

FFT Monthly Summary: March 2023

Darwen Healthcare Centre
Code: P81051



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
40	8	1	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:	155						
Responses:	50						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	40	8	1	1	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	40	8	1	1	0	0	50
Total (%)	80%	16%	2%	2%	0%	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:

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

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

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

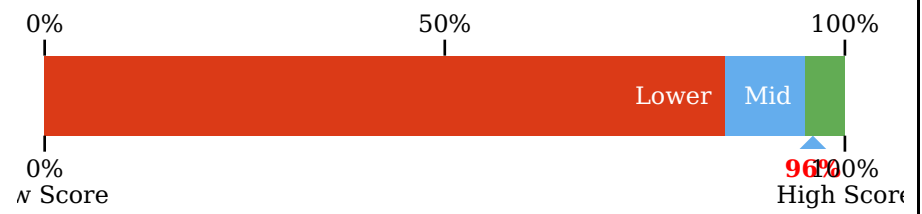
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

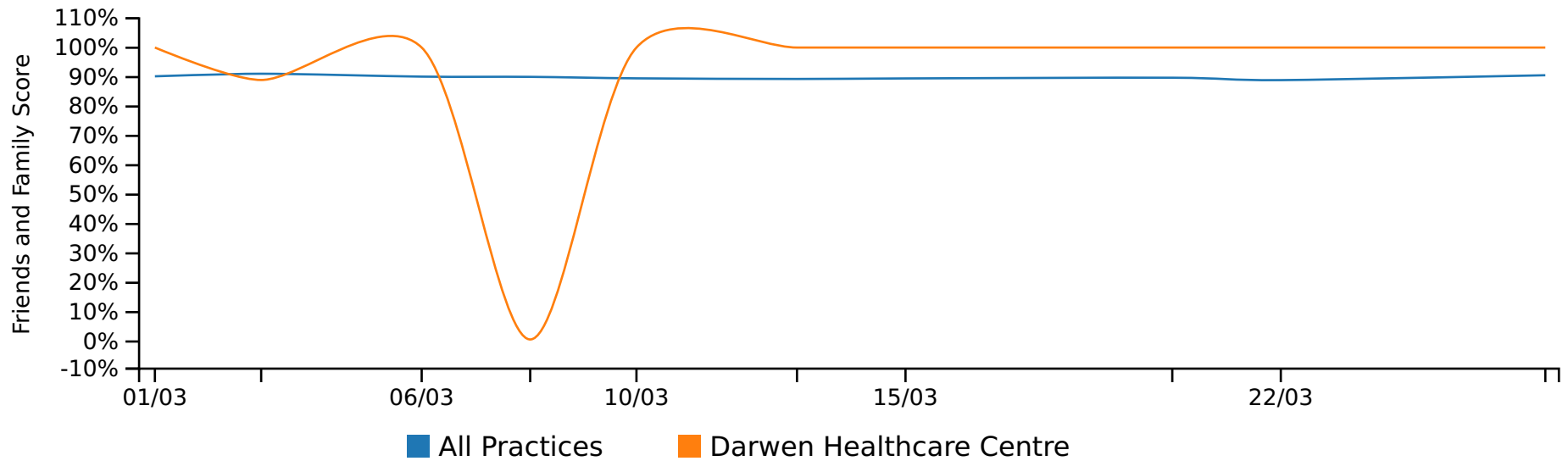
Your Score: 96%

Percentile Rank: 85TH



- 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



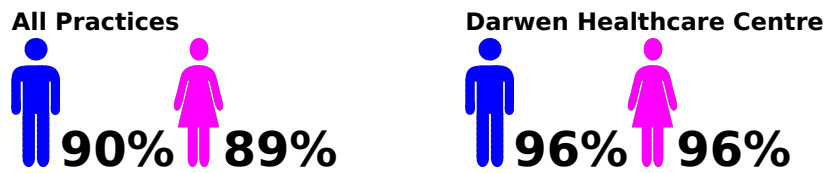
- Notes: 1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

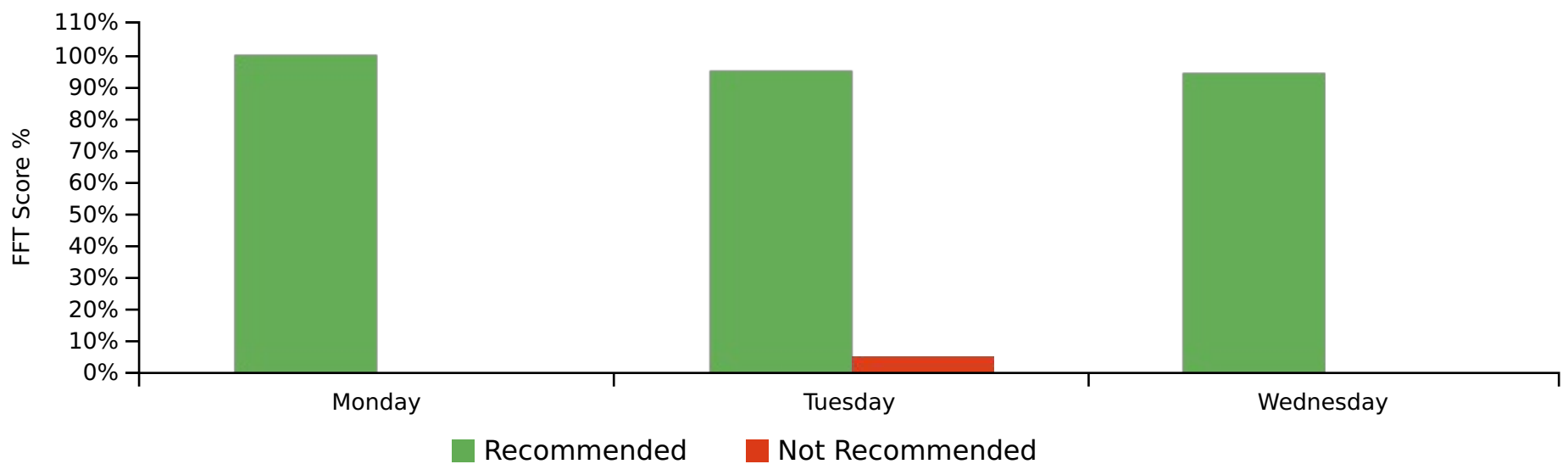
	< 25	25 - 65	65+
All Practices	85%	89%	92%
Darwen Healthcare Centre	100%	97%	93%

Gender



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

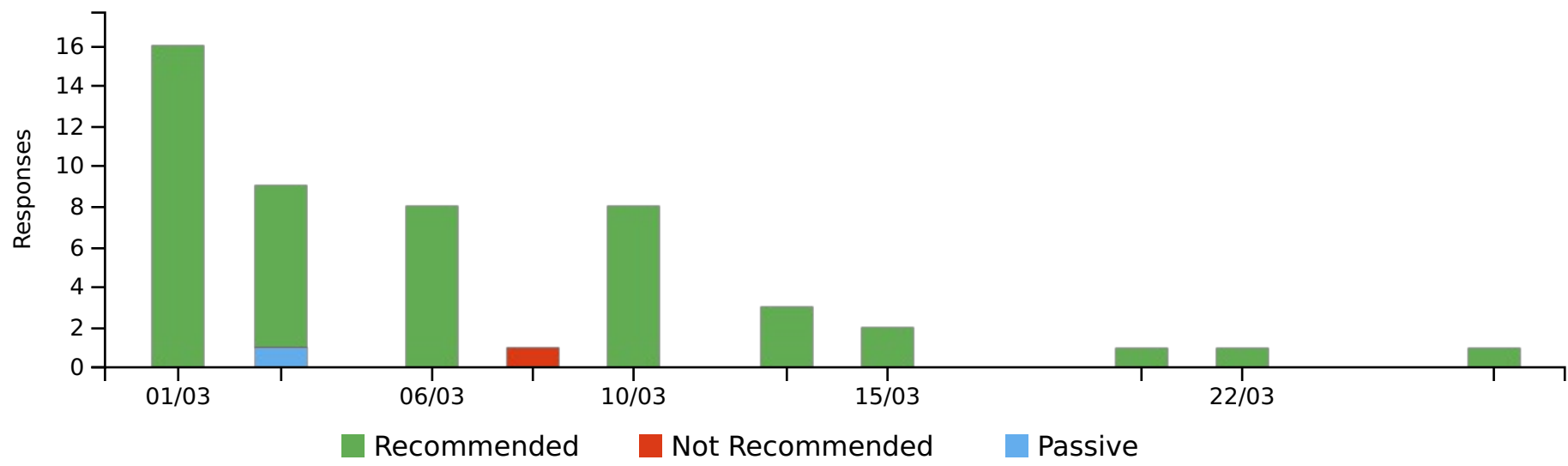
Practice Score: Day of the Week Analysis



- 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	Tag Cloud
Reception Experience 5	
Arrangement of Appointment 5	
Reference to Clinician 19	
<p>Notes:</p> <ol style="list-style-type: none"> 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

- ✓ I have received excellent treatment from all the professionals in the practice. This has been especially true when I came out of hospital with pneumonia@monia and other problems @ems
- ✓ Appointment booked and doctor was great.
- ✓ I was treated kindly and understood everything that was happening by the caring staff
- ✓ Simon is the best and most helpful person I've seen at a doctors surgery. First and foremost is easy to talk to and listens.
- ✓ Dr Ninan is great. DHC runs really well overall.
- ✓ Polite and thorough doctor. Next to no waiting time.
- ✓ Seen very quick, and major op was sorted very quick
- ✓ On time. Health Centre clean. Felt safe.
- ✓ My doctor was very professional, interested in what I had to say and friendly.
- ✓ Dr Davies is great, very thorough. Receptionist that printed of my forms was really pleasant
- ✓ Impressed by attention and care received from nurse Elliott and 3 doctors I have since seen drs Zeidan ,Ferrera,and Davies
- ✓ Excellent Doctor, appointment same day
- ✓ The nurse was nice and friendly.
- ✓ Very good
- ✓ I did
- ✓ Good receptionists, appointment on time, practitioner was friendly and very helpful thank you
- ✓ I was happy with the advice given from the doctor.
- ✓ Excellent service by the GP . Very thorough and understanding
- ✓ Prompt
- ✓ I am in A and E right now because of the attention given to me this morning
- ✓ The doctor was on time! I had good news every thing ok why shouldn't I be happy
- ✓ I was able to see my own GP. Also the reception staff are helpful..The nurses I have seen are also very helpful and I was listened too.....
- ✓ The nurse was very helpful, kind & understanding.
- ✓ Darwen Healthcare Centre are a very efficient, professional and friendly practice. The staff go over and above to help deal with your request.
- ✓ Seen on time and the Dr was informative about the condition I went to see him about
- ✓ Prompt doctor cared.
- ✓ Because the doctor was able to provide answers.
- ✓ The appointment was late but the doctor was thorough and supportive. Felt very comfortable and listened to. Options and encouragement offered.
- ✓ I would have scored 'very good' but will have to wait and see if the treatment works.

Not Recommended

- ✓ People were very helpfull

Passive

- ✗ I just felt like I was rushed through a bit quickly without a proper examination, I had a quite serious chest infection that had gone on to my lungs, a@g, and I don't think the doctor read up on my notes before I attended the appointment, and also think she didn't give me enough medication, she only gave me @e me 5 days worth of antibiotics and steroids and the way I'm feeling it looks like I will be making another appointment on Monday because it doesn't seem to @n to be doing anything at all, she was nice and polite, she did give me extra inhalers because I went through mine so quickly, @kly,