

FFT Monthly Summary: January 2023

Darwen Healthcare Centre
Code: P81051

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
34	11	3	1	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: 118

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	34	11	3	1	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	34	11	3	1	1	0	50
Total (%)	68%	22%	6%	2%	2%	0%	100%

Summary Scores

 90%  4%  6%

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:

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

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

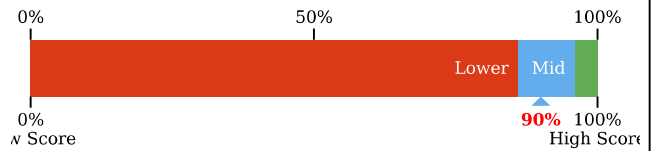
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

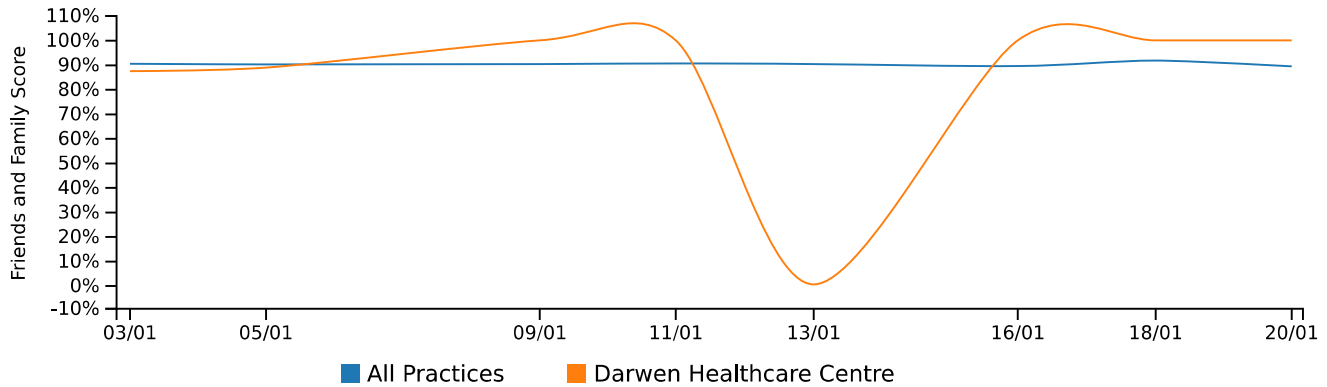
Practice Score: 'Recommended' Rank

Your Score: 90%
Percentile Rank: 45TH



- 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 45th percentile means your practice scored above 45% of all practices.

Practice Score: 'Recommended' Comparison



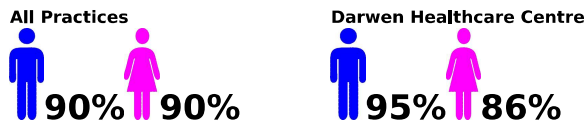
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

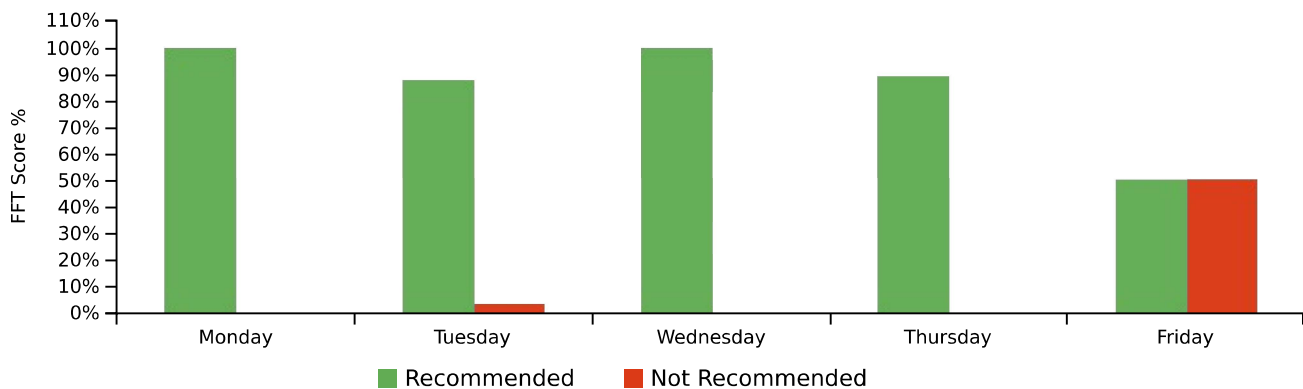
	< 25	25 - 65	65+
All Practices	87%	90%	92%
Darwen Healthcare Centre	100%	88%	95%

Gender



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

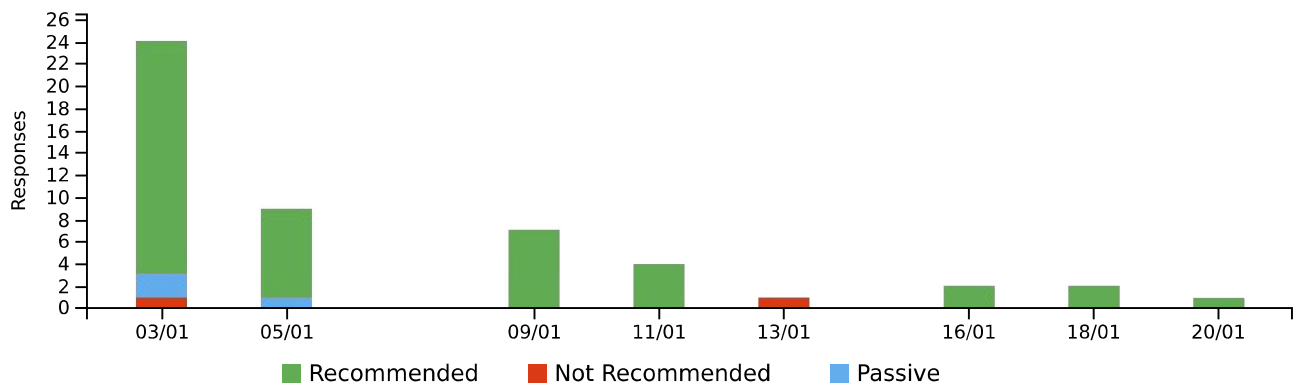
Practice Score: Day of the Week Analysis



- 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



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

- ✓ Dr Alo was very friendly and professional throughout all appointments. Reception staff were helpful in rearranging a wrongly booked apt and my last apt w@apt was booked in well in advance. Thank you @ you
- ✓ On time and quickly and well treated by nurse gulnaz
- ✓ Delay of nearly 50mins for my appointment time
- ✓ The doctor was very thorough and really lovely and personable
- ✓ The Nurse Terri was kind and helpful. Very personable and informative when answering a question. She put me at ease and made me feel valued
- ✓ Doctor that listened and helpful receptionist
- ✓ As always polite and efficient
- ✓ The Practice is very well run and the service is excellent. Everyone is kind and helpful. The number of services offered is exceptional and I can't think@think of anything poor to say, it is just excellent @lent
- ✓ I've been intouch during xmxas and today the doctor was really helpful and Ann Nervell especially thank you both so much x
- ✓ Every one that I spoke to was very nice and helpful, clean and warm,I don't like going to the heath center or hospital, I am not one for that
- ✓ Accurate, prompt & polite answers.
- ✓ Very helpful and friendly
- ✓ Seen very close to my time and from reception to seeing my doctor dealt with in a professional manner..
- ✓ Very polite, attentive staff, clean environment & very efficient appointment with a very polite and well mannered Dr.
- ✓ Promptly and professionally attended to by Terri.
- ✓ Has Gone Down A lot Since It Taken Over. Use To Be Excelent
- ✓ The reception was courteous and polite, directed me to the waiting area and explained any delay. The centre was clean and well presented. The wait was r@was reasonable and the professionalism was exceptional.@onal.
- ✓ excellent service from the hca doing my health check and from the reception staff
- ✓ The doctor was good and thorough although we had to wait a while
- ✓ The nurse was friendly, knowledgeable and took time explaining everything which is priceless at our age.
- ✓ The doctor I saw was helpful, empathetic and friendly.
- ✓ Unfortunately I had to wait 1 hour and 15 minutes to see Dr Alzamani on Thursday morning. I was warned when I checked in at reception. A difficult situat@ituation for the practice....people wanting urgent appointments, hence only good otherwise it would have been very good. Dr Alzamani apologised profusely. My @. My visit was due to the practice requesting I see her to discuss a recent routine blood test. It was a very positive consultation where she advised me. I a@. I am grateful to the practice. Thank you.@ you.
- ✓ A very friendly service
- ✓ Always treated with kindness and respect from Dr Ninan, Elliott, Terri and reception staff.
- ✓ Friendly, supportive, efficient
- ✓ Apart from waiting a bit and not knowing where the room was I'm more than happy with my appt and follow up x
- ✓ Appointment was virtually running to time, staff friendly and professional
- ✓ Because the appointment time was almost kept , which was good , Kerry was very warm , welcoming, and professional , put me at my ease and was polite and @ and understanding , took my bloods and was successful on her first attempt @mpt
- ✓ Very good service by everyone
- ✓ Yes I am hard work when my blood is required. The nuse upstairs struggled to get it out.Took it from the back of my hand.She was very attentive and put@ put me at ease. @ase.
- ✓ Quick response
- ✓ Instant appointment through check on my records and details explained

Not Recommended

- ✓ Sorry pressed 5 by mistake, should be very good. Dr Slack was excellent with my mother in law with dementia.
- ✗ A long wait , and doctor didnt seem confident to deal with my problem

Passive

- ✓ No baby changing facilities. 15 minutes late appt.
- ✓ There was a young lady in the pharmacy with blonde hair that was so rude! It was disgusting if I'm honest, she had a big chip on her shoulder, not profes@rofessional at all!@ all!

✓Arranging the appt - Excellent Actual appt with GP - Excellent 1 hour 40 min wait for appt - Frustrating