

# FFT Monthly Summary: June 2022

Darwen Healthcare Centre  
Code: P81051



## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
44	5	0	0	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>	<b>153</b>						
<b>Responses:</b>	<b>50</b>						
	<b>Very good</b>	<b>Good</b>	<b>Neither good nor poor</b>	<b>Poor</b>	<b>Very poor</b>	<b>Don't know</b>	<b>Total</b>
SMS - Autopoll	44	5	0	0	1	0	<b>50</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>44</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>50</b>
<b>Total (%)</b>	<b>88%</b>	<b>10%</b>	<b>0%</b>	<b>0%</b>	<b>2%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

98% 2% 0%

## 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:

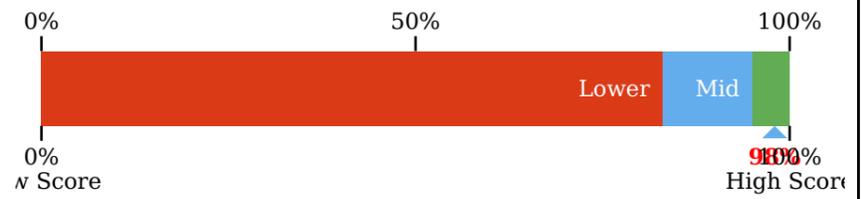
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

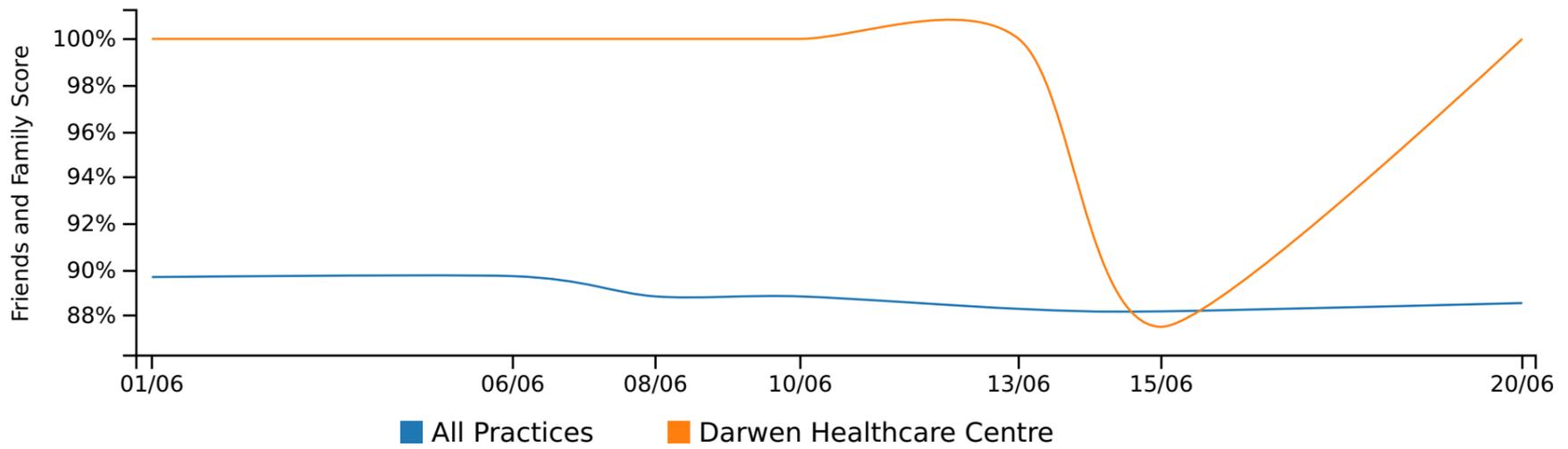
**Your Score: 98%**

**Percentile Rank: 90<sup>TH</sup>**



- 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 90th percentile means your practice scored above 90% of all practices.

### Practice Score: 'Recommended' Comparison



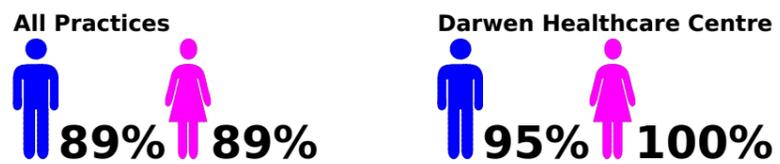
- Notes: 1. Practice score comparison of 'recommended' scores only.  
 2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

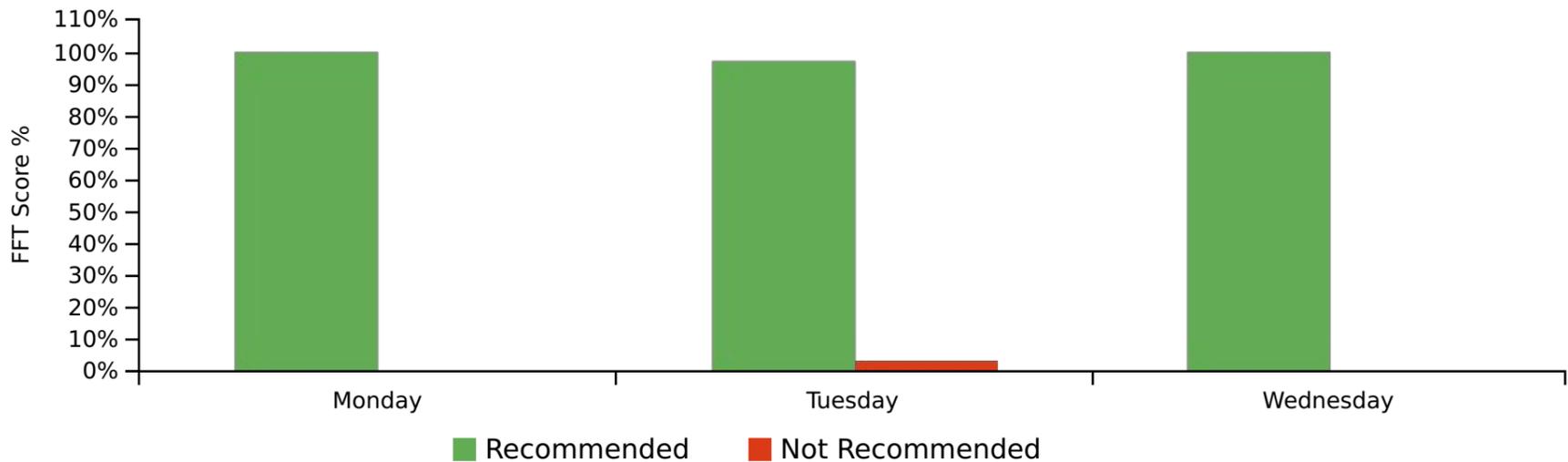
	< 25	25 - 65	65+
All Practices	84%	88%	91%
Darwen Healthcare Centre	100%	97%	100%

#### Gender



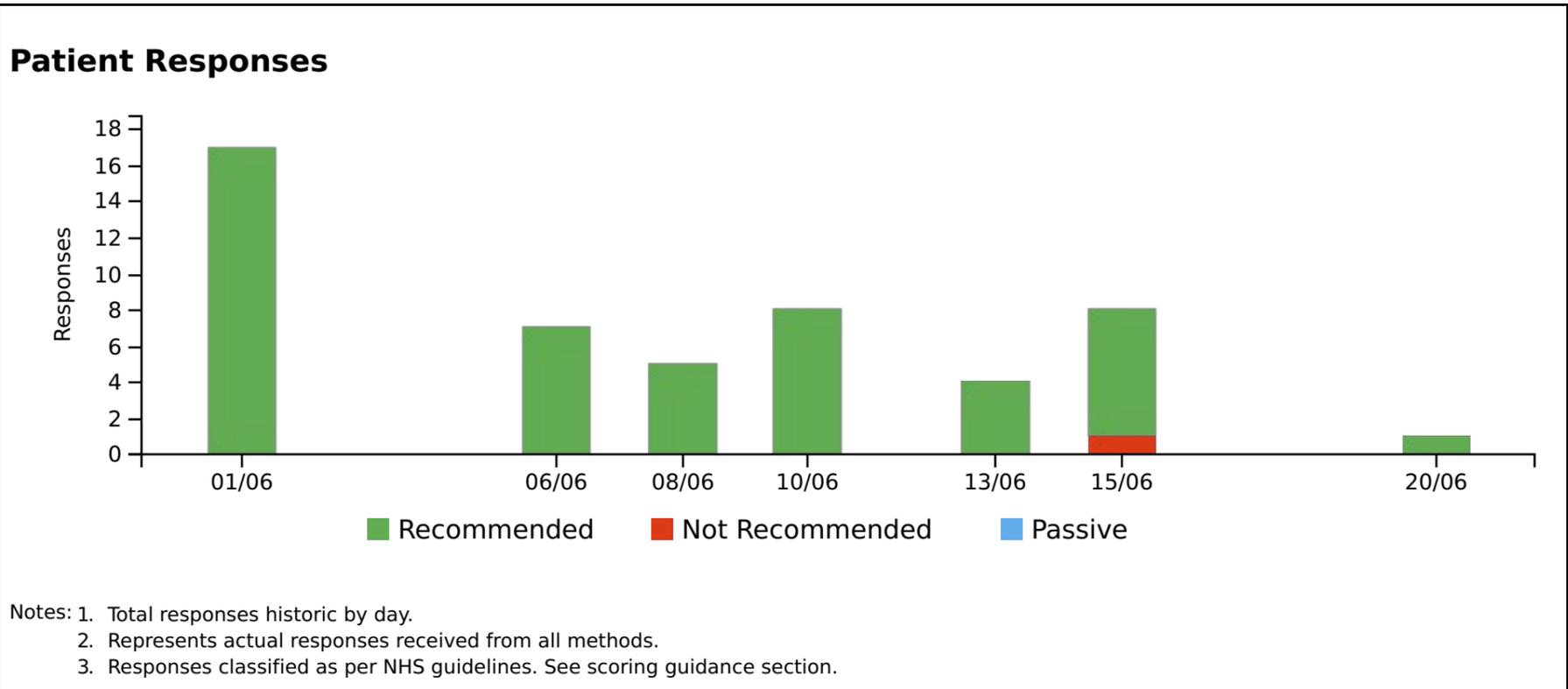
- Notes: 1. Scores for current reporting month.  
 2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: Day of the Week Analysis



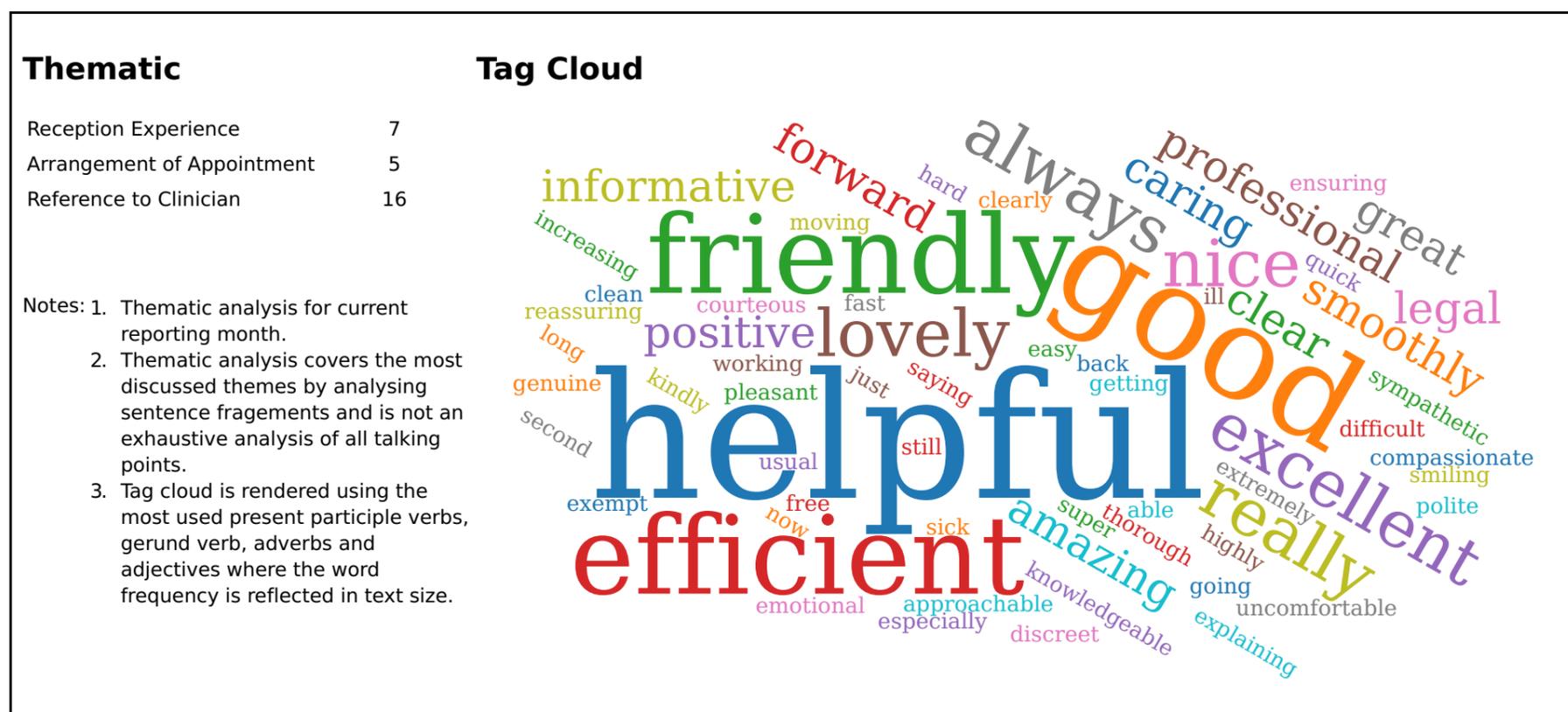
- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.  
 2. Score calculated as per NHS requirements. See scoring guidance section.

## SECTION 4 Patient Response Analysis



## 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

- ✓The service is good there
- ✓The appointment was on time, the nurse very helpful and friendly. Timescales for getting results back are good.
- ✓VERYGOOD IS WHAT IT WAS
- ✓I have received an excellent service whilst being off work sick. GP amazing and receptionists lovely, sympathetic and caring
- ✓The nurse that I saw was very thorough, knowledgeable and helpful
- ✓Everything went very smoothly, just as I would wish
- ✓Efficient, on time, courteous, clear directions,
- ✓It was very fast and efficient service, and very helpful
- ✓Excellent service
- ✓Receptionist doctor and everyone I dealt with, i found to be friendly, kind, approachable and compassionate. All communicated clearly
- ✓Im feel good what you do for me
- ✓Good service x
- ✓very pleasant nurse explained everything she did and listened to what I was saying
- ✓Reception staff friendly and Doctor very nice and helpful and hard working.
- ✓I had a phone call - the Dr/Clinician was very helpful - I got over emotional and he was extremely reassuring and kind. He then video called me and was @ was able to sort a plan out going forward. He made it a very positive experience - Mr Faizz Majjid a lovely man with a genuine caring nature @ture
- ✓The doctor was amazing
- ✓Staff always helpful and GP is so easy to talk to
- ✓I called in because I needed to be assured that my chest was clear of infection after treatment I had received. I called in 09.40 and by 11.30 I was given@given that assurance. I understand the pressure my doctors practice is under and will always defend that practice.@tice.
- ✓Very pleased with attention given to me
- ✓I am difficult to get blood from & Terri as usual managed to achieve this in a highly professional manner whilst ensuring I wasn't uncomfortable or in pain.
- ✓Very good
- ✓Was asked to wear a mask by Dr Malik, I kindly said no thank you and he questioned my decision. After spending 1-2 years explaining I am exempt and don't@don't need a mask, when it was legal too, now having to explain myself when it is not legal too really frustrated me. The reason I visited the practice is be@is because my asthma has flared up, increasing my reasoning not to wear a mask. I was still seen by the Dr and had a referral for x-ray. @ray.
- ✓Because I have always had excellent care especially when my wife was very ill
- ✓Very professional, very discreet & efficient. A credit to the NHS
- ✓Really helpful and great advice
- ✓Thanks
- ✓Lovely friendly staff. Very helpful and were great with my son who he came in for his second round of jabs. He was smiling at them the wh wh
- ✓the staff & dr wer all polite & professional. \*& the place was clean.
- ✓The nurse made me feel relaxed, she was very informative . Very nice lady
- ✓Efficient and effect care
- ✓Has taken a long time to get appointment for 24 hr ECG. Appointments at Darwen went smoothly though.
- ✓Everything. Super nice reception staff, appointment on time, positive and really informative doctor and to cap it all - free parking. 10/10
- ✓Quick appointment, efficient & friendly
- ✗The appointment I have had today was very good as they listened to what I said and gave advice moving forward
- ✗No reason

#### Not Recommended

#### Passive