

FFT Monthly Summary: January 2023



Worden Medical Centre
Code: P81057

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
43	4	1	1	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: 107

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	43	4	1	1	0	1	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	43	4	1	1	0	1	50
Total (%)	86%	8%	2%	2%	0%	2%	100%

Summary Scores

94%

2%

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: 94%

Percentile Rank: 70TH

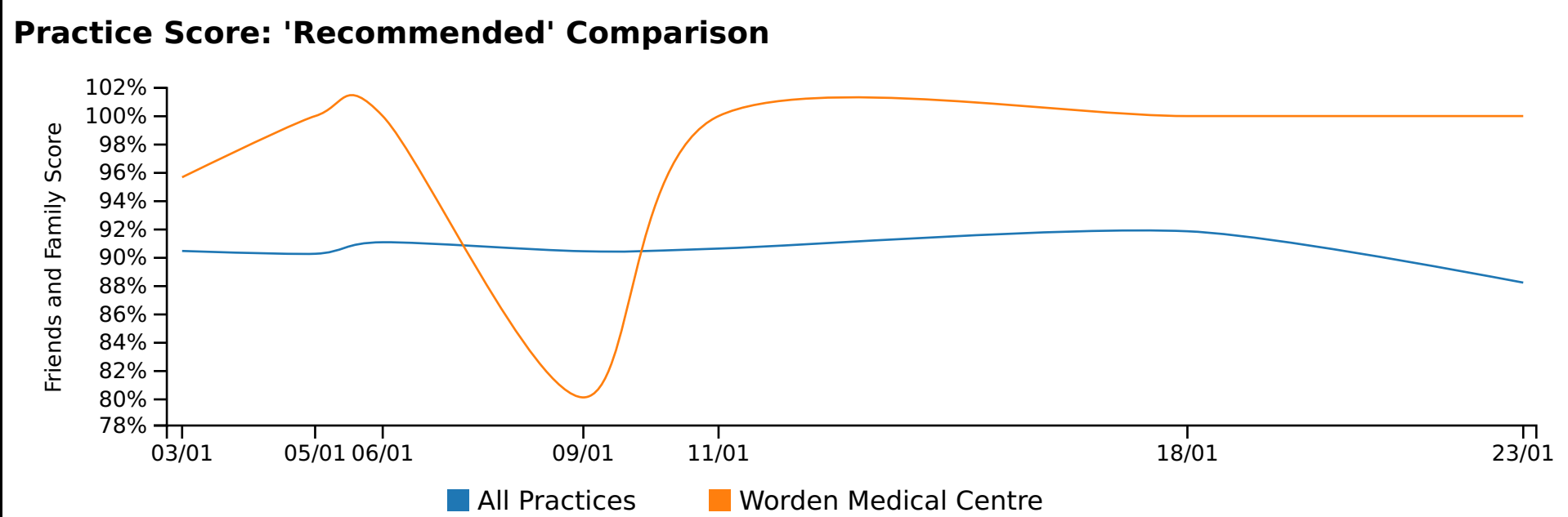
0%50%100%

0% Score

LowerMid

94%100% High Score

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 70th percentile means your practice scored above 70% of all practices.



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	87%	90%	92%
Worden Medical Centre	100%	89%	100%

Gender

All Practices

90%

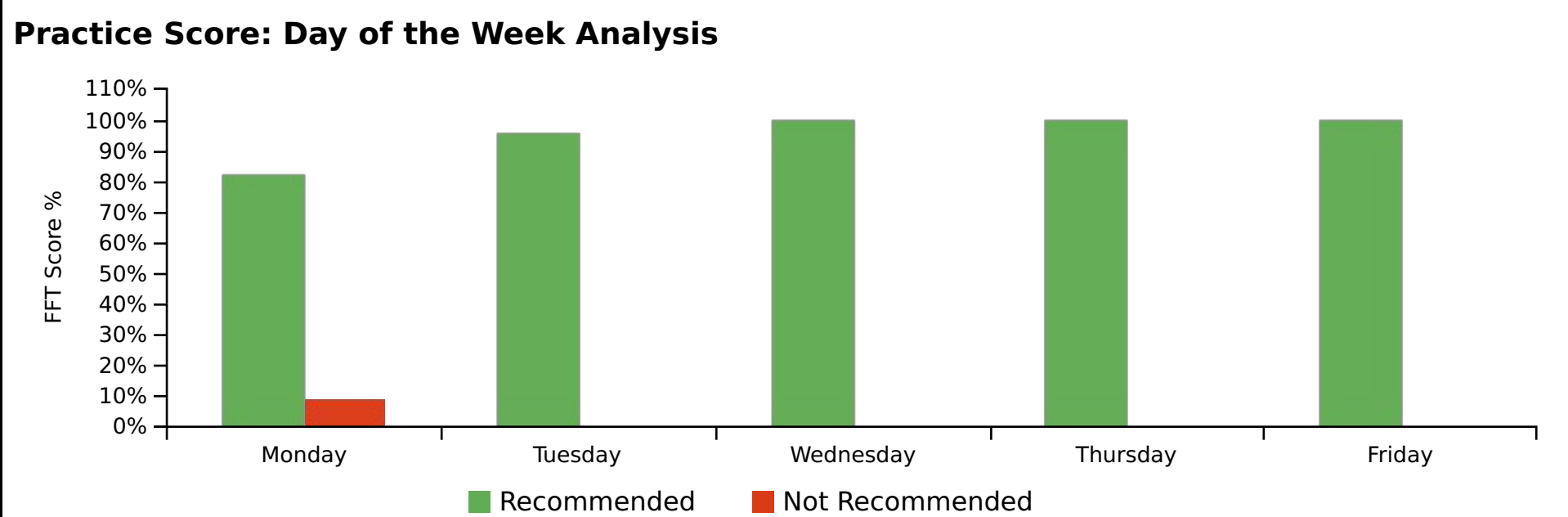
90%

Worden Medical Centre

100%

90%

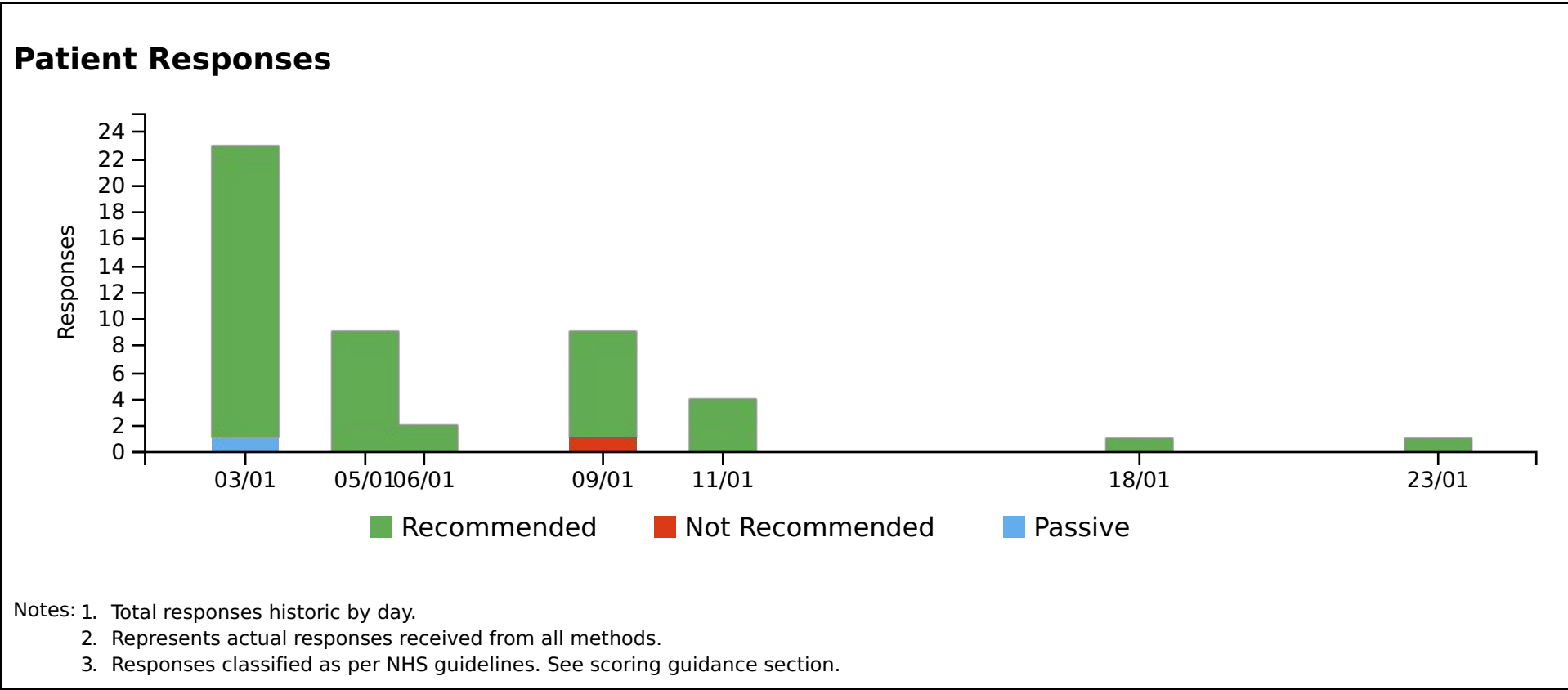
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.



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	5
Arrangement of Appointment	5
Reference to Clinician	13

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

- ✓ Quick to be called through, easy to make and appointment.
- ✓ *Caroline Fisher was friendly and helpful. Put me at ease.*
- ✓ Felt listened to and not rushed
- ✓ *Because I was treated well, on a visit to the Practice today.*
- ✓ I felt listened to . The nurse was patient and friendly putting me me
- ✓ *My gp rang as arranged on time, was knowledgeable and helpful knew the situation and openly discussed any concerns I had. As always a delight to speak wi@ak with a doctor at WORDEN Medical Centre when I needed to. Thanks @anks*
- ✓ It was so good to speak to people face to face. Thank you
- ✓ *Consultation was very good, 30minute delay from my appointment time could have been better.*
- ✓ Pleased with service provided. GP was kind, sympathetic and investigated my concern.
- ✓ *Call on time and great expo with Sister Caroline*
- ✓ Because they are a great practice to be with
- ✓ *Service is always good but I waited about half an hour for my appointment this morning which is why I didn't give Very Good.*
- ✓ Polite receptionist think her name was Louise
- ✓ *Able to get a face to face*
- ✓ Wet caring and quick to act.
- ✓ *I spoke with Dr Bell today and he was patient, he gave some good advice. Dr Bell answered all my questions*
- ✓ I have always found the service you offer very efficient from making appointments, seeing the doctor and ringing for repeat prescriptions.
- ✓ *Good service amd helpful*
- ✓ Prompt service to my request.
- ✓ *Very understanding dr with the time to listen to me x*
- ✓ Because the nurse was very reassuring and explained everything very well
- ✓ *The professionalism and caring of all the staff.*
- ✓ Quality of service
- ✓ *I came for a blood test, it was very quick and the nurse was very polite and professional*
- ✓ Pleasant nurse didn't feel her taking blood very professional
- ✓ *It was quick and easy to log in and out didn't wait to long to be seen, and the Doctor was lovely*
- ✓ I have been with the practice 30years and have always been treated with a friendly and respectful manner ,i have always been put at ease and felt support@pported thank you@k you
- ✓ *Very well managed place with experience and excellent staff..allround from receptionist to GPS and hcsww.x*
- ✓ Efficient service
- ✓ *Easy to make appointment. Doctor was excellent.*
- ✓ Friendly staff, clean place. Didnt have to wait
- ✓ *Dr was courteous, helpful, professional and made me feel valued, therefore reassured that I was in capable hands*
- ✓ Very professional, helpful and timely

Not Recommended

- ✓ Certain members of the reception staff can be very naughty and it is practicky impossible to get an apointment

Passive

- ✓ Not my usual doctor not very friendly made me feel awkward