FFT Monthly Summary: December 2023

1

Darwen Healthcare Practice

Code: P81051



FFT011

0

FFT012

0

FFT010

50

SECTION 1 CQRS Reporting

43

CQRS Reporting FFT001 FFT002 FFT003 FFT004 FFT005 FFT006 FFT007 FFT008 FFT009

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.

0

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Section 2 Report Summary

Surveyed Patients: 154
Responses: 50

1

•							
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	43	4	1	1	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	43	4	1	1	1	0	50
Total (%)	86%	8%	2%	2%	2%	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 (%) = $\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$

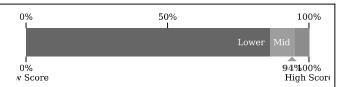
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring



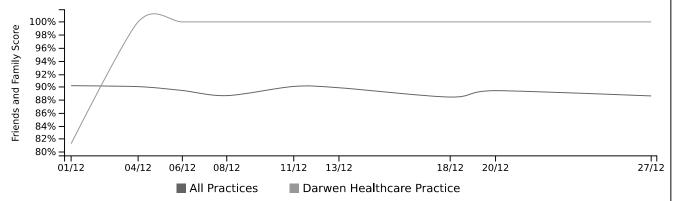
Your Score: 94% Percentile Rank: 75TH



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 75th percentile means your practice scored above 75% 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	84%	89%	92%
Darwen Healthcare Practice	100%	91%	100%

Gender

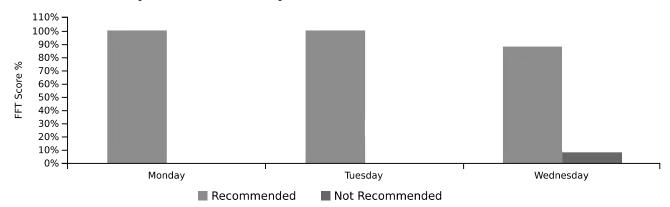
All Practices 90% 90%



Notes: 1. Scores for current reporting month.

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

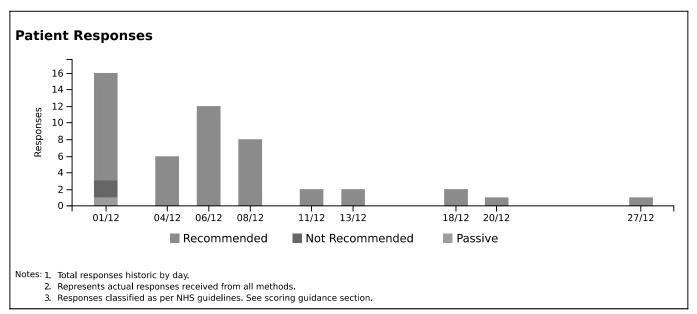
Practice Score: Day of the Week Analysis



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 Arrangement of Appointment 8 Reference to Clinician 21 Notes: 1. Thematic analysis for current putting 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 excellent adjectives where the word confident taking confident taking professional checking national checking straight efficient lovely 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

- √The nurses are friendly & are gentle when taking blood
- ✓ My doc was so nice and polite really listened to me
- ✓ Was seen before my appointment time, was listened to and got the correct treatment
- ✓ Gp explained my problem well
- ✓ Spent time discussing with us
- ✓ Seen on time, nurse very knowledgeable and skilled in her practice.
- ✓ Every member of staff I've encountered during my 12 months at the practice have been genuine caring friendly and professional
- ✓ All questions I asked were answered the service I received from nurse & receptionists was very good
- ✓ Quick and great care
- \checkmark Listened to my various problems, explained how he was going to h
- \checkmark Apart from ringing at 8am and being 13th in queue everything else went smoothly
- ✓ Very quick appointment and great nurse practitioner
- ✓ Got the issue sorted on the same day
- \checkmark GP was thorough but also very caring, confident that I can get my problem sorted
- \checkmark Quick and easy to get the appointment I needed
- ✓ Didn't have to wait long, and the nurse was really nice
- ✓ Informative
- ✓ Dr Hafez explained everything very well
- ✓ Seen straight away and nurse very helpful
- ✓ Was in today and the nurse told me what I needed to know and also helped me understand my problem.
- ✓ Caring attitude with very good explanation of why I was having problems. Wants to see me again to review.
- ✓ Always seem to get answers to our problems.
- ✓I find all the staff helpful and do their jobs with a smile on there faces
- √ Very professional
- ✓ Friendly and efficient as always.
- ✓ Didn't have to wait too long
- Because they were very good with my daughter, very nice asking questions to my daughter. We are very happy with what both doctors did today. Thank you very much for all advice that you give to me. Thank you to both doctors. Happy mum and happy daughter! Thank you both again.
- ✓ The appointment went very smoothly
- ✓ Never had no problems getting in to see my dr staff always helpful and everything is under one roof
- ✓ I cannot fault a single thing in this practice. From the team on the phones to the doctors and nurses everyone is so friendly and helpful. I can always get an appointment in a timely matter for myself or my son.
- ✓ The nurse was very thorough and friendly putting me at ease.
- ✓ Because the doctor attend to us in a friendly approach.
- ✓I got an appointment for myself and my little boy this morning and was seen within 10 minutes of checking in by a lovely guy who put my boy at ease.
- ✓ Had nothing but positive experience since moving to the GP surgery. Everyone is very helpful and thorough
- ✓The staff carried out their tasks well and explained what I needed to know. They listened to my concerns and opinions and took them into consideration.
- ✓ Very quick to get an appointment to speak to a doctor please the solution
- ✓ Very helpful and kind
- ✓ Fast appointment excellent care 5 star
- ✓ We would be lost without a national health system
- ✓ Always friendly staff.
- ✓ Kerry Nield
- √ doctor very understanding

Not Recommended

✓ Because Dr Alzamani is patient, thorough, insightful and kind

