

FFT Monthly Summary: February 2023



Worden Medical Centre
Code: P81057

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
42	7	0	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: 122

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	42	7	0	1	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	42	7	0	1	0	0	50
Total (%)	84%	14%	0%	2%	0%	0%	100%

Summary Scores

98%

2%

0%

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: 98%

Percentile Rank: 90TH

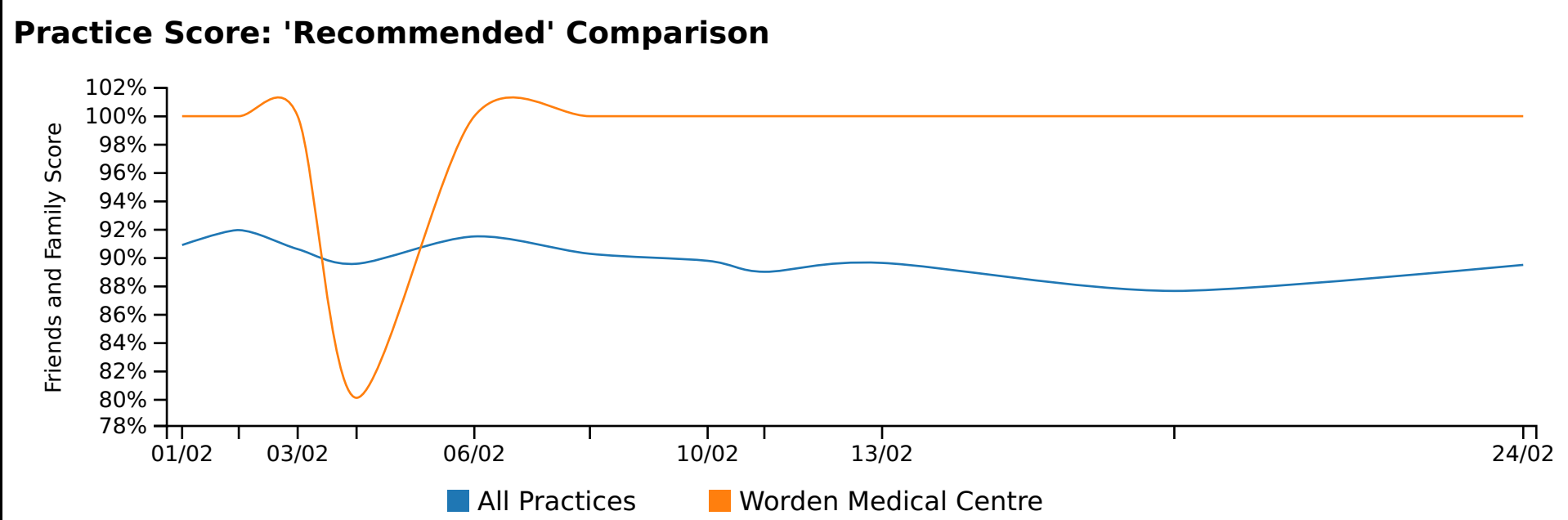
0%50%100%

0% ScoreHigh Score

LowerMid

98%

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 90th percentile means your practice scored above 90% 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	86%	90%	92%
Worden Medical Centre	100%	96%	100%

Gender

All Practices

91%

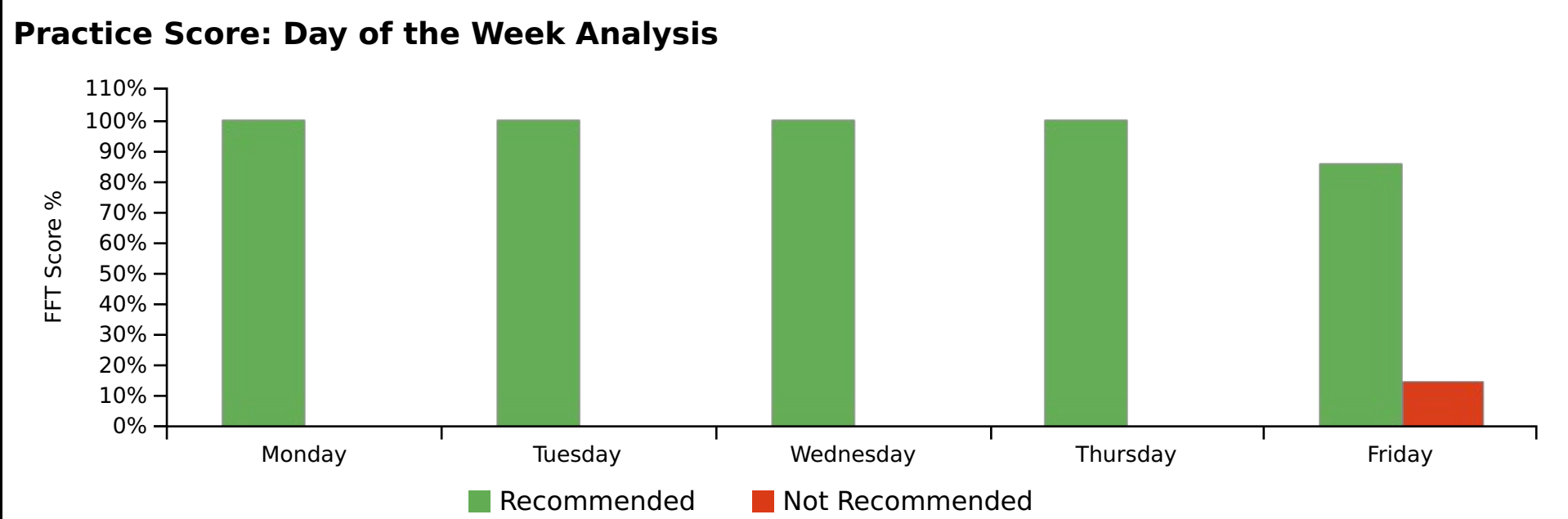
90%

Worden Medical Centre

95%

100%

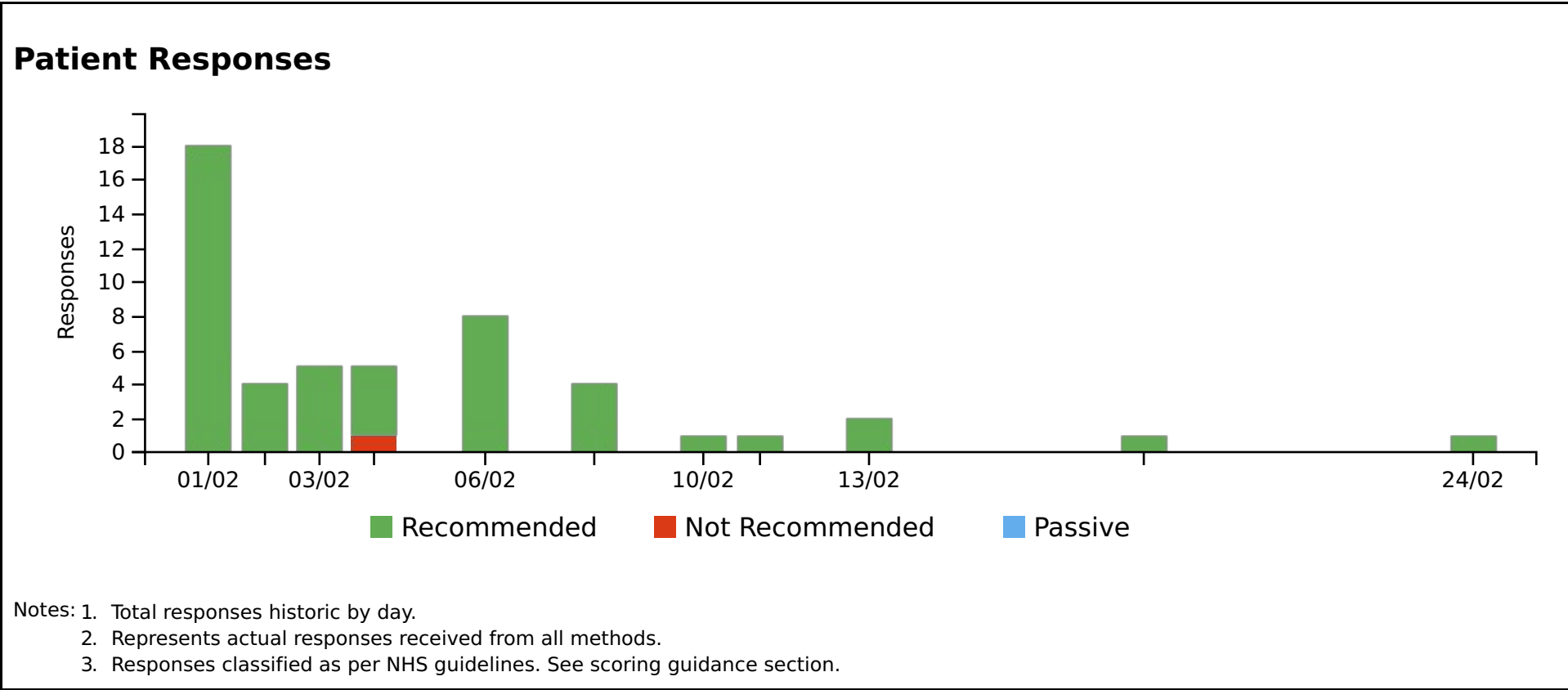
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.



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

Tag Cloud

Reception Experience 9
Arrangement of Appointment 8
Reference to Clinician 14

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.

Word cloud containing terms like: friendly, good, polite, efficient, lovely, waiting, quick, caring, nice, thorough, long, happy, tidy, beautiful, seamless, clean, professional, minimum, last, easily, prompt, warm, dead, interested, clear, just, appropriate, usual, however, great, concise, phoning, efficiently, straight, always, extremely, knowledgeable, excellent, straightforward, really, getting, happy, tidy, beautiful, seamless, clean, professional, minimum, last, easily, prompt, warm, dead, interested, clear, just, appropriate, usual, however, great, concise, phoning, efficiently, straight, always, extremely, knowledgeable, excellent, straightforward, really, getting

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

- ✓ Got an appointment quickly and the Dr was lovely
- ✓ Minimum waiting and efficient service.
- ✓ I have always had such good care and attention from Worden Medical Centre and all the staff. I have heard people complain about poor attention and service from other practices in Leyland but I would always recommend Worden.
- ✓ The service is great once you get an appointment. Phoning in the morning is stressful and took me 45 minutes to get through but luckily I managed to get an appointment
- ✓ The receptionist was extremely helpful and sorted out an issue with care and compassion
- ✓ Appointment on time only waited 2-3 minutes in waiting area nice warm conditions staff very friendly as usual no issues at all
- ✓ Reception dealt with a query I had very efficiently and I would have given a 1. However, I had to wait 15 minutes after my appointment time before I was called in.
- ✓ Friendly staff, appt on time and my test was conducted quickly and painlessly
- ✓ Booking the appt this morning was seamless and Dr Kilgour took time to really consider all of Mia's symptoms and decided against awaiting a swab sample and prescribed medication to commence immediately in light of the current outbreak. A first class service. Thank you
- ✓ The staff are helpful and friendly and easy to speak to.
- ✓ Swift efficient service
- ✓ Good, friendly service
- ✓ All staff polite, helpful
- ✓ Rang on time specified very helpful and informative
- ✓ Very efficient. Straight in, and out BEFORE my appt time.
- ✓ Straightforward booking telephone appointment. Doctor called at time booked. Consultation not rushed.
- ✓ Got a face to face appointment with no trouble at all, felt like I was really being looked after
- ✓ Because I thought it was appropriate.
- ✓ Nice and friendly don't have to wait for long time get most things done in one place
- ✓ Doctor was very thorough and friendly
- ✓ The doctor was lovely, she was very professional but at the same time put me at ease, she listened and was very helpful in her advice.
- ✓ Front desk helpful and polite and nurse nice and polite
- ✓ Not a long wait, polite and knowledgeable staff, very clean and tidy throughout site. Could just do with a larger carpark but you have no room for one
- ✓ Because that is what I think
- ✓ Dr answered my questions & put my mind at ease
- ✓ Appointment call was 10/15 mins late.
- ✓ Because usually they are on time and they listen.
- ✓ Diana was very helpful and thorough and punctual
- ✓ The nurse was patient and caring.
- ✓ Excellent service receptionist last week explained about getting Dr's appt by going on line at 7.30am. She was extremely kind and helpful. Got Dr's appt easily in morning. Dr on time and appeared caring and interested. Blood test sorted and done at Chorley hospital within 1 hour 8 mins. X-rays booked. Very good service. Thank you to all
- ✓ Dr rang dead on time listened intently to how I felt.
- ✓ That was what you wanted to hear on your text you sent me
- ✓ Sarah Connelly is a knowledgeable practitioner in diabetics and gives her advice and recommended treatments in a clear and concise manner but also has a sympathetic way of doing it
- ✗ Always happy with the service at my Dr practice
- ✗ Called for an appointment in the morning and received a go phone appointment in the afternoon. Good understanding of the problem and promptly referred for MRI scan.

Not Recommended

- ✓ The doctor had beautiful eyes

Passive

