FFT Monthly Summary: December 2022

Darwen Healthcare Centre
Code: P81051

SECTION 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
42	4	1	0	2	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: 154

Responses: 49

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	42	4	1	0	2	0	**49**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**42**	**4**	**1**	**0**	**2**	**0**	**49**
Total (%)	*86%*	*8%*	*2%*	*0%*	*4%*	*0%*	*100%*

Summary Scores

👍 94% 👎 4% ☞ 2%

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:

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

$$\text{Not Recommended (\%)} = \frac{\textit{very poor + poor}}{\textit{very good + good + neither + poor + very poor + don't know}} \times 100$$
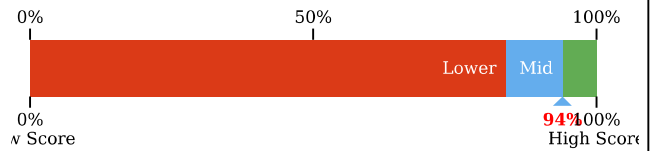
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

Practice Score: 'Recommended' Rank

Your Score: **94%**

Percentile Rank: **75TH**

0%   50%   100%

Lower | Mid

0%   94% 100%
w 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 75th percentile means your practice scored above 75% of all practices.

Practice Score: 'Recommended' Comparison

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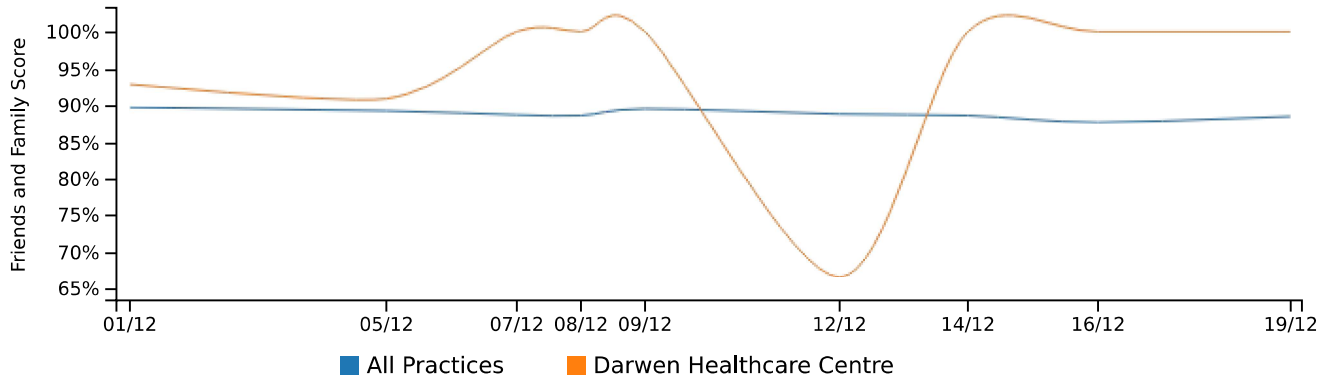
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	84%	89%	92%
Darwen Healthcare Centre	67%	97%	94%

Gender

All Practices

89% 89%

Darwen Healthcare Centre

86% 100%
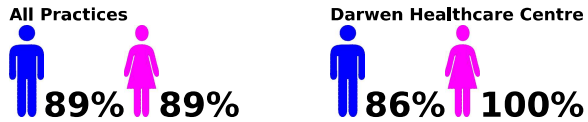
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis

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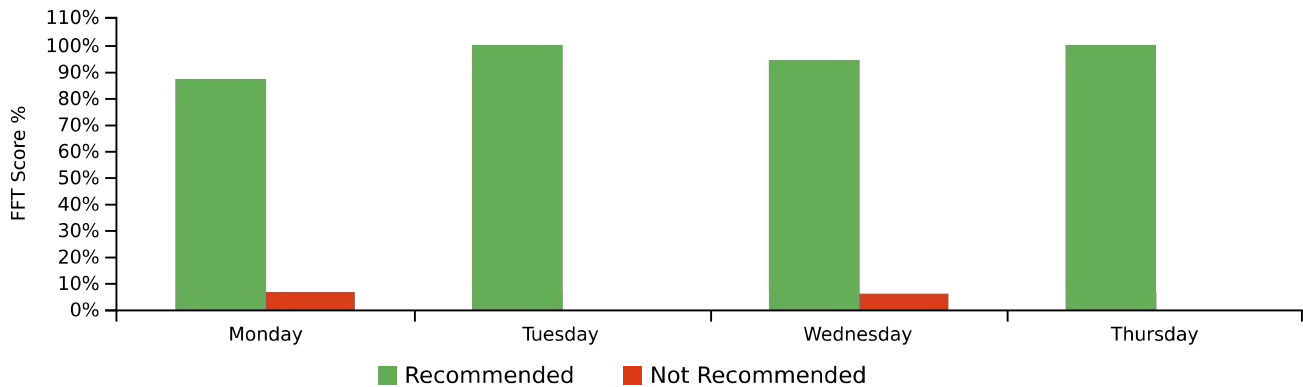
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

Patient Responses
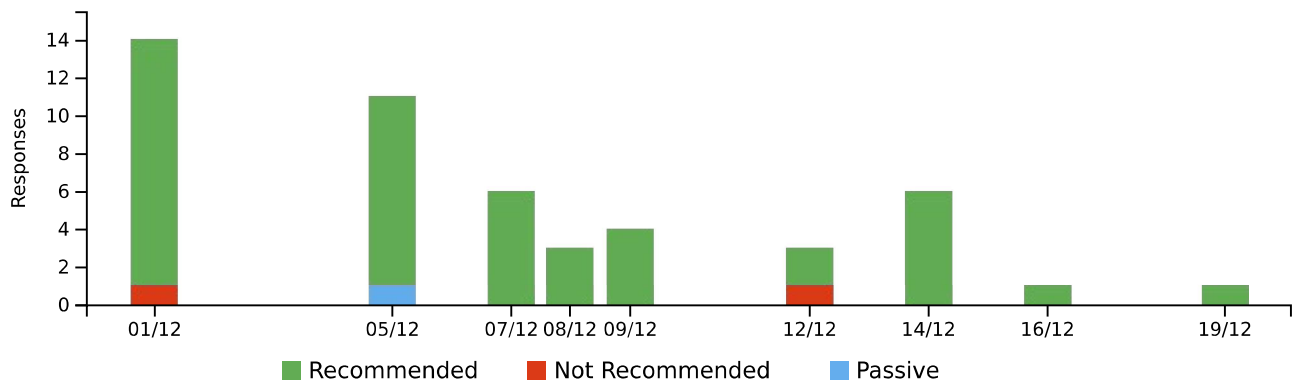
Notes:
1. Total responses historic by day.
2. Represents actual responses received from all methods.
3. Responses classified as per NHS guidelines. See scoring guidance section.

Section 5
Patient Free Text Comments: Summary

Thematic

Reception Experience	7
Arrangement of Appointment	8
Reference to Clinician	17

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.

Tag Cloud

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

✓ Valuable advice given.

✓ *Reception very friendly and GP amazing*

✓ The young woman was.kind, but very professionall.

✓ *Yea, I have never had a problem with the surgery, it hurts me when I see all bad reports about the NHS, I have nothing but praise for your doctors and nurses*

✓ Dr listened and was very helpful. Didn't have to wait too long after my appointment time

✓ *Great service from all staff. Highly recommend this practice.*

✓ Very empathetic and person centred. Feeling very reassured.

✓ *Much better practice than St James*

✓ Great service

✓ *Your software doesn't appear to like the iPhone safari browser I have and it was very difficult to complete the forms Particularly difficult was the upl@e uploading of personal information. Trying to find ways round issues took a long time and I had to request help. When I requested help from the site the bot @ bot couldn't help/ then I spoke to Michael and then to Shannon - advice download another operating system! Altogether a stressful experience and my iPhone is@ne is an 11 not old!@ old!*

✓ Saw Dr Alo who is a sheer delight

✓ *Initial appointment made within a reasonable time frame for the condition I needed to see a doctor.Appointment was more or less on time which was really@eally appreciated.Doctor was thorough with his examination and hopefully we get a good and quick response from the medication.@tion.*

✗ I was seen at the time my appointment was. I felt comfortable and everything was explained to me properly. I was then given a follow up appointment which@which again went smoothly, I was seen straight away and had everything explained to me. The GP I saw is clearly very knowledgeable and helps explains things i@ngs in simple terms and is very approachable but professional. I visited for female related problems which can be quite embarrassing however she made me feel @feel at ease. @ase.

✓ *I met with Dr Oca (I'm not sure how his name is spelt) and he was a lovely Dr, very helpful and on time. He was very professional and helped me with all @ all my concerns. The check in was also quick and easy using the check in screen. @een.*

✓ Simon practitioner was excellent

✓ *Because nothing is a problem,you always fit our appointments in,so we don't have to wait weeks and weeks,when ever we call on phone in surgery you are al@re always polite,helpful,lovely staff,and health Center.thank you x@you x*

✓ Gulnaz Patel was friendly, understanding and informative. I felt at ease and listened to.

✓ *I actually wanted to discuss the issue in a little more depth with my own GP who is off for an indeterminate amount of time but I wasn't offered an alt@n alternative.....@.....*

✓ Excellent reception staff

✓ *Went in for my appointment on time, only had a blood test. The nurse was friendly & efficient.*

✓ Have always DHS very efficient and quick.No complaints.?? Sorry I meant DHC

✓ *The doctor was really friendly, reassuring and helpful.*

✓ Terry was very efficient , and explained the process of my appointment with her. Receptionist very friendly polite .

✓ *Very thorough discussion of my results, and what the next steps could be.*

✓ Little waiting time and nurse was very efficient at taking blood

✓ *The GP I've seen was very nice and friendly with a good approach to a child and she checked my son throughly. I didn't feel we were rushed, I was listene@stened and given time to explain and ask questions, and we were given the help we needed. Thank you @ you*

✓ I was has always impressed by my annual health check. Would be good (if possible to be told your appointment was running late). Maybe helpful if it could@could be put up on the board in the waiting room to say the appointments are running late. @ate.

✓ *Punctual, polite, knowledgeable, great interpersonal skills, wasn't condescending there was no negative to the experience.*

✓ I suffer bad with anxiety and made me feal at ease it's a hard experience going out

✓ *Attentive approachable staff. Good service. I feel valued as a patient with both staff and doctors*

✓ Because it only took a few minutes of mine and the Dr's time. Everything was explained to me and treatment will commence.

✓ *Didn't wait long. Very good nurse practitioner*

✓ Service was good and efficient

✓ *The doctor was very good with my daughter*

✓ All staff and doctors give a good service

Not Recommended

✓Kept waiting for over 40 minutes after arriving early. Appointment was for 9:30 not seen until 10:15.

Passive