FFT Monthly Summary: July 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	_	0	1	1	^	0	^	0	F0	^	0
4/	h	()			()	()	()	()	50	()	()

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: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	42	6	0	1	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	42	6	0	1	1	0	50
Total (%)	84%	12%	0%	2%	2%	0%	100%

Summary Scores

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:

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

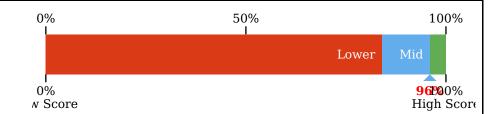
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 **Practice Scoring**

Practice Score: 'Recommended' Rank

Your Score: 96% **Percentile Rank:**

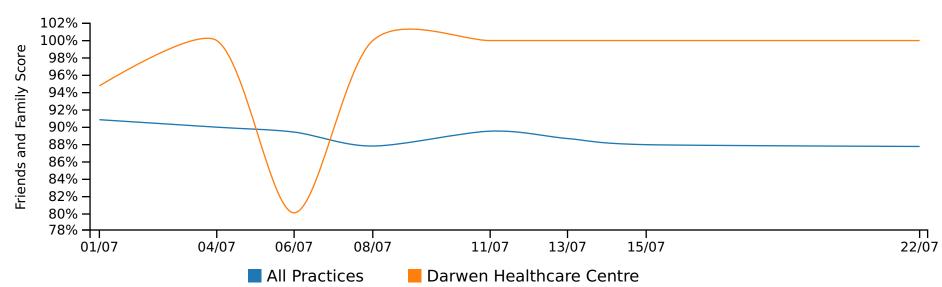


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

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- 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 80th percentile means your practice scored above 80% 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%	96%	95%

Gender

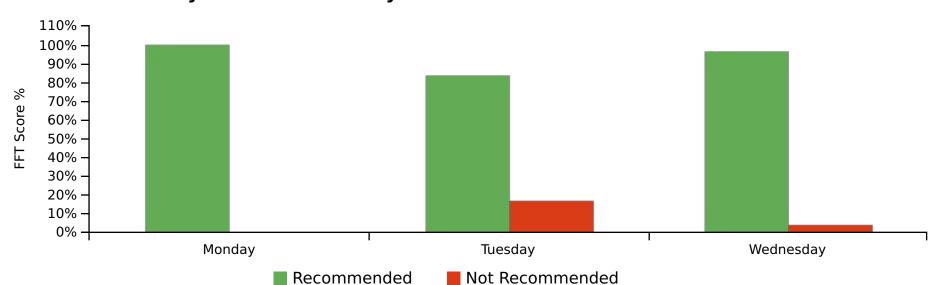




Notes: 1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

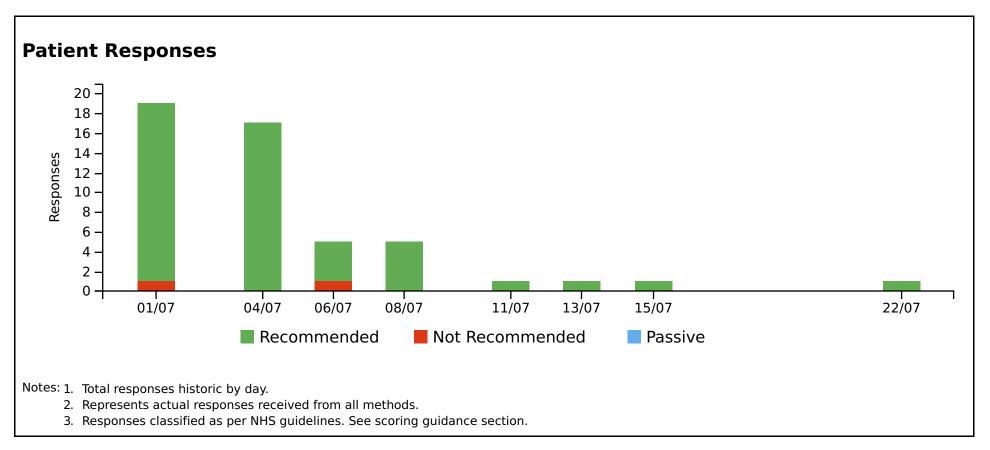
Practice Score: Day of the Week Analysis



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 Free Text Comments: Summary

Thematic Tag Cloud **Reception Experience** Arrangement of Appointment 5 Reference to Clinician 14 pleasant Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most discussed themes by analysing uncomfortable absolutely 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

- ✓ Easy to book and cancel on the app and nurse Zoe mcglynn was very friendly and professional
- ✓ The GP this morning was very thorough Seen straight away
- ✓ Satisfied with service given
- ✓ Dr Ninan excellent and reception staff always friendly and helpful.
- ✓ Because I feel that both the nurse and the Dr genuinely have my best interests at heart and were open to talking about alternative treatments.
- ✓ Was very happy with my consultation
- ✓ So friendly helpful and polite x
- ✓ Got appointment at short notice got seen on time and doctor was lovely
- \checkmark Have always found DHC courteous and friendly. Receptionists are efficient. Excellent!
- ✓ My choice....
- ✓Appt on time.very good service
- ✓ Because you asked me!
- ✓I have in the past seen Doctors who haven't known my history when I have arrived. I have also been sent from the receptionist to the treatment room even@ even though they dont do walk ins. @ins.
- ✓ Today i had a smear test of which was my first in far too many years. Mrs Zoe McGlynn was absolutely wonderful at putting my mind at ease. I found the te@he testing a little uncomfortable but Zoe explained everything to me as to why that was and gave me options to make the next time more comfortable. Zoe McGlyn@cGlynn was a very professional and caring Practice Nurse who made my visit a much better one than when i first arrived as i was a little nervous as it had be@ad been so long. I hope next time it will be Zoe again, she's a lovely person. 10 out of 10 @f 10
- ✓ As usual great service the practitioner I saw was informative and took time to explain fully. I was actually 8 minutes late for my appointment and they s@hey still made sure I was seen. @een.
- ✓ Low waiting times and efficient
- ✓ Excellent service
- ✓ Very helpful and friendly
- ✓ Cause I washable with the service I received. X
- ✓ I WAS SATISFID
- ✓ Very helpful about my queries for vaccine requirements for visiting my grandson in Vietnam
- ✓ Always first class service
- ✓ Made appointment on the morning seen within 20 mins of appointment time. Doctor very pleasant and understanding. First class service.
- ✓ Phone consultation. On time. Not rushed. Helpful and polite. Answered all my questions clearly.
- ✓ Just answered your question
- ✓ Excellent consultation with Dr A Alzamni she is very understanding and a good listener thank you
- ✓ 1st class service
- √ Very helpful
- ✓ Because it was very good.
- ✓ The receptionists and doctors have always been efficient and tended to my mother's needs. I myself have always been very happy with the service I have received
- ✓ Excellent service from start to finish
- ✓ I was 35 mins later for my appointment but the service given by the GP was excellent
- ✓ The Medical Nurse who took my blood was extremely polite and efficient. I gave this downgraded mark because I believed I was to have a discussion about b@out by previous test results with it being called a face to face meeting.@ting.
- ✓ Appointment was on time felt well listened to and the doctor was really understanding and helpful with any worries or concerns I had
- ✓ It was a help-full meeting with
- ✓ They spoke to me clearly about what they were doing
- √ good service
- X Dr Ninan was very thorough and gave me excellent advice

Not Recommended

✓ I've already spoken to the assistant manager and informed her of where I felt that the practice had failed. However, later the same day I made another
en@er enquiry with the surgery and was told I would receive a call back. I'm still waiting, 24 hours later. @ter.

Passive