

FFT Monthly Summary: April 2022

Darwen Healthcare Centre
Code: P81051



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
40	7	2	1	1	0	0	0	0	51	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:	120						
Responses:	51						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	39	7	2	1	1	0	50
SMS - User Initiated	1	0	0	0	0	0	1
Tablet/App							
Web/E-mail							
Manual Upload							
Total	40	7	2	1	1	0	51
Total (%)	78%	14%	4%	2%	2%	0%	100%

Summary Scores

92% 4% 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:

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

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

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

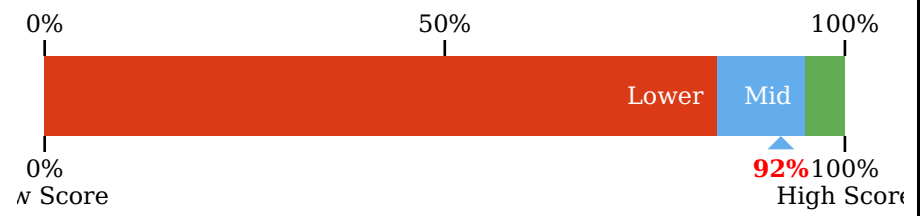
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

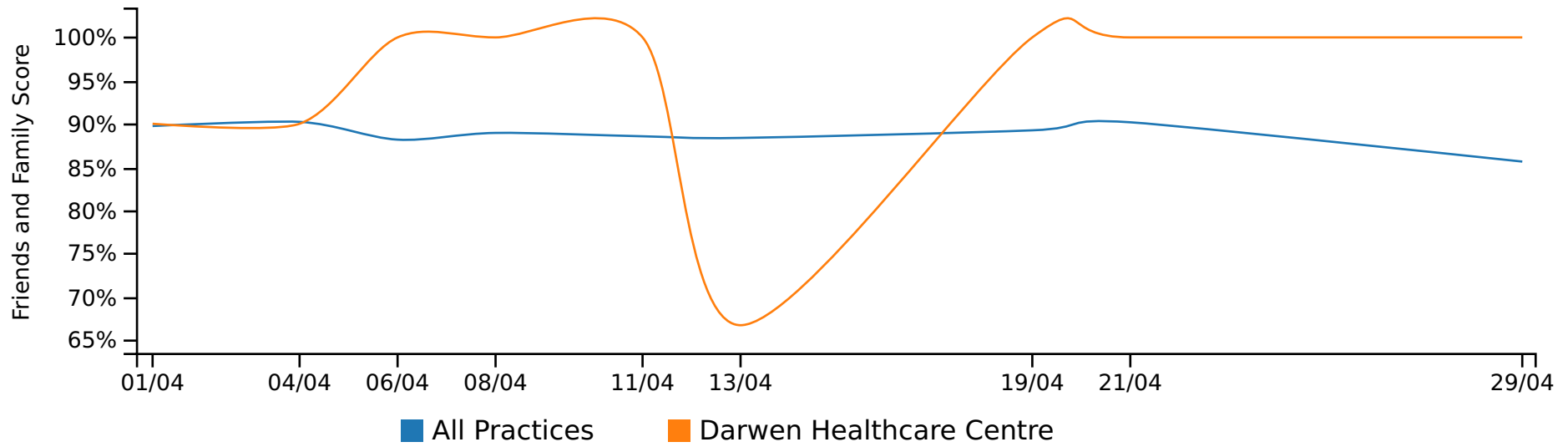
Your Score: 92%

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



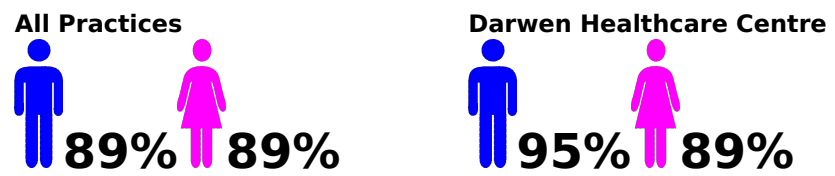
- Notes: 1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

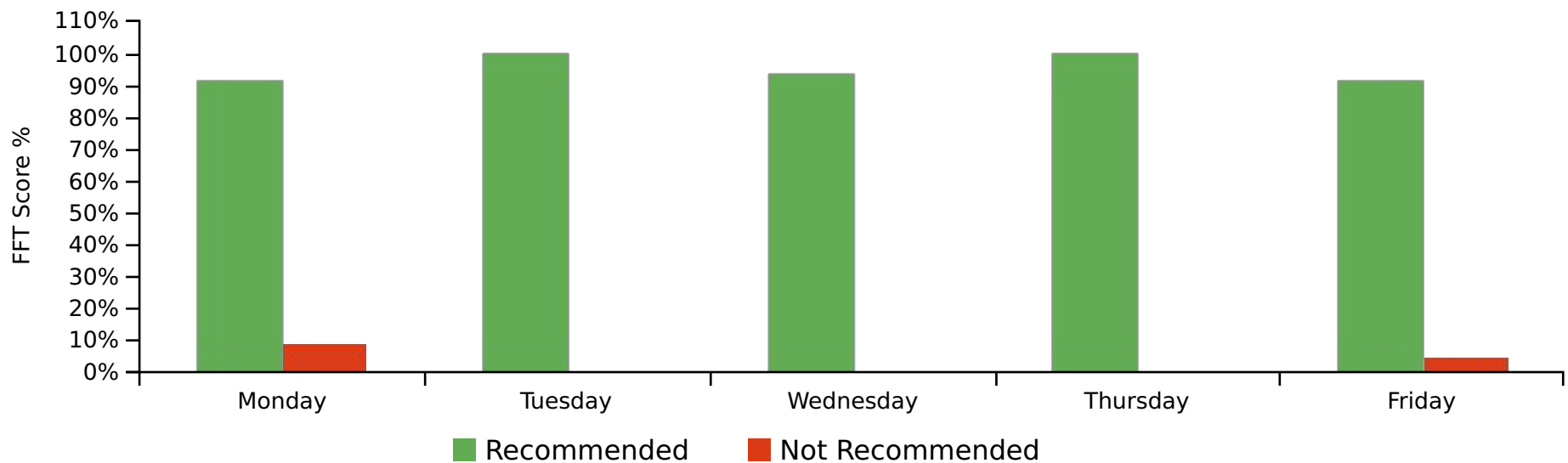
	< 25	25 - 65	65+
All Practices	83%	89%	91%
Darwen Healthcare Centre	100%	87%	100%

Gender



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

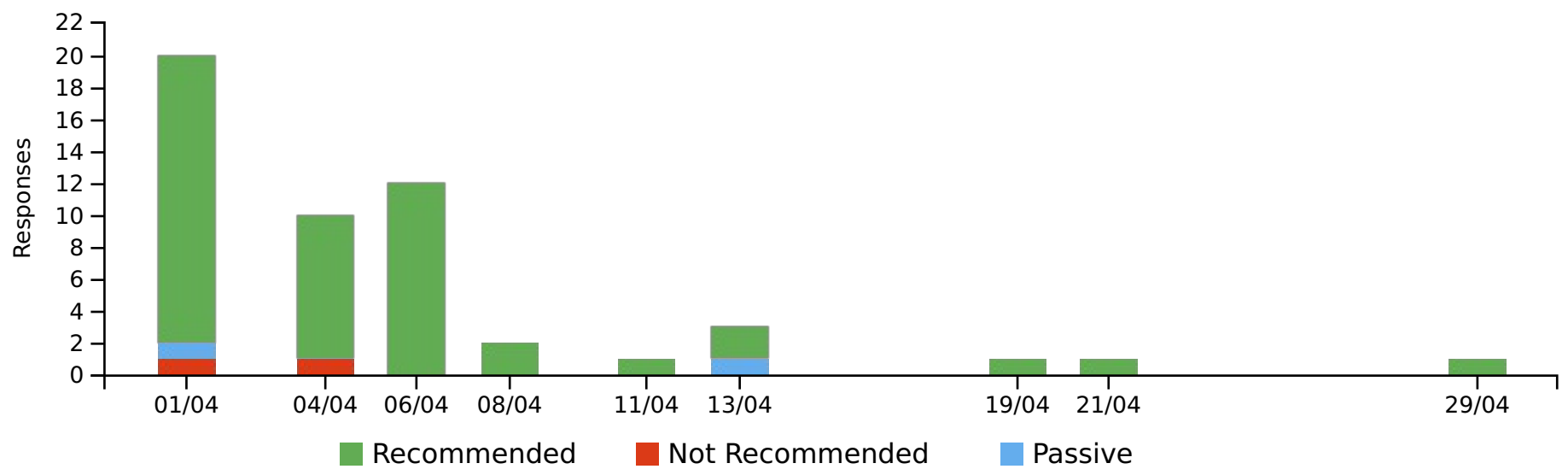
Practice Score: Day of the Week Analysis



- 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.

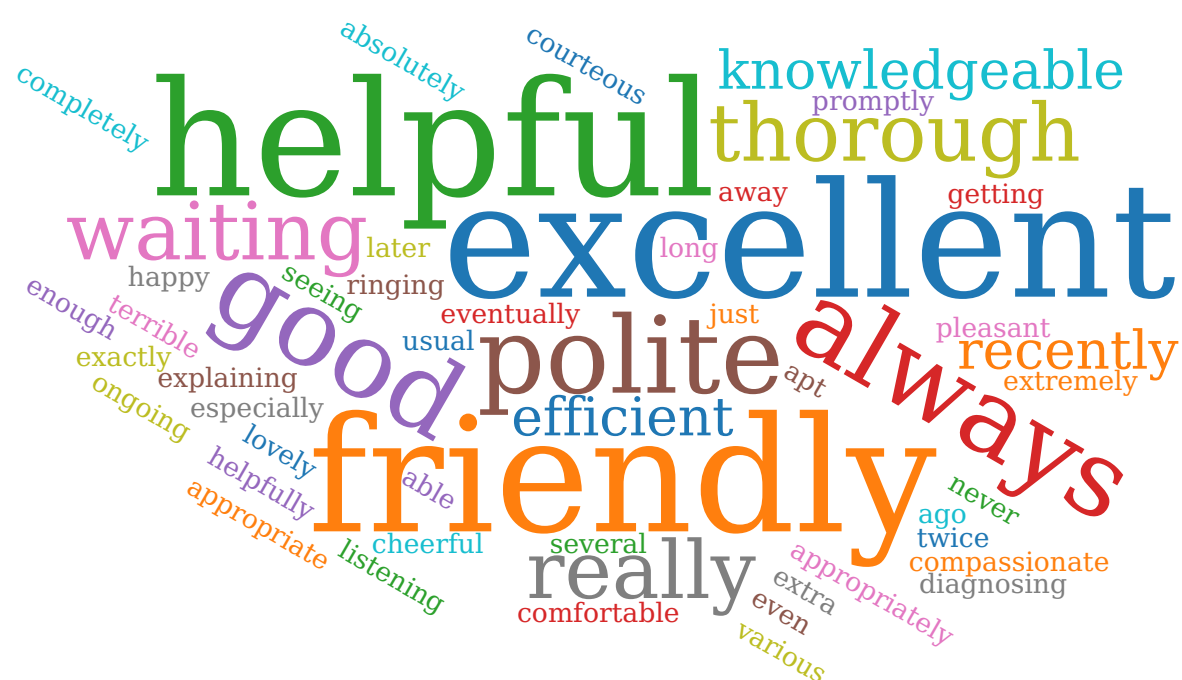
SECTION 5 Patient Free Text Comments: Summary

Thematic	Tag Cloud
Reception Experience	10
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 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

- ✓ Booked for 9am as first appointment of the day but at 9.15 everyone was waiting, there was a problem logging into the computer systems and several @eral staff were having a conversation about how some rooms has not been booked. Once I eventually got into the appointment the clinician was excellent w@ent with no issues.@sues.
- ✓ Dealt with promptly by Nurse . Excellent customer care and made to feel at ease. Conversation with reception who dealt with my request and left the surg@ surgery very satisfied. Thank you. @you.
- ✓ Friendly and very knowledgeable nurse as always
- ✓ He was brl
- ✓ Appointment within 21/2 hours from ringing and the Paramedic examinmined my wife and I (same complaint) gave us both the medication we re r
- ✓ The nurse was really gud n friendly
- ✓ I saw Dr Oka he was very pleasant and helpful
- ✓ The service was good could not have been improved on especially Dr Oka
- ✓ He was thorough, called later with further advice and listened to what we had to say
- ✓ The staff team are always polite helpful and cheerful
- ✓ Efficient service as usual . Friendly staff.
- ✓ A first class service - no complaints.
- ✓ The service is always good.
- ✓ The reception staff are very helpful and professional. I have been seeing Dr Majjid recently and found him to really efficient a getting to the bottom of@om of my health issue and helpfully explaining the steps, very impressed!@ssed!
- ✓ All staff and doctors are friendly
- ✓ Was very happy with the service the nurse gave an the dr
- ✓ She checked everything and helpful
- ✓ Polite staff member who took the call and made the appointment. Reception staff were polite, smiley and friendly. Seen within 10 minutes of appointment @ment slot. GP was very thorough and took time to discuss concerns and treatment plan for an ongoing problem. Excellent experience all round. @und.
- ✓ Good service .. returned my missed call
- ✓ Very polite, explained everything as he went through
- ✓ Registered with the practice 12 months ago. I have been very impressed with the services I have been involved in. I have had bloods taken twice all my Co@my Covid jabs the flu jab and a phuemonia jab. Can't fault any service and the staff. @aff.
- ✓ Because I did not feel rushed or patronised and was supported to make an appropriate decision for me. Listening skills and advice were excellent. Thank you.
- ✓ I was seen to right away no waiting time
- ✓ Detailed questions and good follow up
- ✓ Excellent treatment from Terri livesey ,assistant practitioner ,very knowledgeable and was able to facilitate a f2f apt for me , this ensured I was refer@referred appropriately to dermatologist.@gist.
- ✓ The staff are always very helpful and professional and go the extra mile
- ✓ Appt was on time. Elliot explained exactly what procedures would be and why. Follow up phone call was detailed and advice offered to improve the poorer@oorer scores.A completely professional and courteous service provided.@ided.
- ✓ Very friendly staff
- ✓ Compassionate and thorough consultant with Zoe never feel rushed and made comfortable enough to questions
- ✓ Excellent service and absolutely lovely Doctor, so very kind and thorough
- ✓ I was extremely satisfied with my appointment with Dr Zidan and would rate it 10/10.
- ✗ Because even though I had a long wait to see the doctor I felt like she was really helpful in diagnosing my condition and arranged various tests

Not Recommended

- ✓ Telephone waiting times are terrible
- ✗ I have just text an explanation why. I had a telephone appointment with ELiott Your practice nurse today at 9 40 but he did not ring me.

Passive

- ✓ Because of some issues I've had recently

