

# FFT Monthly Summary: February 2023



Darwen Healthcare Centre  
Code: P81051

## SECTION 1 CQRS Reporting

### CQRS Reporting

| FFT001 | FFT002 | FFT003 | FFT004 | FFT005 | FFT006 | FFT007 | FFT008 | FFT009 | FFT010 | FFT011 | FFT012 |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 37     | 9      | 3      | 0      | 0      | 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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

**Surveyed Patients: 144**

**Responses: 49**

|                      | Very good  | Good       | Neither good nor poor | Poor      | Very poor | Don't know | Total       |
|----------------------|------------|------------|-----------------------|-----------|-----------|------------|-------------|
| SMS - Autopoll       | 37         | 9          | 3                     | 0         | 0         | 0          | 49          |
| SMS - User Initiated |            |            |                       |           |           |            |             |
| Tablet/App           |            |            |                       |           |           |            |             |
| Web/E-mail           |            |            |                       |           |           |            |             |
| Manual Upload        |            |            |                       |           |           |            |             |
| <b>Total</b>         | <b>37</b>  | <b>9</b>   | <b>3</b>              | <b>0</b>  | <b>0</b>  | <b>0</b>   | <b>49</b>   |
| <b>Total (%)</b>     | <b>76%</b> | <b>18%</b> | <b>6%</b>             | <b>0%</b> | <b>0%</b> | <b>0%</b>  | <b>100%</b> |

### Summary Scores

94% 0% 6%

## 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:

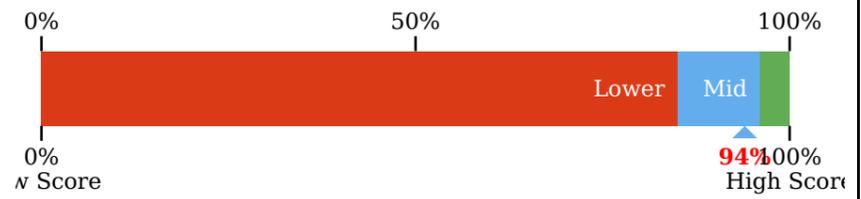
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

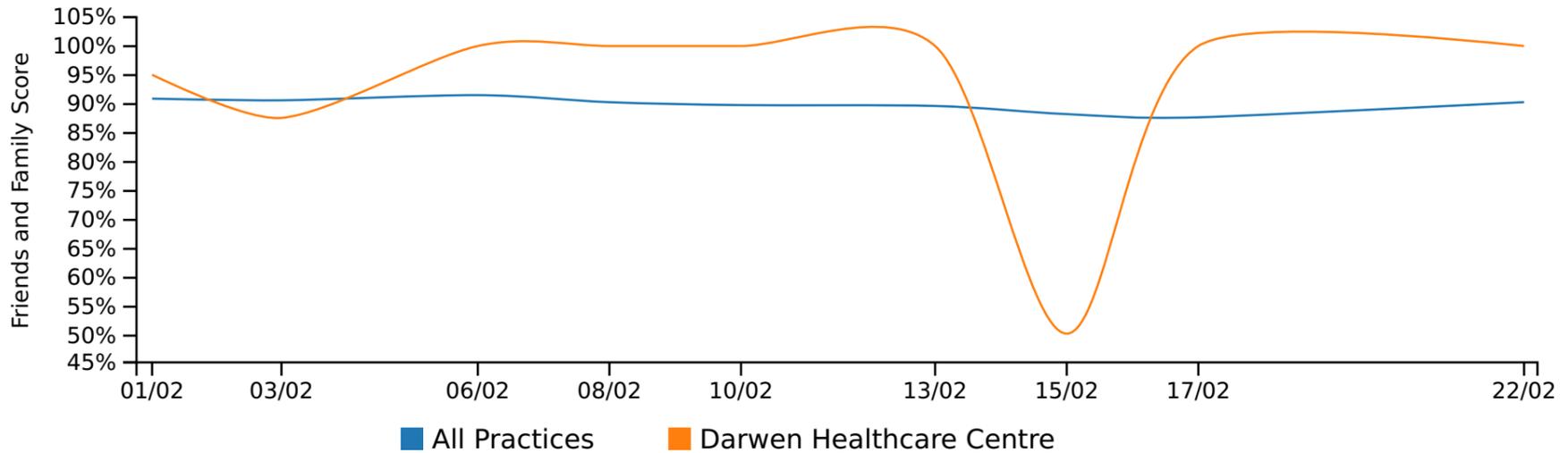
**Your Score: 94%**

**Percentile Rank: 70<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 70th percentile means your practice scored above 70% of all practices.

### Practice Score: 'Recommended' Comparison



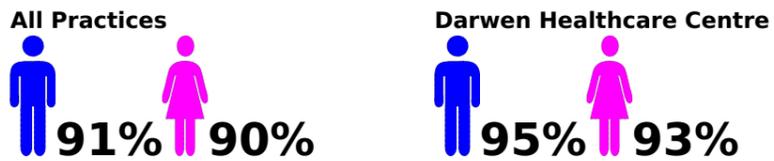
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

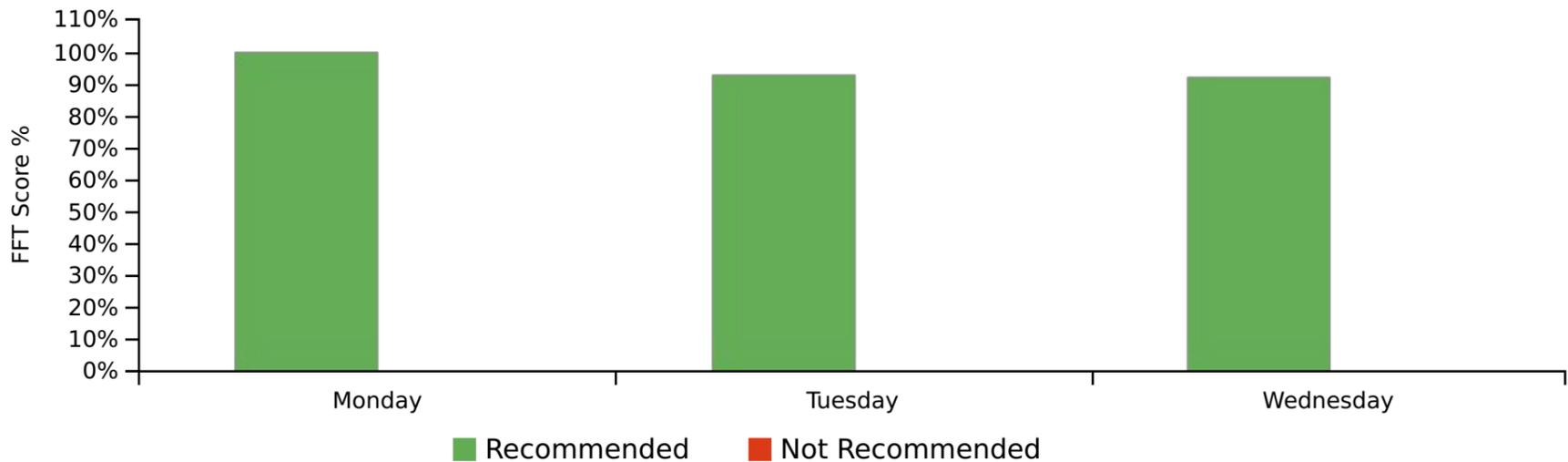
|                          | < 25 | 25 - 65 | 65+ |
|--------------------------|------|---------|-----|
| All Practices            | 86%  | 90%     | 92% |
| Darwen Healthcare Centre | 100% | 96%     | 90% |

#### Gender



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

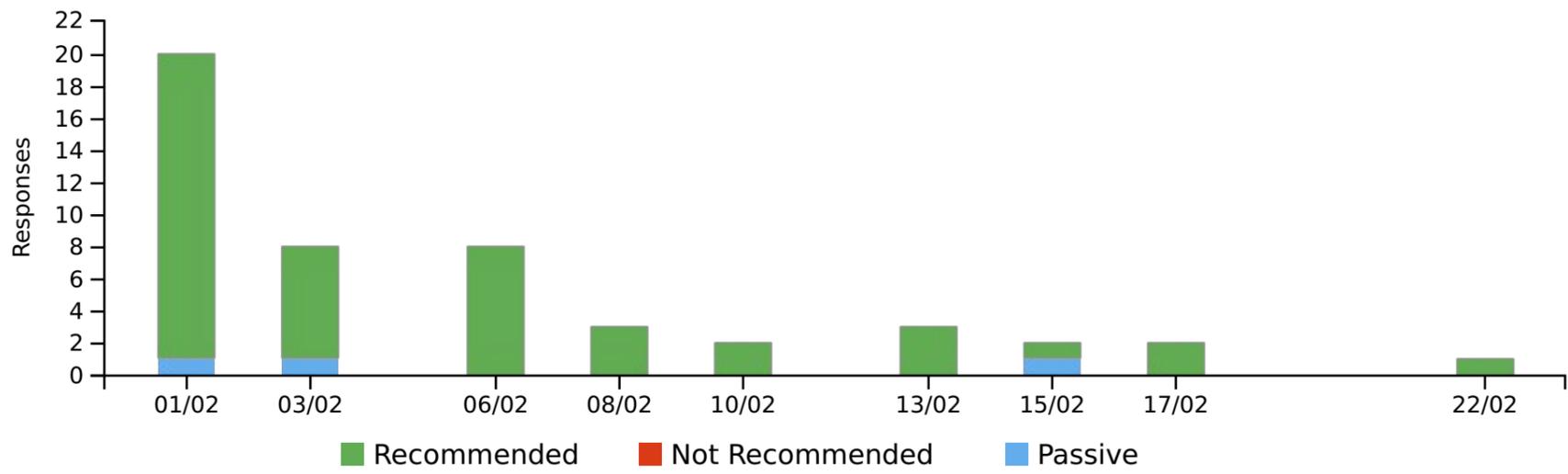
### Practice Score: Day of the Week Analysis



- 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 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.



