FFT Monthly Summary: September 2022

Darwen Healthcare Centre

Code: P81051



SECTION 1 CQRS Reporting

FFT001 FFT002 FFT003 FFT004 FFT005 FFT006 FFT007 FFT008 FFT009 FFT010 FFT011 FFT012	CQRS F	Reportin	g									
30 8 1 1 0 1 0 0 0 50 0 0	FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
	39	8	1	1	0	1	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

SMS - User Initiated	
Very good Good good nor Poor Very poor Don't know poor	
SMS - User Initiated	Total
	50
Tablet/Ann	
tubic(App	
Web/E-mail	
Manual Upload	
Total 39 8 1 1 0 1	50
Total (%) 78% 16% 2% 2% 0% 2%	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:

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

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

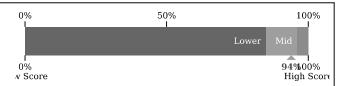
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

Section 3 Practice Scoring



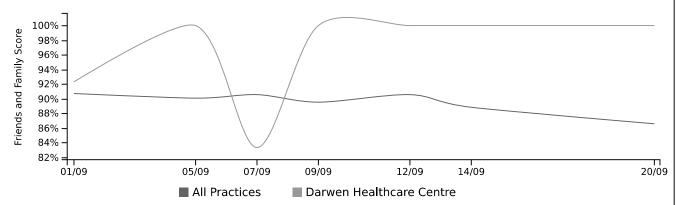
Your Score: 94%
Percentile Rank: 70TH



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 70th percentile means your practice scored above 70% 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%	93%	95%

Gender

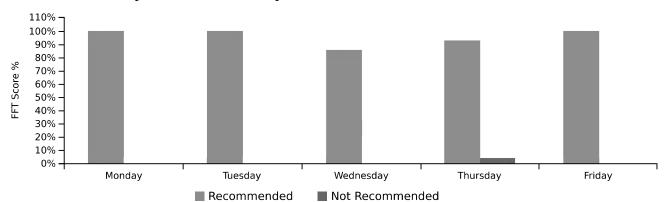
Practices 90% 90%



Notes: 1. Scores for current reporting month.

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

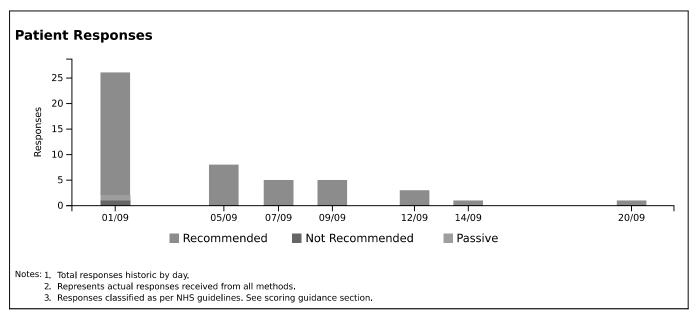
Practice Score: Day of the Week Analysis



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



Tag Cloud Thematic Reception Experience 8 running rushing Arrangement of Appointment 9 Reference to Clinician 12 Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most discussed themes by analysing going want slack joining wrgent sentence fragements and is not an exhaustive analysis of all talking points. 3. Tag cloud is rendered using the most used present participle verbs, pleasant inter interested gerund verb, adverbs and fantastic reassuring recently adjectives where the word immediately busy 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 / X No consent to publish comment

Recommended

- ✓On time, simple, pleasant and no fuss.
- ✓ Staff Very thorough on my visit
- ✓ Always had a good service
- ✓ On the day appointment. Dr interested and proactive
- ✓ Doctor was very junior and unable to resolve my concerns
- ✓ Quick courteous service
- ✓Took time to talk to me and listen. Very friendly and efficient.
- ✓ Had to wait 30 mins for appointment
- 🖊 I was seen by Dr Ano today and she was brilliant. She was very kind, caring and thorough. I came out of her office very reassured. Thank you Dr Ano.
- ✓ Everybody was there to help you to were you going.
- ✓Appointment was on time and the doctor dealt with my problem quickly and affectively
- ✓ Can always make appointment when urgent. Triage service to direct to right physician.
- ✓ Everything from reception , waiting time to health practitioner was very good
- ✓ Staff and nurses always helpful and friendly. Quick and efficient.
- ✓ Sure good service and helpful staff.
- ✓ Because the doctor took her time to explain everything in detail and I didn't feel like she was rushing me for her next patient
- ✓I received a text yesterday Sunday to reschedule appointment and the person who text was very accommodating. The dr. This morning was extremely understan@rstanding and helpful and offered to visit my mum with out being asked. The level of care we have gained for my mum and dad since joining the surgery recently@ently has been outstanding compared to their last surgery and indeed my own surgery. Thank you @ you
- ✓ All ways get a warm and friendly reception
- ✓Dr slack was upfront and double checked everything
- ✓ Very helpful and professional. Excellent service as usual.
- ✓ Staff are 99% of the time very helpful...
- √ Fantastic service
- 🗸 Although my app was slightly late running, the gentleman that took my bloods was very welcoming, reassuring and helpful
- ✓ Efficient and polite at reception and dr umer always helpful and explains things well.
- \checkmark I think people are quick to complain but forget we should be thankful for what we get
- ✓ The Doctor was polite and helpful sorting out my enquiry.
- ✓ Because I felt like I had a very good service.
- ✔ The doctor was extremely thorough & put my mind at ease. I am extremely grateful for her time & the kindness shown to me.
- \checkmark Got me in to see a Dr the same day and immediately prescribed medication for my chest infection.
- ✓ I got an appointment today.
- ✓ Everyone polite, it's clean and not too busy
- X Ease of appointment system online and on time the appointment
- XFriendly, made me feel at ease, explained everything fully
- X It was very good service.

Not Recommended

XWaited 55 min for my appointment and receptionist was unhappy and not helpful or friendly

Passive

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