## **FFT Monthly Summary: June 2023**

**Darwen Healthcare Practice** 

Code: P81051



## SECTION 1 **CQRS Reporting**

## **CQRS Reporting**

| FFT001 | FFT002 | FFT003 | FFT004 | FFT005 | FFT006 | FFT007 | FFT008 | FFT009 | FFT010 | FFT011 | FFT012 |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
|        |        |        |        |        |        |        |        |        |        |        |        |
| 44     | 5      | 1      | 0      | 0      | 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:** 117

**Responses: 50** 

|                      | Very good | Good | Neither<br>good nor<br>poor | Poor | Very poor | Don't know | Total |
|----------------------|-----------|------|-----------------------------|------|-----------|------------|-------|
| SMS - Autopoll       | 44        | 5    | 1                           | 0    | 0         | 0          | 50    |
| SMS - User Initiated |           |      |                             |      |           |            |       |
| Tablet/App           |           |      |                             |      |           |            |       |
| Web/E-mail           |           |      |                             |      |           |            |       |
| Manual Upload        |           |      |                             |      |           |            |       |
| Total                | 44        | 5    | 1                           | 0    | 0         | 0          | 50    |
| Total (%)            | 88%       | 10%  | 2%                          | 0%   | 0%        | 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 (%) = 
$$\frac{very\ good + good}{very\ good + good + neither + poor + very\ poor + don't\ know} \times 100$$
Not Recommended (%) = 
$$\frac{very\ poor + poor}{very\ good + good + neither + poor + very\ poor + don't\ know} \times 100$$

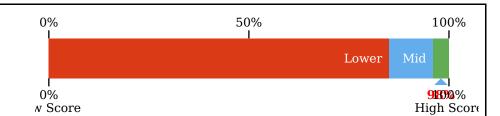
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## **SECTION 3 Practice Scoring**

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

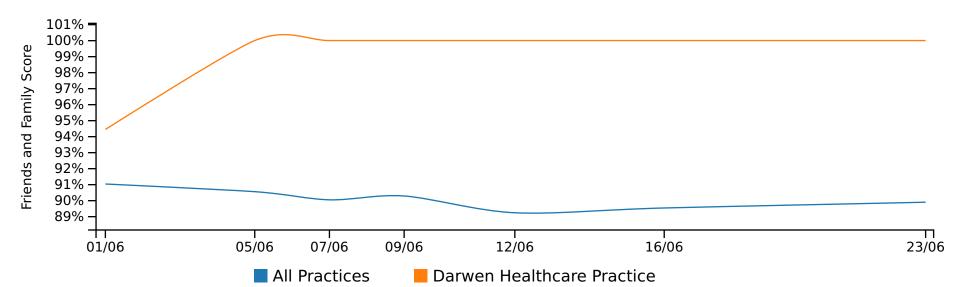
Your Score: 98%
Percentile Rank: 95TH



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 95th percentile means your practice scored above 95% 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              | 85%  | 89%     | 92%  |
| Darwen Healthcare Practice | 100% | 97%     | 100% |

## Gender

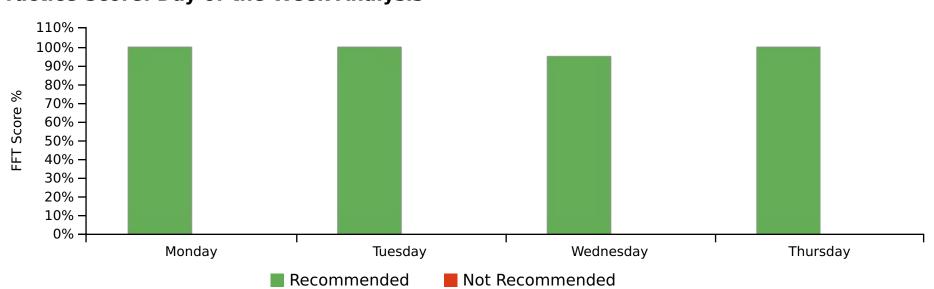




Notes: 1. Scores for current reporting month.

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

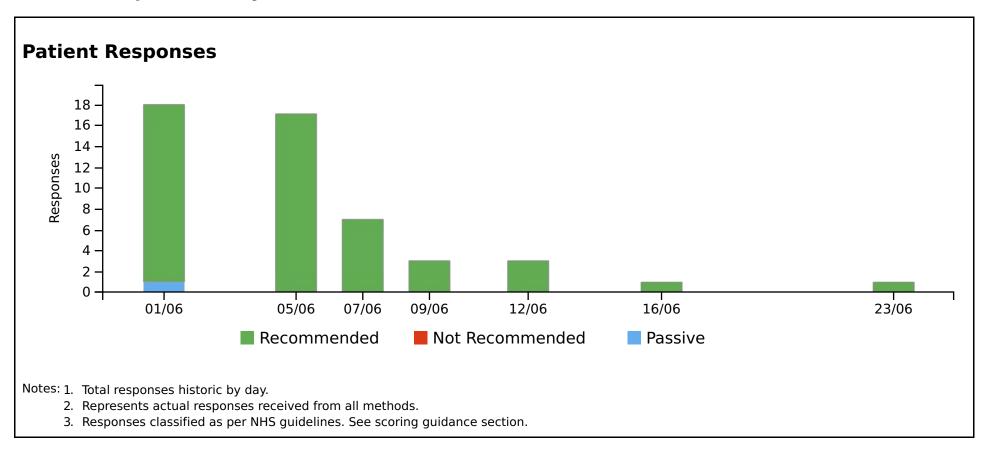
## **Practice Score: Day of the Week Analysis**



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**



#### **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

- ✓ Very nice staff. Nurse & Doctor professional and had time for me. And got to have my blood taken on the same day.
- ✓ The service you provide
- ✓ Fast, opening hours and parking could/should be better but was ok first thing, was seen quickly, pleasant and professional
- ✓ Excellent communication and friendly knowledgeable doctors who actually care
- ✓ Always super friendly and professional.
- ✓ I moved from Darwen heath link because I was not getting the service on looking after me
- ✓ The doctor was lovely and I got a very quick appointment
- ✓ Didn't wait too long to go in to see doctor found doctor extremely patient and helpful
- ✓ The dr listened and took on board what I said and was thorough in his questions.
- ✓ I brought my daughter to see the nurse (Maria) for an asthma review. She was so lovely with her and explained everything to us thoroughly so we knew exactly what we were doing as we are required to follow a plan before she is seen again in a couple of weeks time. There were no delays in waiting times and we left feeling happy with how everything went.
- ✓I saw Miss Terri Livesey and then Mr Eliot Wright. Both were open, friendly and approachable and explained everything very well. Both were more than happy to answer any questions. Importantly it felt like they had time for you.
- ✓ Because this is what I think is correct
- ✓ Just a thoroughly great team at DHC due to illness in the family I could not make appointment time if 0830 when I arrived at 0900 to explain the circumstances they could not have been any nicer. Thoroughly professional shown empathy to our grandfather's hospital admission during the previous night. Seems strange but they make a visit to the doctors a pleasant experience and made me a new appointment the following week without a problem.
- ✓ Had a check up appointment with the nurse I wanted to discuss my back x ray and I was given a appointment right away which I thought was really good.
- ✓ Gp was very caring and helpful
- ✓ The doctor was. Wry kind and nurturing
- ✓ Was offered an appointment straight away, didn't have a long wait in waiting room and was given excellent advice and treatment
- √ Very helpful
- ✓ Because of the empathy and professionalism offered to me not only recently but continuously over several decades of attending Darwen health care.
- ✓ Very helpful GP and reception team
- ✓ Always manage to get support/appointments when needed
- ✓ Seen on time, Practitioner was excellent and very thorough.
- ✓ Darwen health centre is the most helpful as can be 100 per cent every time
- ✓ Excellent service, time taken to help with your needs and friendly and helpful staff.
- ✓Dr very good and blood test is back to having tickets rather then having to get appointment for a week
- ✓ Very good and understanding
- ✓I felt very listened to and taken seriously. All of the staff are so helpful and friendly and there is a great atmosphere. Thanks!
- ✓ Doctor was lovely helped and explained everything well to tell us what we need to do before they can proseed with what they need to do
- ✓ Not a long wait.
- ✓ Cuz it was good to see somone again
- ✓ Doctor was very good and helpful. Made me feel very reassured
- ✓ I didn't have to wait very long and Dr Inge was courteous and heul and put my mind at ease with his diagnosis also the lady who
- ✓ Did not wait too long, excellent Doctor.

#### **Not Recommended**

#### Passive