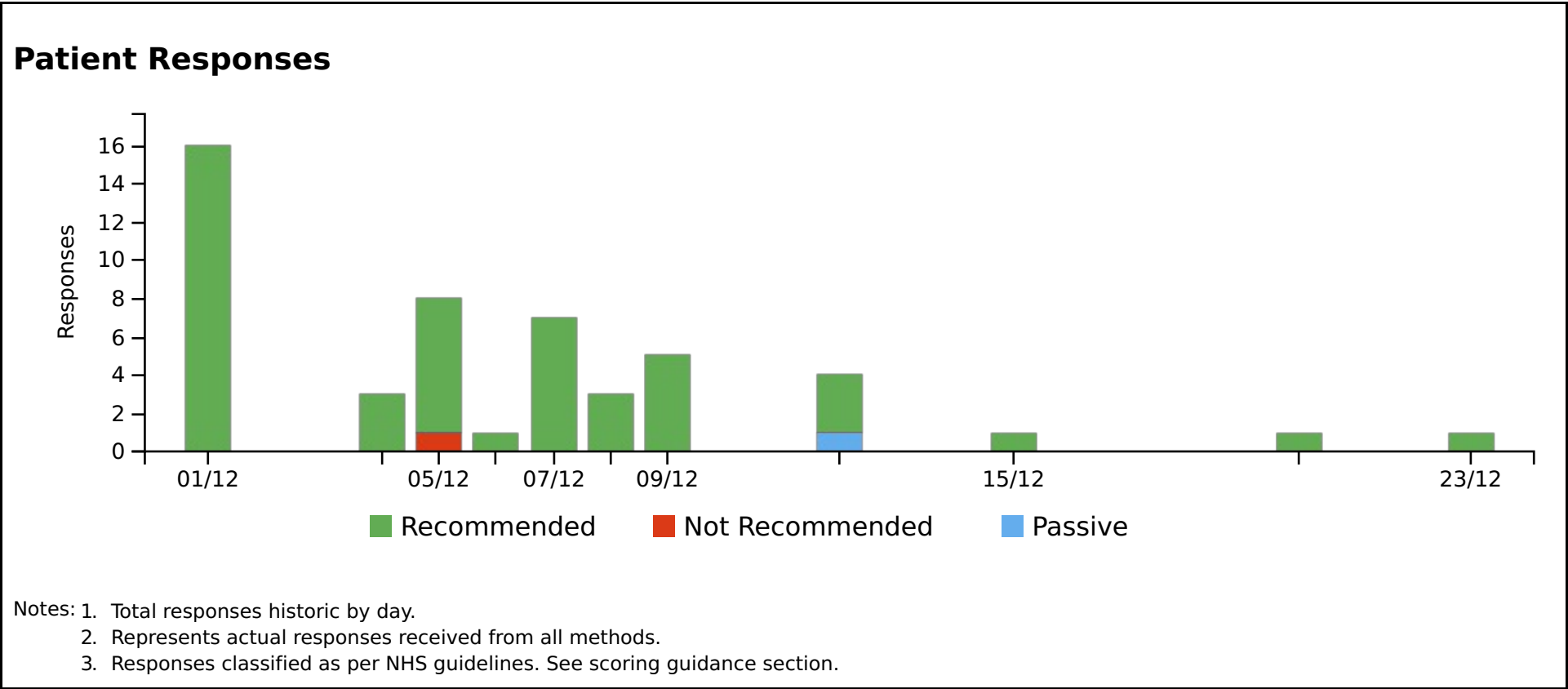
Practice Score: Day of the Week Analysis



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 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.

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

- ✓ Friendly and lovely staff made me feel very relaxed x
- ✓ When I attended the surgery I get a welcome from the staff and so helpful, and from my perspective its really nice.
- ✓ My appointment was on time and was seen by an professional physio
- ✓ Directed to book on line only to find no appointments available. Had to contact reception then told when appointments were released. Consultation was exc@s excellent. @ent.
- ✓ Helpful information and referral from Will
- ✓ Friendly and informative service
- ✓ Its the right thing to do.
- ✓ My appointment was on time. I was given several different treatments and was allowed to choose the one that I felt was best for me.
- ✓ Because even though I was a bit late I was seen straight away
- ✓ Much improved now with more access to face to face appointments. Reception staff much friendlier
- ✓ Because the staff are all great but the booking of appointments is dire Also I fail to see why stitches cannot be removed at the surgery My 88 year old h@old husband had to ring round to have 4 stitches removed and eventually had to go to Penwortham which meant getting taxis there and back@ back
- ✓ Good consultation, kind, friendly & very professional
- ✓ Because I feel very happy with the experience and service that I received both at the reception desk and in the doctors surgery
- ✓ Timely appointment, prompt assessment and as always very friendly
- ✓ Good advice. Supportive and helpful
- ✓ Quick service, student doctor was lovely
- ✓ Quick and efficient service
- ✓ Really good service
- ✓ Everything I needed to know was spoken about and a decision on whether further contact was made
- ✓ Because you need feedback to know what you can improve on, I thought it was very very good
- ✓ Because once upon a time I would have got appointment quicker.
- ✓ Appointment on time and I received a very pleasant interview.
- ✓ Tel appointment v prompt and thorough
- ✓ Receptionist very welcoming, greeted with a smile and was helpful. Nurse who I saw equally as lovely, made me feel at ease.
- ✓ Nurse was very pleasant, chatty, put me at ease. Talked me through the procedure as it was carried out. Lovely lady, very good experience
- ✓ We got to see the nurse the day after we rung and Elizabeth the nurse was very professional and deK with our problems .
- ✓ Had appts with both nurse for smear followed by dr canvanargh for HRT discussion and results tests - both on time and extremely helpful
- ✓ You asked for a comment on my experience today. My treatment was very good So I said it was good if I had a cream cake and a cup of tea it would have b@ave been excellent. @ent.
- ✗ Was dealt with appropriately

Not Recommended

- ✓ Good at understanding

Passive

- ✗ Was told I would be contacted if my test results came back with anything, if not I should assume all is fine. I was not contacted and I had a prescriptio@ption I needed @eded