# **FFT Monthly Summary: October 2022**

**Darwen Healthcare Centre** 

Code: P81051



# SECTION 1 **CQRS Reporting**

## **CQRS Reporting**

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
39	8	2	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. Please select the 'Data Submission' tab from the main menu.

# SECTION 2 **Report Summary**

**Surveyed Patients:** 126

**Responses: 50** 

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	39	8	2	0	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	39	8	2	0	1	0	50
Total (%)	78%	16%	4%	0%	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 (%) = 
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

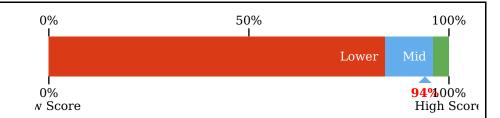
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

# **SECTION 3 Practice Scoring**

#### **Practice Score: 'Recommended' Rank**

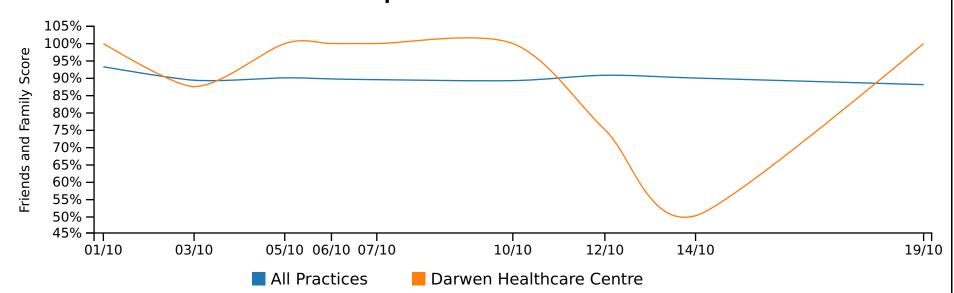
Your Score: 94%
Percentile Rank: 70TH



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	83%	90%	92%
Darwen Healthcare Centre	100%	96%	92%

# All Practices

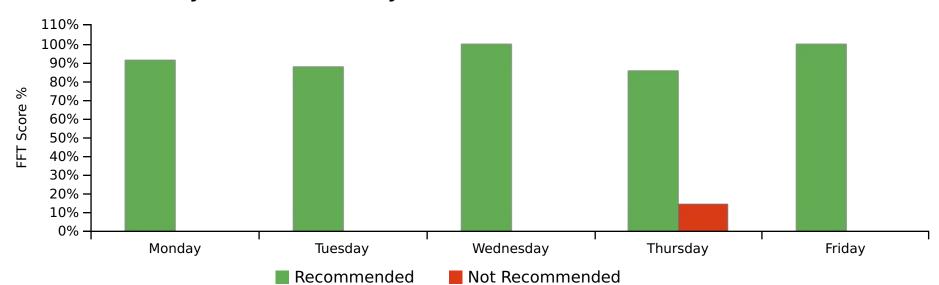
Gender



Notes: 1. Scores for current reporting month.

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

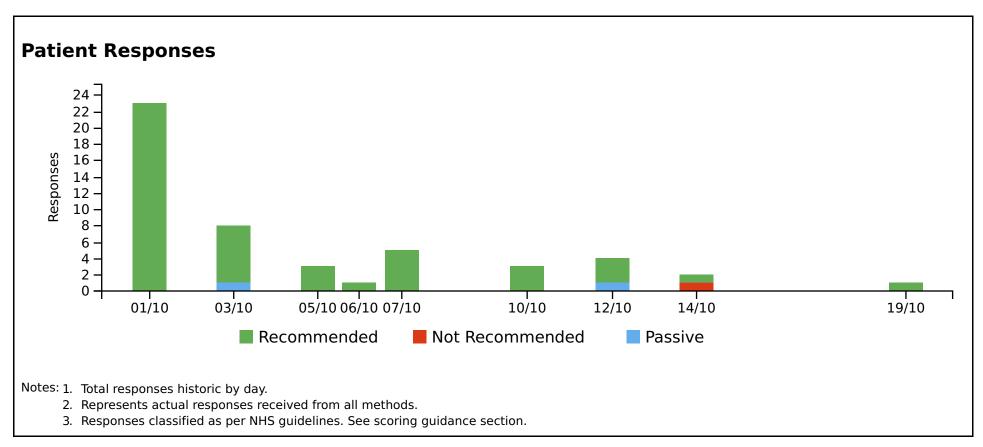
# **Practice Score: Day of the Week Analysis**



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 7
Arrangement of Appointment 5
Reference to Clinician 14

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

- ✓ Prompt service, friendly staff
- √ because theyre very helpful
- ✓ Friendly staff very well organized. I would have preferred more people to be wearing masks as this wasn't enforced at all
- ✓ Fast efficient friendly
- ✓ The jab this morning
- ✓ Friendly attentive staff.
- ✓ Very well run practice
- ✓ You asked the question!
- ✓ The practice is Brill
- ✓ I have had to use the health centre so much this last 6 months..Doctors...Practise nurces...Treatment room..so understand, carering, and professional @onal but most of all so professional. @nal.
- ✓ Because my appointment was for 10 but I had a good 20 mins wait once I was seen rest was very professional
- ✓ Because I was asked the Thursday before last to make an appointment for the following Thursday. I asked before I left but was told that I couldn't book @book it until Monday. I rang at 8.30 but was told that doctor was booked up on Thursday and Friday. In that case I asked for the@r the
- ✓ During the pandemic I got 2 see a doctor face 2 face 4 a skin problem even though I had sent a picture online. The vaccination schedules 4 flu & covid ha@id have gone well. The staff on the front line desk have treat me with respect as I have with them. So overall my experience has been good at the Health Centr@Centre. @e.
- ✓ Apart from one person everybody is so nice and helpful.
- ✓ Reasonably on time. I felt I was listened to and am simply glad of the service
- ✓ It's good service with a smile
- ✓ Polite and efficient service , appointments always seem available within reasonable timescales . Impressed with the cardiology care.
- ✓ Excellent care with our 8 week old daughter, very caring and professional
- ✓ Always treated with respect. Appreciate that.
- ✓ Staff friendly and helpful as always. The nurse was lovely
- ✓ The Dr understood me and was helpful
- ✓ Never seen dr Majjid before but he was very nice and thorough. Made me feel at ease. Lovely doctor
- ✓ Booked in on screen for covid vacc and sat in waiting room when I should have been downstairs but there was no instructions where to wait.
- ✓ GP was very pleasant, explained what was happening and I had follow up appt arranged by the time I got home
- ✓ Dr Davies listen to a patient and try to solve and help the patient with their problems.
- ✓ nurse Terry very friendly professional and left me feeling at ease Happy with the way she dealt with my reason for my visit ..
- ✓ Felt I was listened to.
- ✓ No problem getting an appointment and also no wait for a prescription. Very helpful staff
- $\checkmark$ Easy to arrange booster appointment. Pleasant helpful staf. No waiting
- ✓ Very polite and fast service
- ✓ Courtesy, efficiency and skill.
- ✓ Yvonne Rafferty was AMAZING!! So calming and gentle and empathetic. Definitely deserves recognition! Please thank her for me!!
- ✓ Covid booster. Very courteous greeter. My questions were answered fully by Dr Dalton. Vaccination was proficiently given.
- ✓ Extremely efficient, friendly and courteous
- ✓I received a very efficient, friendly service from receptionist to the GP

#### **Not Recommended**

✓ Because the doctor was very patient and understanding I felt listened to.

#### Passive

- ✓ Did d not feel listened to
- ✓ Mixed service quality