## FFT Monthly Summary: April 2023

**Darwen Healthcare Centre** 

Code: P81051



### SECTION 1 **CQRS Reporting**

## **CQRS Reporting**

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
41	5	3	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:** 107

**Responses: 50** 

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	41	5	3	0	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	41	5	3	0	1	0	50
Total (%)	82%	10%	6%	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.

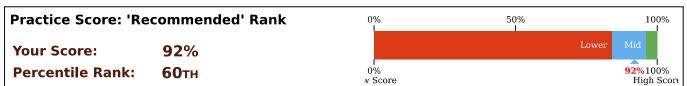
The percentage measures are calculated as follows:

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/

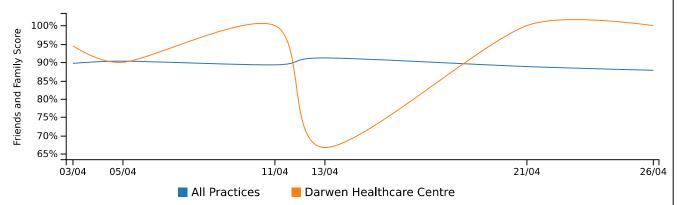
## Section 3 Practice Scoring



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 60th percentile means your practice scored above 60% of all practices.

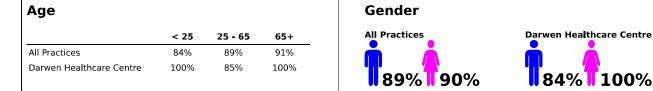
#### **Practice Score: 'Recommended' Comparison**



Notes: 1. Practice score comparison of 'recommended' scores only.

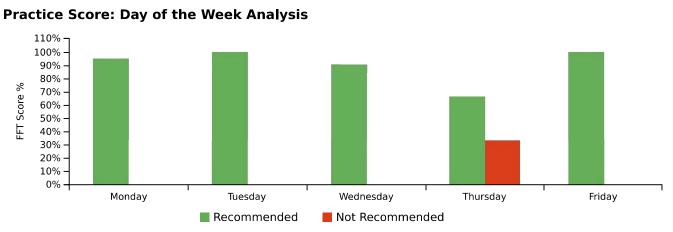
2. Score calculated as per NHS requirements. See scoring guidance section.

### **Practice Score: 'Recommended' Demographic Analysis**



Notes: 1. Scores for current reporting month.

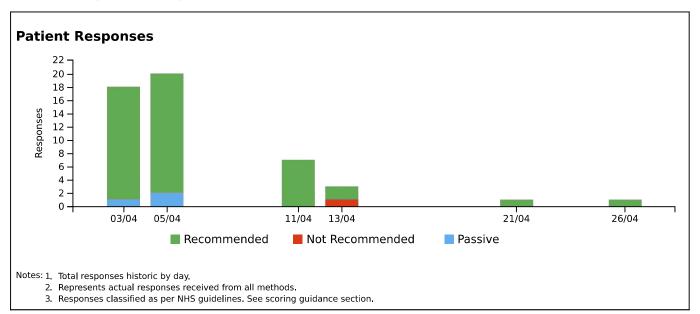
2. Score calculated as per NHS requirements. See scoring guidance section.



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**

#### **Tag Cloud Thematic** Reception Experience 7 Arrangement of Appointment 5 Reference to Clinician 10 available quick effiçient several necessarv helpfully Notes: 1. Thematic analysis for current accordingly 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 leading 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

- **✓**STOP
- ✓ Excellent service always
- ✓Appointment time only ran over by 5 minutes or so
- ✓ Rang first thing in the morning and seen at 9-15 same day.
- $\checkmark$ They gave some great help and listen to people when needed.
- ✓ Appointment was on time. Everything went smooth with the appointment and he helped me with everything and explained what I should do.
- ✓ Go listened to my complaint, made necessary checks and prescribed accordingly.
- ✓ The nurse was really helpful more than anyone else also the doctor I saw after was really helpful and got back to me with a phone call truly appreciated thank you x
- ✓ Cheerful staff. Helpful and courteous
- ✓ Apps when ask for and short waiting time
- ✓ The phone conversation seemed to cover all the points.
- ✓ Not happy whith some of the services.
- ✓I don't go to doctors very often but when I have needed treatment they have been excellent
- ✓ Because the nurse was very helpful
- ✓ Excellent communication and very helpful advice given .
- ✓ Because I got seen to
- ✓ No issues. Very short waiting time.
- ✓ Happy with advice treatment and future investigation staff are lovely
- ✓ An excellent service, with extremely friendly and helpful staff. A great experience overall
- ✓ Despite having had a bad experience with a locum GP which prompted me to put in a complaint, I can only say this was dealt with swiftly, effectively and compassionately and restored my faith in your wonderful practice. Thank you!!
- ✓ Dr Davies was kind, thorough and understanding. She spent a while understanding the whole situation with me. This was really important to me and meant we could work out a plan of action for the menopause
- ✓ Quick, polite, lots of information, agreed outcome & time managed.
- ✓ All Staff I have encountered- Reception, Nurses , Doctor all helpfully and informative
- ✓ I was seen by practice nurse this morning. I arrived 20 mins early, was seen, had bloods taken and had my questions answered, and left 5 mins before my scheduled appointment time.
- ✓ Was in and out complete well before my appointment time, Excellent service from Gupta.
- ✓ Everybody has gone above and beyond on more than one occasion since I moved to the practice. The reception staff are wonderful and the GPs don't make me feel rushed or anxious. I always feel reassured by them.
- ✓ Apart from being told I couldn't have the prescription until my son had had a review, the review was booked in quickly and possibly not needed as the prescription was ordered and sent down to the chemist as requested!
- ✓ Doctor was very good and I didn't feel rushed
- ✓ Great staff with very good inter-personal skills
- ✓ Friendly staff always available for advice when needed x
- $\checkmark$ Very efficient appt and doctor was very thorough and lovely x

#### **Not Recommended**

#### **Passive**

- ✓I was irritated at the time unreasonably so.
- ✓ Dr requested bloods and prescribed me anti sickness but ultimately felt obbed off. Given I have been I'm the Dr's several times recently for my issue, and