FFT Monthly Summary: May 2022

Darwen Healthcare Centre
Code: P81051

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
32	13	2	1	1	0	0	0	0	49	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: **115**

Responses: **49**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	32	13	2	1	1	0	**49**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**32**	**13**	**2**	**1**	**1**	**0**	**49**
Total (%)	*65%*	*27%*	*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:

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

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

For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:
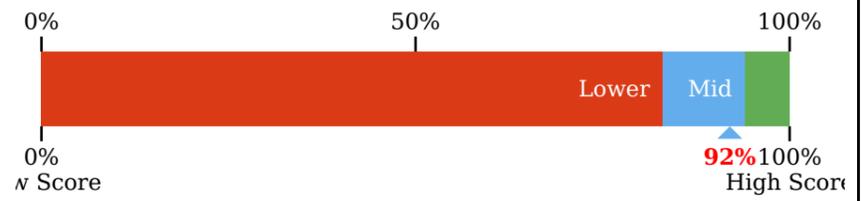
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: **92%**

Percentile Rank: **65TH**

0%	50%	100%

Lower | Mid

92% 100%
ℕ Score
High Score

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 65th percentile means your practice scored above 65% of all practices.

Practice Score: 'Recommended' Comparison

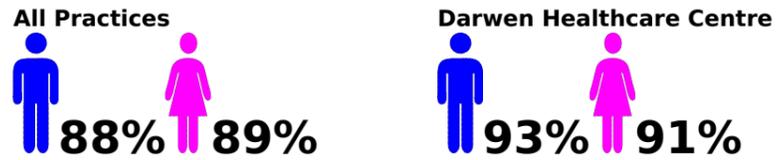■ All Practices ■ Darwen Healthcare Centre
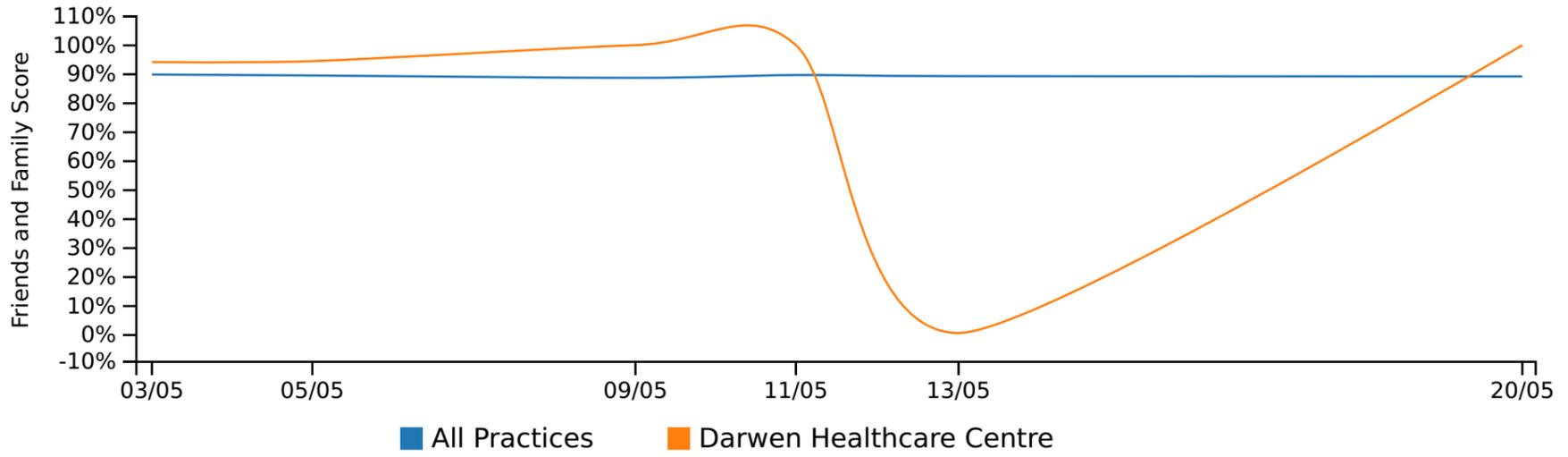
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

## Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	84%	88%	91%
Darwen Healthcare Centre	0%	94%	86%

Gender

All Practices

88% 89%

Darwen Healthcare Centre

93% 91%

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

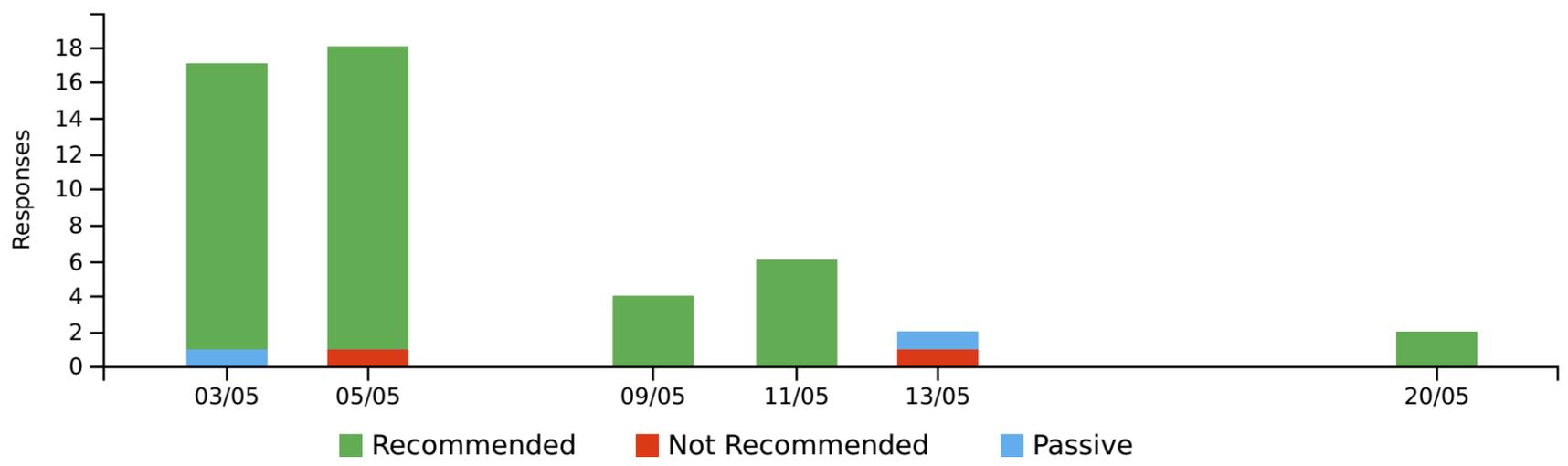## Practice Score: Day of the Week Analysis

■ Recommended ■ Not Recommended
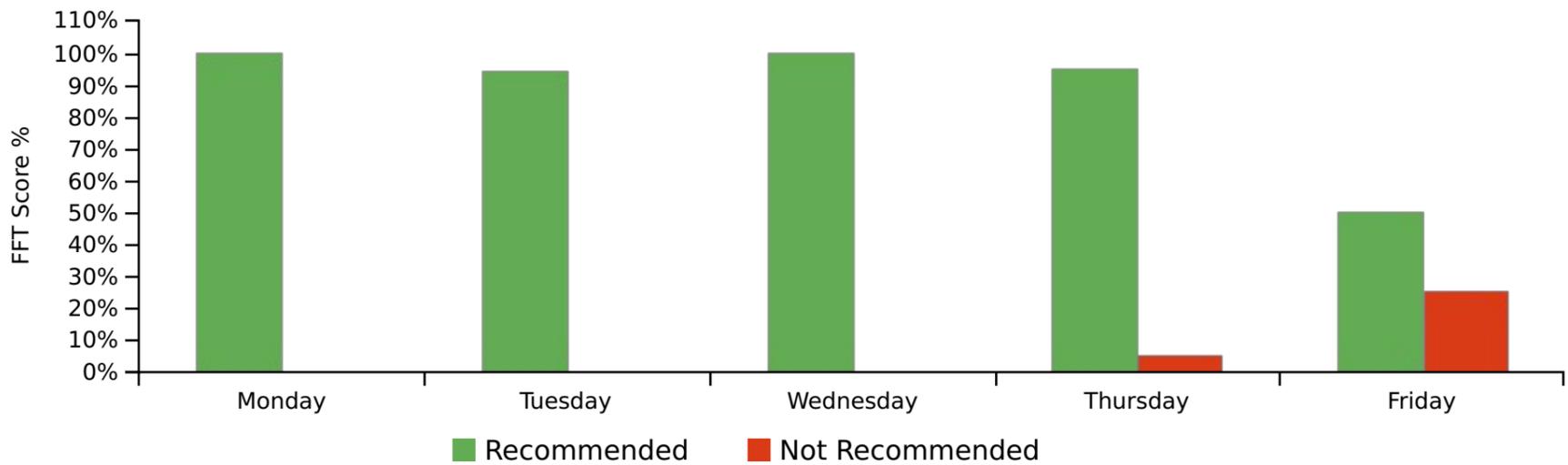
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

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   3
Arrangement of Appointment   8
Reference to Clinician   13

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.

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 was seen too straight so didn't wait for long

✓ *The receptionist was pleasant and welcoming. Dr Slack was thorough, had a lovely relaxed but professional manner, and listened to everything I had to say@o say and explained everything to me simply and clearly. @rly.*

✓ Cos I got good service from my doctor which I was pleased to talk face to face thank you

✓ *I was treated with respect and understanding*

✓ The person who I dealt with was polite knowledgeable and took time to explain everything

✓ *They are very good for assistance and service*

✓ Because you asked me

✓ *Conscience appointment, fast professionally and informative.*

✓ Always prompt and efficient service. Helpful and friendly staff

✓ *Friendly service and very helpful*

✓ I had not seen my GP for 2 years so it was good to have a face to face chat regarding my health issue.

✓ *Punctual,well mannered, and informative.*

✓ Appointment was late

✓ *Because they are good and the doctor explains very good the thinks I don't understand*

✓ Friendly helpful reception staff and a doctor who took the time to listen to me.

✓ *Called in on time for appointment and spoken to in a way I understand*

✓ Doctor listened carefully to my problems. She made me feel comfortable when I was talking about private issues when I was upset. She explained all my op@my options to me and sent the information to my phone via text. @ext.

✓ *The doctor listened to me and was helpful*

✓ I was pleased ,with my appointment with the nurse today ,and my new doctor.

✓ *Had to wait over half an hour after appointment time. Every thing else was a 1*

✓ Answered quickly and with compassion. Doctor was aware of my notes and was empathetic friendly and understanding.

✓ *Because the call was a review and the person took note and was pleasant*

✓ They are very thorough and polite

✓ *The nurse answered all my questions asked me all the relevant questions.*

✗ The appointment was changed from face- face to telephone and the call was within 15 min of appointment time. Dr listened and was helpful

✗ *I got a message to do the survey???*

✗ He was very clear about it all .

✗ *Poor telephone line*

✗ My doctor told me all about my results in understandable english so I knew what was going on

Not Recommended