### FFT Monthly Summary: October 2023

**Darwen Healthcare Practice** 

Code: P81051



## SECTION 1 CQRS Reporting

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

<b>Surveyed Patients:</b>	124						
Responses:	50						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	38	10	0	0	2	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	38	10	0	0	2	0	50
Total (%)	76%	20%	0%	0%	4%	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 (%) = 
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

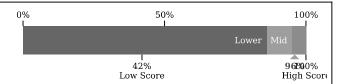
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

# **SECTION 3 Practice Scoring**



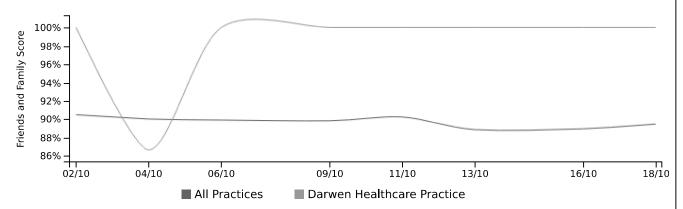
Your Score: 96% Percentile Rank: 85TH



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

<u></u>	< 25	25 - 65	65+	
All Practices	85%	89%	92%	_
Darwen Healthcare Practice	50%	100%	95%	

#### Gender

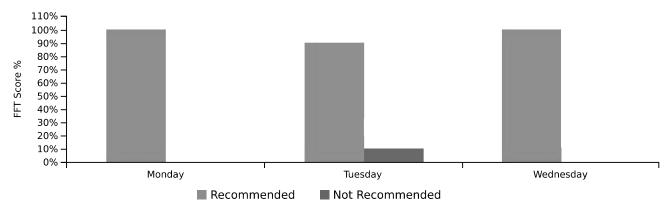




Notes: 1. Scores for current reporting month.

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

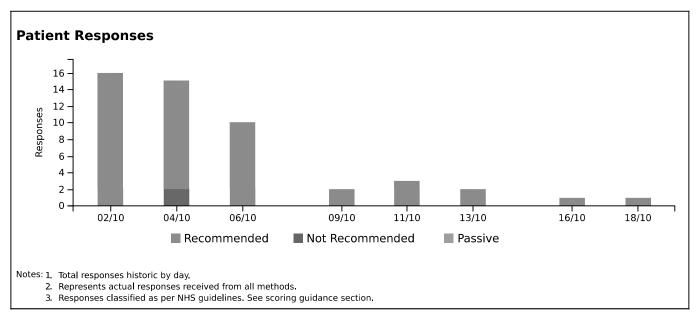
#### **Practice Score: Day of the Week Analysis**



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 7 Reception Experience Arrangement of Appointment 9 Reference to Clinician 20 unhappy <sup>C</sup>o cheerfully Notes: 1. Thematic analysis for current thorough reporting month. 2. Thematic analysis covers the most discussed themes by analysing sentence fragements and is not an giving exhaustive analysis of all talking disabled due points. properly Wal 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

- ✓ Fantastic gp who listens, knowledgeable and very helpful
- ✓ Valerie has been very helpful she has followed up on my previous appointment with a telephone consultation today, and in general Darwen Health centre are always very helpful and thorough
- ✓ Dr Alo was very professional but also very kind and calm to me
- ✓ Excellent Gp, Dr Davies always listens to everything and goes above and beyond
- ✓ Easy to communicate with doctor, pleasant appointment
- ✓ Health Centre clean and airy. Patients are called by the practitioners- no waiting today called in on time.
- Because everything I come to the surgery I'm greeted with friendly attitudes and helpful receptionists. The doctors listen to what I have to say and ask relevant questions
- ✓ Doctors service and appointments are excellent Prescription service very hit and miss on dates on issue of repeats. Needs improvement, nothing is consistent.
- ✓On time. Cheerfully and efficiently done
- ✓ No delays or issues
- ✓ Good costumer service. Professional and gentle doctor.
- ✓ Because people are very capable and have trust in them.
- ✓ Really helpful and friendly staff and the Doctor Who I was seeing this afternoon was excellent.
- ✓ Professional clear response to questions, information given as needed
- $\checkmark$  Doctor was very knowledgeable, professional, approachable and instilled confidence.
- ✓ Because I don't have a problem with the service but I will say it has improved greatly in the last 12months ie not having to be in a log queue to speak to reception!
- $\checkmark$ Because all admin staff nurses and doctors are very good and treatment room staff too
- ✓ Well I wanted to
- √The doctor was vey kind and helpful
- ✓ Easy check in and called for appointment quickly
- $\checkmark$ The doctor was very professional and showed interest in my .problems.
- ✓ I don't know
- $\checkmark$ I'm disabled and I get on well with Dr umer
- ✓ Easy appointment to attend and the nurse was pleasant and profesna
- ✓ Plesant helpfull staff , giving us confidence with their professional approach.
- ✓ On time and a sticker for Thomas after his flu spray
- ✓I had an appointment and was seen on time. The nurse that I saw was competent and polite. The practice is always clean and tidy also.
- ✓ Excellent service and any problems seem to be dealt with quickly would highly recommend especially doctor hafez thanks again
- ✓ Very good working environment @and good working environment @good patient appointment when necessary xx
- ✓ Got appointment on same day, was satisfied with the doctor
- $\checkmark$  No complaints from at all. Great health centre and fanstaic doctors.
- ✓ Effective care and great staff

#### **Not Recommended**

- ✓ Very poor
- ✓ Arrived at clinic in good time- signed in and waited- asked receptionist twice about my appointment- due for 145- at 245 I had to leave receptionists only comment was that I mustn't have signed in properly- despite the screen having identified me from date of birth- I am 83 years old and took taxis there and back. Very unhappy with the service I received and particularly with the receptionist- I asked her to make sure the doctor knew I was waiting (twice) but she