FFT Monthly Summary: November 2023

Darwen Healthcare Practice

Code: P81051



SECTION 1 **CQRS Reporting**

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
43	7	0	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: 129

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	43	7	0	0	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	43	7	0	0	0	0	50
Total (%)	86%	14%	0%	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 (%) =
$$\frac{very\ poor + poor}{very\ good + good + neither + poor + very\ poor + don't\ know} \times 100$$

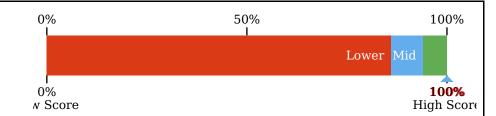
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

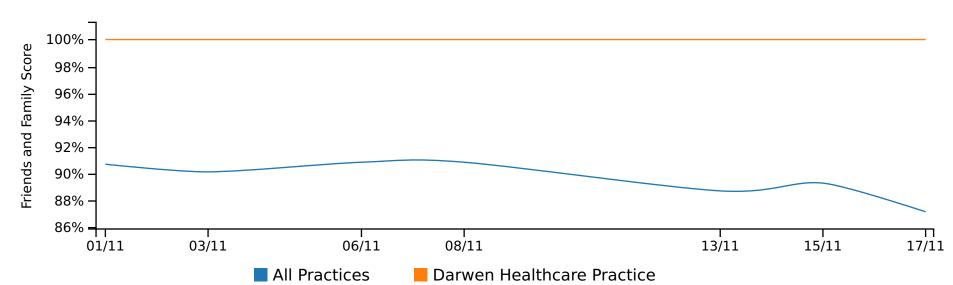
Your Score: 100%
Percentile Rank: 100TH



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 100th percentile means your practice scored above 100% 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%	93%
Darwen Healthcare Practice	0%	100%	100%

Gender

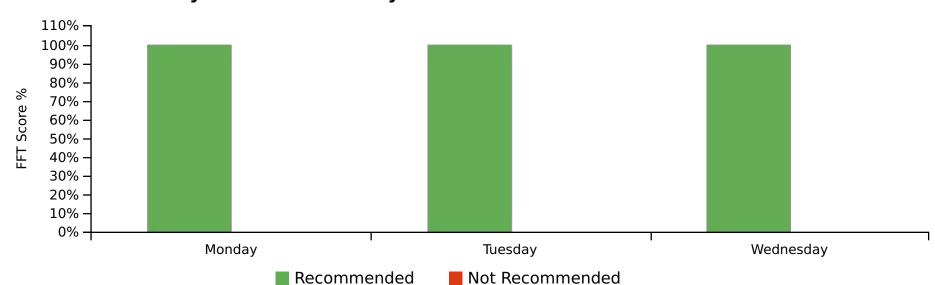




Notes: 1. Scores for current reporting month.

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

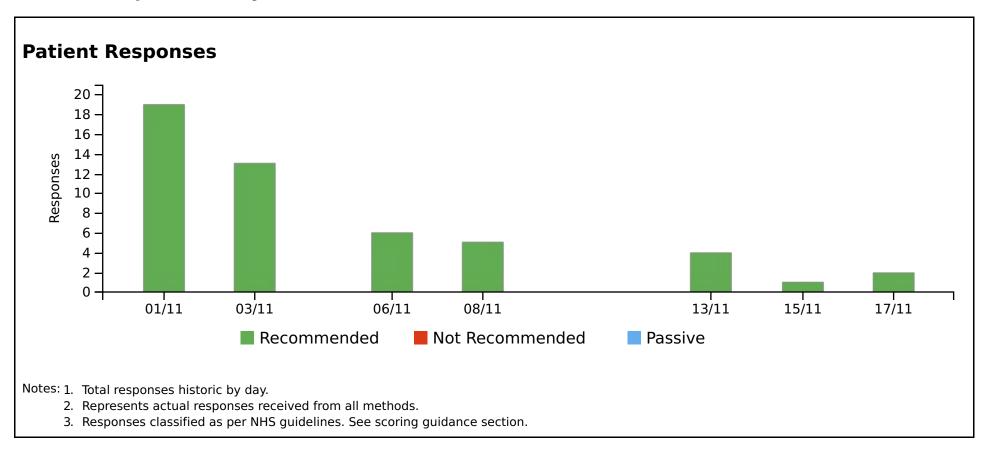
Practice Score: Day of the Week Analysis



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

Thematic Tag Cloud 5 Reception Experience Arrangement of Appointment Reference to Clinician 12 back pending 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, 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

- ✓ Excellent service as always and on time
- ✓ Excellent Seen on time. My problem was dealt with efficiently. Never had any issues
- ✓ Always lovely people
- ✓ Had ro wait 15 mins
- ✓ All staff I've spoken with or dealt with have been very helpful and treated me well and with compassion
- ✓ Terri was very nice
- ✓ The gentleman i saw was very professional and thorough
- ✓ Ease of booking, professionalism and friendliness of the nurse.
- ✓ Because the doctor kept everything private and confidential in front of my mum. The doctor never disclosed anything about my medication
- ✓ Because I felt the nurse was thorough whilst carrying out my annual checkup.
- ✓ Appointment was run to time. Everything was thoroughly explained x
- ✓ Pleasant staff explained what was happening.
- ✓ prompt response
- ✓ The person I saw today was professional, friendly and explained everything thoroughly
- \checkmark Over 30 min wait beyond appointment time . Otherwise excellent service.
- ✓ Excellent advice given.
- ✓ The service was excellent and terrie livesy was amazing and couldn't do enough to help me
- ✓ Excellent surgery Drs and staff really look after you
- ✓ Because it was Good
- ✓ The nurse who dealt with me was efficient and kind
- ✓ Because I was treated respectfully, felt listened to and asked what I personally would like to do.
- ✓ I've had no problems at all with the practice. All doctors and nurses have been so kind and helpful! Great booking system and prescription service! Very happy patient
- ✓ Because the nurse was good at explaining everything
- ✓ Nurses and girls were very friendly
- \checkmark Professionalism and understanding x
- ✓ My answer was very good because I got the care and attention with concern and politeness.
- ✓ Nothing
- **✓** Because.the.nursewas.polite.and.courteous.
- ✓ Explained condition so I understood and was professional but friendly
- ✓ I felt listened to and taken seriously.
- ✓ Allways a good experience and happy with treatment and care provided, attention to detail and notifications of pending tests and results
- ✓ Everything ran smoothly and the nurse I saw was friendly and thorough
- ✓ Lovely staff, very good doctors
- ✓ Because I've always been treated with respect and professionalism and you have to give respect back
- ✓ All staff are pleasant and efficient. You know that you will always get seen by a clinician on the day. We are lucky to have such a great practice.
- ✓ Nurse practitioner saw me on time was really lovely and pleasant and listened to me and we came up with a sensible plan together. Really excellent experience

Not Recommended

Passive