FFT Monthly Summary: August 2023

Darwen Healthcare Practice

Code: P81051

connecting patients transforming healthcare

SECTION 1 CQRS Reporting

CQRS Reporting	
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FFT001 FFT002 FFT003 FFT004 FFT005 FFT006 FFT007 FFT008 FFT009 FFT010 FFT011 FFT012 10 1 0 0 0 0 0 50 0 0 38 1

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

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	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	38	10	1	1	0	0	50
SMS - User Initiated							I
Tablet/App							I
Web/E-mail							I
Manual Upload							I
Total	38	10	1	1	0	0	50
Total (%)	76%	20%	2%	2%	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 (%) = $\frac{\textit{very good} + \textit{good}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$ 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



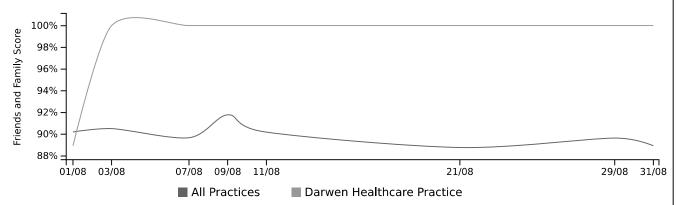
Your Score: 96% Percentile Rank: 85TH



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 85th percentile means your practice scored above 85% 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%	94%

Gender

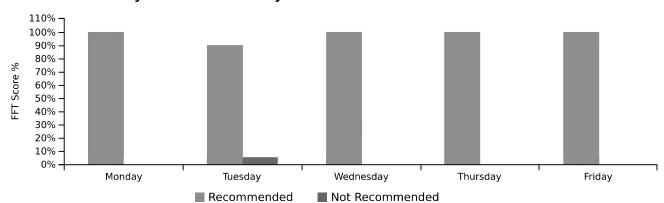




Notes: 1. Scores for current reporting month.

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

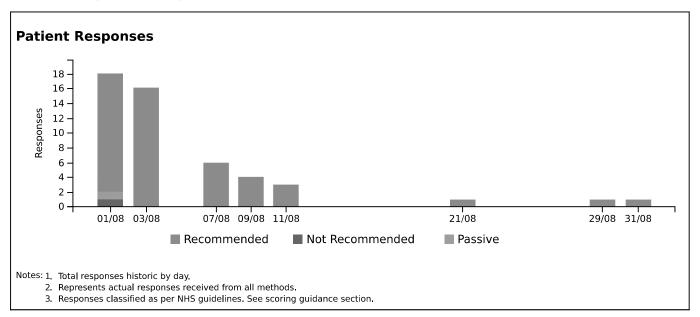
Practice Score: Day of the Week Analysis



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



Tag Cloud Thematic Reception Experience 6 Arrangement of Appointment 5 tra informative really available Reference to Clinician 11 exceptional 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, かし。 unavoidable のなるない。 gerund verb, adverbs and Caring thoroughly adjectives where the word frequency is reflected in text size. welcome reliable

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

- ✓ My doctor is very nice when I go
- ✓ Very patient, I have anxiety and Katrina kept me calm
- ✓ For the first time in years I feel I am making some headway. I have had problems for a long time but they were put down as in my head but finally it's being looked at properly.
- ✓ Easy to get an appointment and I feel GP was very helpful with my problem
- ✓The wait wasn't too long...the doctor I saw listened to me
- ✓ The doctor was great!
- \checkmark Because your staff are where exceptional.
- ✓ Pleasant manner , informative, helpful
- ✓ Allways get a brilliant service and looked after well
- √ Very good
- \checkmark Credit where an when it's due. An I'm happy with the practice.
- ✓ you would of got a 1 but had to wait 20 mins to been seen the doctor was behind
- √The consultation, with Mr Elliott Wright was carried out in a timely manner, and he was very thorough and professional.
- ✓ Good service, very efficient and genuine lovely nurse
- ✓ The doctor was very polite and thorough. she explained everything to me. I am very satisfied with my visit.
- ✓ Very good apart from a 20 minute wait. Staff very helpful and friend
- ✓ I had to wait a long time past my appointment time I was late due to struggling to park, but only by 10 mins and I then had to wait for 50 mins past my original appointment time.
- ✓ The appointment availability was great, waiting time good and follow up excellent.
- ✓ Very happy with service
- ✓ Very quick, not long waiting, in and out within 5 minutes. Very friendly staff
- ✓ Every one was kind and helpful the waiting is unavoidable so everything was fine
- ✓ The receptionists are always very helpful & friendly, all the medical staff are excellent too.
- \checkmark Caring and attentive attitude. Helpful. Friendly and efficient treatment.
- ✔ Was seen fairly quickly and the practitioner was really nice and polite and explained everything thoroughly
- ✓ Was well looked after
- ✓ Same day appointment. And helpful advice
- ✓ Simon Holden was very thorough and friendly. He went the extra mile getting the information to help me and called me as soon as my test results were available. I have received my test results and an MRI scan appointment in under a week.
- ✓ Prompt timing, good explanations of questions given.
- ✓ Very professional and from reception to doctor
- ✓ Cos the nurse Val was very good at her job
- √1 very good
- ✓ every timeigo to doctors nothing is done
- ✓ Darwen Health Care are an amazing Practice. The staff are very friendly, efficient, helpful and understanding. The staff are always happy to help giving us patients an excellent level of service with a warm welcome and smile.
- ✓ Always .honest and reliable

Not Recommended

✓You Di.

Danaire