

FFT Monthly Summary: November 2022

Darwen Healthcare Centre
Code: P81051

SECTION 1 CQRS Reporting

CQRS Reporting

| | | | | | | | | | | | |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| FFT001 | FFT002 | FFT003 | FFT004 | FFT005 | FFT006 | FFT007 | FFT008 | FFT009 | FFT010 | FFT011 | FFT012 |
| 39 | 7 | 1 | 1 | 2 | 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: 140

Responses: 50

| | Very good | Good | Neither good nor poor | Poor | Very poor | Don't know | Total |
|----------------------|------------|------------|-----------------------|-----------|-----------|------------|-------------|
| SMS - Autopoll | 39 | 7 | 1 | 1 | 2 | 0 | 50 |
| SMS - User Initiated | | | | | | | |
| Tablet/App | | | | | | | |
| Web/E-mail | | | | | | | |
| Manual Upload | | | | | | | |
| Total | 39 | 7 | 1 | 1 | 2 | 0 | 50 |
| Total (%) | 78% | 14% | 2% | 2% | 4% | 0% | 100% |

Summary Scores

 92%  6%  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:

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

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

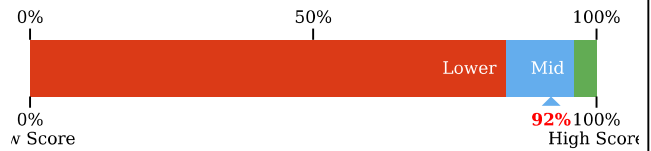
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

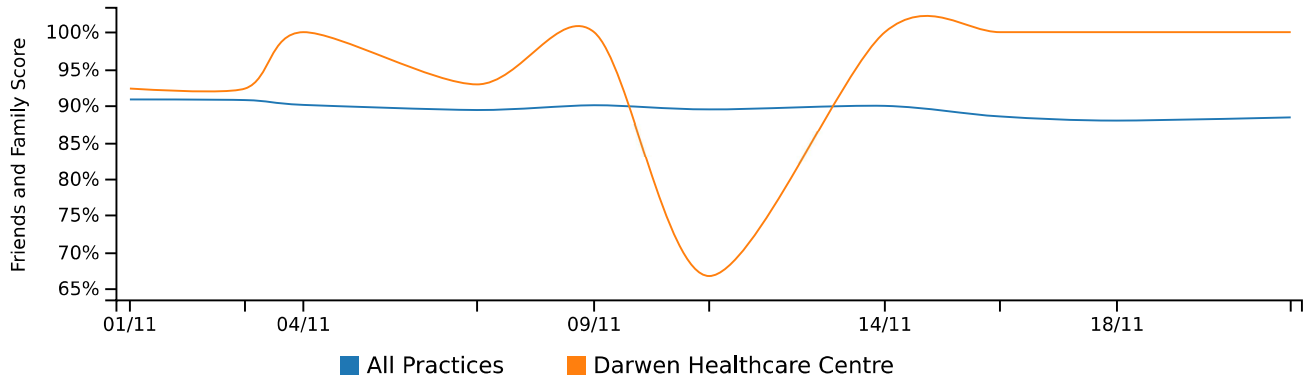
Practice Score: 'Recommended' Rank

Your Score: 92%
Percentile Rank: 60TH



- 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 60th percentile means your practice scored above 60% of all practices.

Practice Score: 'Recommended' Comparison



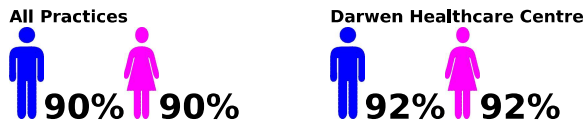
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

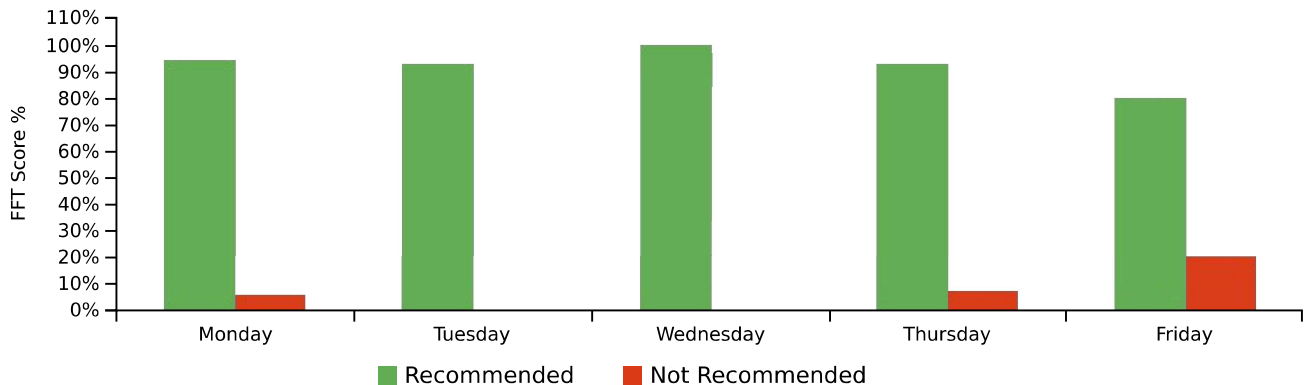
| | < 25 | 25 - 65 | 65+ |
|--------------------------|------|---------|-----|
| All Practices | 82% | 90% | 92% |
| Darwen Healthcare Centre | 100% | 91% | 92% |

Gender



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

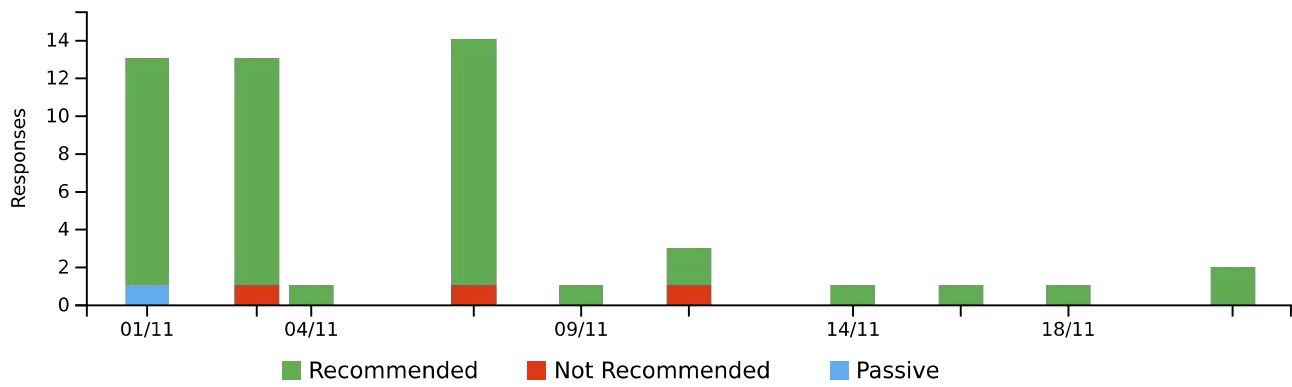
Practice Score: Day of the Week Analysis



- 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.

SECTION 4 Patient Response Analysis

Patient Responses



- Notes: 1. Total responses historic by day.
2. Represents actual responses received from all methods.
3. Responses classified as per NHS guidelines. See scoring guidance section.

SECTION 5

Patient Free Text Comments: Summary

Thematic

| | |
|----------------------------|----|
| Reception Experience | 11 |
| Arrangement of Appointment | 13 |
| Reference to Clinician | 18 |

Tag Cloud



- 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.

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

- ✓ Easy to book appts online & i prefer telephone consultations, also GP was very good & explanatory.
- ✓ I got an appointment on the day
- ✓ All the staff were very friendly and my appointment was on time
- ✓ The Doctor was genuinely interested in helping. I have had a previous Doctor who was of no help and showed no concern about my health issues.
- ✓ Dr Hafez was on time. Be knew why I was there for the appointment. He explains all he is thinking about for my treatment. Plus, reception were very helpful@helpful as well. @ell.
- ✓ Prompt appointment when I explained my symptoms. Seen nearly on time for appt.Bloods requested and taken within 20 mins at the treatment rooms.
- ✓ Reception pleasant and helpful.Waiting area fresh and clean.Electronic display was working. The nurse was at the door to welcome me in. She was very p@ery pleasant, reassuring and spoke clearly. Overall the visit was efficient, professional and pleasant. Well done DHC@e DHC
- ✓ It's deserved.
- ✓ Excellent
- ✓ The doctor explained everything very well & the reception staff were very helpful
- ✓ the doctor i saw told me what the problem could be and then got me a blood test straight away, he was very helpful and kind too.
- ✓ I felt the dr really listen to my concerns and left much happier
- ✓ Appointment was on time. Doctor listened to me, examined me and gave his opinion. What more can you want?
- ✓ Dr Alo is absolutely lovely and same with Jess on reception. Your team is an absolute asset, so friendly and helpful and most of all caring.
- ✓ Because I felt the receptionist listened to my reasons for requesting my appointment and also I feel that Dr Hussein takes time to listen to any concern@ncerns I raise about my health which I find helps my anxiety. @ety.
- ✓ Service and response to my problem was very good indeed
- ✓ Dr Hussain is the best doctor when it comes to the kids, every time he is so helpful, so supportive, made us all feel comfortable and relaxed
- ✓ Rang at 2pm worried about a problem I had and got an appointment the same day at 4:15,I had a fantastic doctor she listened to everything I had to say an@ay and has referred me to a hospital @ital
- ✓ Very professional, no problems
- ✓ Easy check in and on time appointment
- ✓ The nurse was very friendly and informative
- ✓ Fantastic service from my doctor and in on time too
- ✓ Just happy with the how well im being treated
- ✓ Check in on machine at reception easy and quick. Didn't have to wait long to see doctor. Doctor was clear and informative in our discussion of my medical@dical issues and sorted out my prescription regime. Dr Hussein is an excellent doctor.@ctor.
- ✓ The appointment was on time and the staff were very efficient.
- ✓ Brilliantly staff
- ✓ I was very happy with the service I received
- ✓ I always get great service from a friendly team there.
- ✓ Very good service
- ✓ I find my GP practice provides a very good service face to face appointments and always will to help
- ✓ Overall experienceExcellent
- ✓ The doctor was very helpful and apologised for my 40 minute wait

Not Recommended

- ✓ Very friendly staff.
- ✓ Waited an hour then went back to reception to find out what the hold up was to find out I hadn't been booked in on arrival! The nurse I was booked in to @n to see wasn't in, and the nurse I saw didn't have a clue what I was there for! I now need another appointment! Rather frustrating!!!@ng!!!
- ✓ Took me 2 weeks to get through to book an appointment. Once I got through they were great but the booking was horrible

Passive

- ✓ It took two appointments to get what I needed

