FFT Monthly Summary: September 2023

Darwen Healthcare Practice

Code: P81051



SECTION 1 CQRS Reporting

CQRS Reporting												
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012	
39	7	1	0	3	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

113						
50						
Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
39	7	1	0	3	0	50
39	7	1	0	3	0	50
78%	14%	2%	0%	6%	0%	100%
	50 Very good 39	50 Very good Good 39 7	Very good Good Sood Neither good nor poor 39 7 1 39 7 1	Very good Good good nor poor 39 7 1 0	Very good Good Sood Poor Poor Very poor poor 1 0 3 39 7 1 0 3	Very good Good poor Neither good nor poor Poor Very poor Don't know 39 7 1 0 3 0 39 7 1 0 3 0

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**



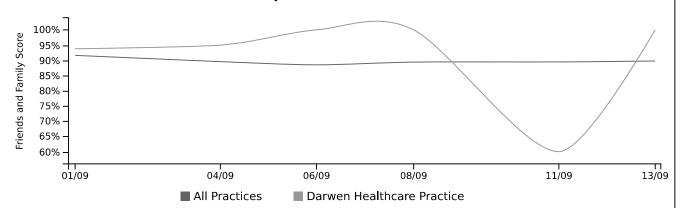
Your Score: 92% **Percentile Rank:** 60тн



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

Age

<u></u>	< 25	25 - 65	65+
All Practices	84%	89%	93%
Darwen Healthcare Practice	67%	92%	100%

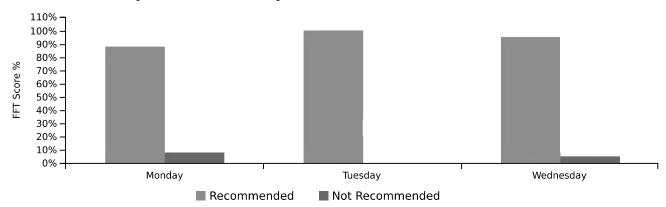
Gender



Notes: 1. Scores for current reporting month.

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

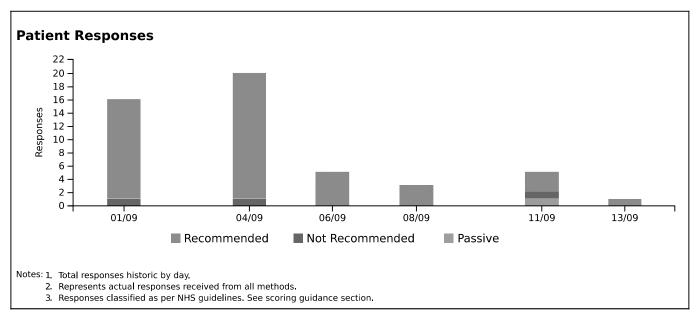
Practice Score: Day of the Week Analysis



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



Thematic Tag Cloud 6 Reception Experience nsiderate forward Arrangement of Appointment 8 Reference to Clinician 13 Notes: 1. Thematic analysis for current reporting month. personal 2. Thematic analysis covers the most enploy grateful pathlong pathlong pringing discussed themes by analysing sentence fragements and is not an exhaustive analysis of all talking allowing points. 3. Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and adjectives where the word knowledgeable 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

- ✓ He was very helpful and good to talk to
- ✓ Seen on time staff very efficient
- ✓ gully is very friendly and professional.
- ✓ Because I wasn't waiting to long to see a Dr He was very polite and helpful
- ✓ Yes I didn't have to wait long ,the lady doctor listen to me
- \checkmark I always have had good service from them as a patient
- ✓ Good polite efficient service
- ✓ Got an appointment same day twice as required. Seen by 2 different doctors, both very patient, understanding and empathetic. Both provided solutions that made good progress for my condition. Thank you!
- ✓ Appointment reminders and good customer service
- ✓ 20 minutes late but the Doctor was great.
- ✓ Good service
- ✓ Doctor Ninan is very professional and reassuring and, the receptionist that I spoke to is a very caring and helpful person, I am sorry I don't know the ladies name.
- ✓Always helpful at getting an appointment same day.
- ✓ Pleasant efficient attentive good and communication .
- ✓The doctor I spoke to was very good and listened as well as gave advice before deciding on treatment
- ✓ The practitioner I saw this morning was considerate and helpful.
- ✓ Just had a very thorough professional consultation
- ✓ Excellent service and speedy friendly responses
- ✓The nurse was very polite, helpful and created a sense of calm. The receptionists were also great when booking
- ✓ The nurse did what she said and on time
- ✓I was very happy with my experience of booking an appointment and the doctor i saw was very patient in allowing me to say say how i felt, she gave me time for whichnim very grateful.
- ✓ Quick appointment time, pleasant Professional reception. Timely appointment .
- ✓ Very well organised, pleasant staff, highly efficient and knowledgeable doctors and other health professionals. Always put you at your ease , and very kind .
- ✓ Phoned up this morning to make an appointment, they managed to get me in the same day and the doctor who dealt with was extremely friendly, polite and put my mind at ease
- ✓Clear information, helpful approach
- ✓ Felt comfortable talking about my personal problems and came away with a good resolution with peace of mind.
- ✓ Prompt appointment and satisfied with the consultation I received. Felt I, as a patient, was listened to.
- ✓ Thorough, empathetic and caring dr.
- ✓It was very good as I got to see someone the same day and have a way forward over my symptoms
- 1 Yes

Not Recommended

- ✓ Sorry it should have been 1
- ✔ Poor dr, didn't care for my well-being and just shrugged off the fact I've been coughing.being sick flem for the last seven days
- Receptionist staff don't listen or help. An appointment was put off but finally given after 3 days of ringing. I was then seen an hour later of my appointment time.

Passive