FFT Monthly Summary: May 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	1	1	2	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: 133
Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	41	5	1	1	2	0	**50**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**41**	**5**	**1**	**1**	**2**	**0**	**50**
Total (%)	*82%*	*10%*	*2%*	*2%*	*4%*	*0%*	*100%*

Summary Scores

👍 92% 👎 6% 👉 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:

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

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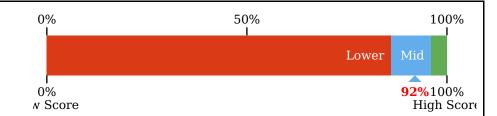
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

Practice Score: 'Recommended' Rank

Your Score: **92%**
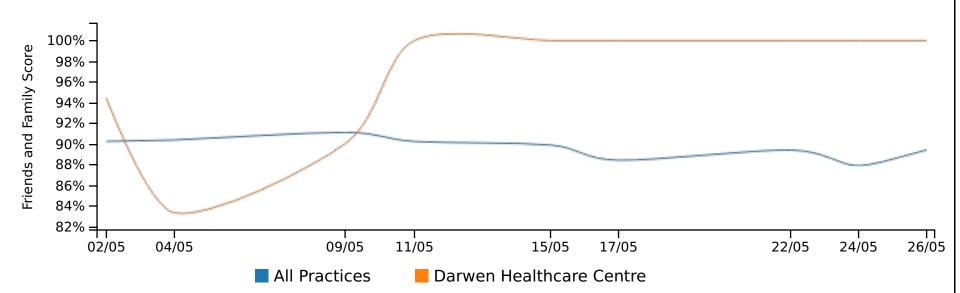
Percentile Rank: **60TH**

0%   50%   100%

Lower   Mid

0%   **92%** 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 60th percentile means your practice scored above 60% of all practices.

Practice Score: 'Recommended' Comparison

Y-axis: Friends and Family Score (82%–100%)
X-axis: 02/05, 04/05, 09/05, 11/05, 15/05, 17/05, 22/05, 24/05, 26/05

■ 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	80%	91%	95%

Gender

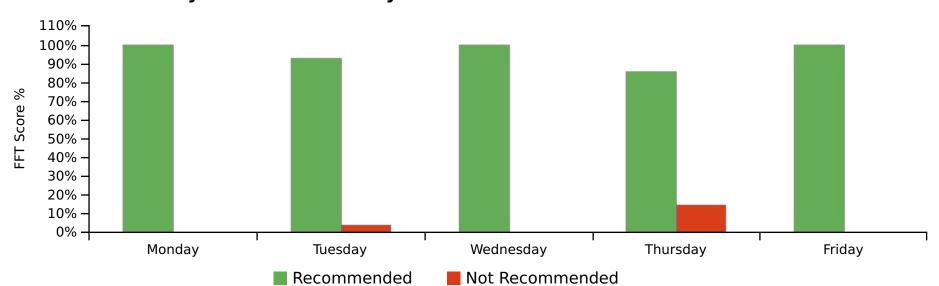**All Practices**
90% 90%

Darwen Healthcare Centre
94% 91%

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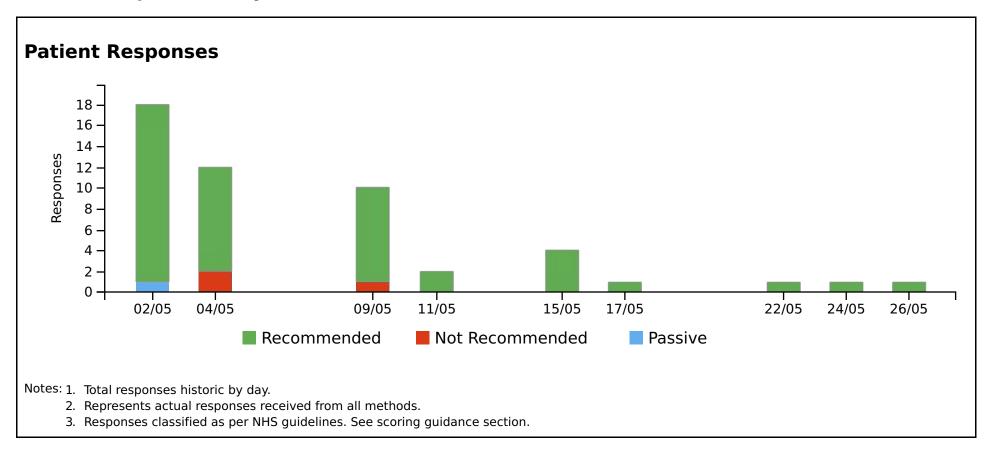2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis

Y-axis: FFT Score % (0%–110%)
X-axis: Monday, Tuesday, Wednesday, Thursday, Friday

■ 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.

Patient Free Text Comments: Summary

Thematic		Tag Cloud
Reception Experience	8	
Arrangement of Appointment	8	
Reference to Clinician	23	

Notes: 1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragments 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

✓Doctor very caring and understating and did everything so could go help and support me. Broke down my condition easily so I could understand
✓*Helpful nurse practitioner put my mind at rest*
✓The lady I spoke to on the phone when I initially made the appointment was amazing she showed such empathy and care I couldn't fault her I didn't feel rushed or anything! And the dr was lovely too so amazing with my little boy made him nice and comfortable while he was examining him
✓*The service is excellent.*
✓Didn't wait long and everything done in 1 stop
✓*On time and good patient care*
✓Very helpful pleasant and well informed
✓*Because I have always been treated well by all the doctors and other staff and the receptionists are always helpful and friendly.*
✓I was treated very well and with great professionalism. He was very kind
✓*The staff have been very helpful and caring, I really felt that today.*
✓The referral I was given was not what the hospital said should have happened. But I did get seen there so all well.
✓*My appointment was on time and my doctor is excellent*
✓The staff are always helpful .The doctor was very professional and has helped me in terms of the reason for my consultation
✓*Dr I saw was good and reception staff did their best to accommodate me and get me an appointment today*
✓Because dct ora is very understanding and caring
✓*Got a same day appointment and have a plan for care. I was treated with understanding and listened to.*
✓Efficency
✓*Because the attention I received was excellent*
✓I am very happy with the support i am receiving from Dr Havez, regarding my ongoing health concerns.
✓*Time keeping and friendly nurse*
✓Happy overall with the service that I received. The staff are friendly and the nurse practitioner took time to fully understand and listen to my issue helping as best she could
✓*I found the nurse very helpful,also the pharmacist gave me really good advice.*
✓Mrs Adeela Rifai is very friendly and explains things well
✓*Doctor very helpful and empathetic*
✓Made the appointment without problem, doc only running 10 minutes late. Result.
✓*Easy to make appointment. Friendly staff and doctors*
✓On time, prescribed something to hopefully help and told when to follow up
✓*My doctor was very good and helped me right away, very professional.*
✓Today when I visited,it was very good service.
✓*Nurse Jenny was very efficient and friendly*
✓From arrival to departure a polite and efficient service. Good communication and supportive interaction.
✓*Dr Oka was very nice and I will make another appointment if necessary.This was my second visit with him.x*
✓The appointment was given swiftly and the doctor showed understanding and compassion
✓*Excellent doctors, staff.Really committed to patient care*
✓Very efficient and everyone very pleasant
✓*Excellent professional swift service*
✓Very good doctor, explained everything perfectly

Not Recommended

✓After 4 years of fighting for a diagnosis I was finally given one
✓*It is so so difficult to just book an app Apps are either not on and you have to TRY to call back to TRY to get an app booked or the request for an app will go through a management person ?Also the nurse apps for booking blood tests do not appear to be on the system !!!!!*
✓Because I am waiting for my blood results and no one will tell me anything

Passive

✓I only spoke to the doctor. I used self check in and didn't need reception on my way out