# **FFT Monthly Summary: July 2024**

**Darwen Healthcare Practice** 

Code: P81051



# SECTION 1 **CQRS Reporting**

## **CQRS Reporting**

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
39	8	1	0	1	0	0	0	0	49	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:** 126

**Responses:** 49

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	39	8	1	0	1	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	39	8	1	0	1	0	49
Total (%)	80%	16%	2%	0%	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 (%) = 
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

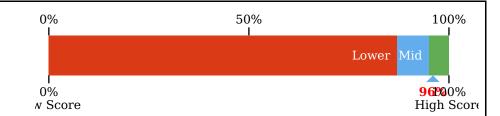
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

# **SECTION 3 Practice Scoring**

#### **Practice Score: 'Recommended' Rank**

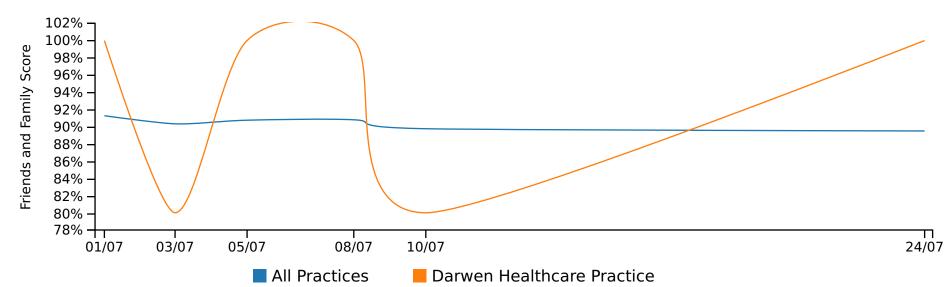
Your Score: 96%
Percentile Rank: 85TH



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%	90%	93%
Darwen Healthcare Practice	100%	100%	90%

# Gender



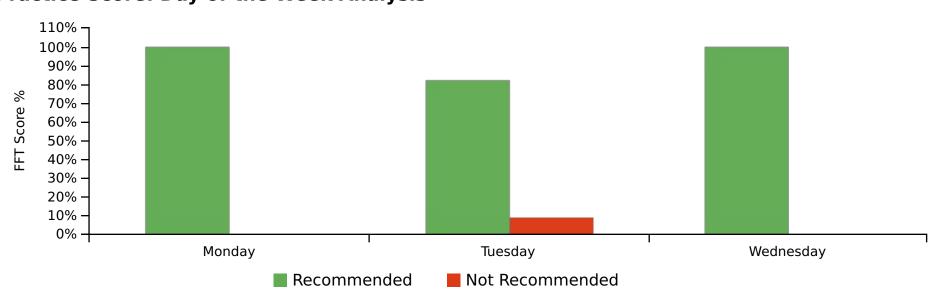


100% 94%

Notes: 1. Scores for current reporting month.

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

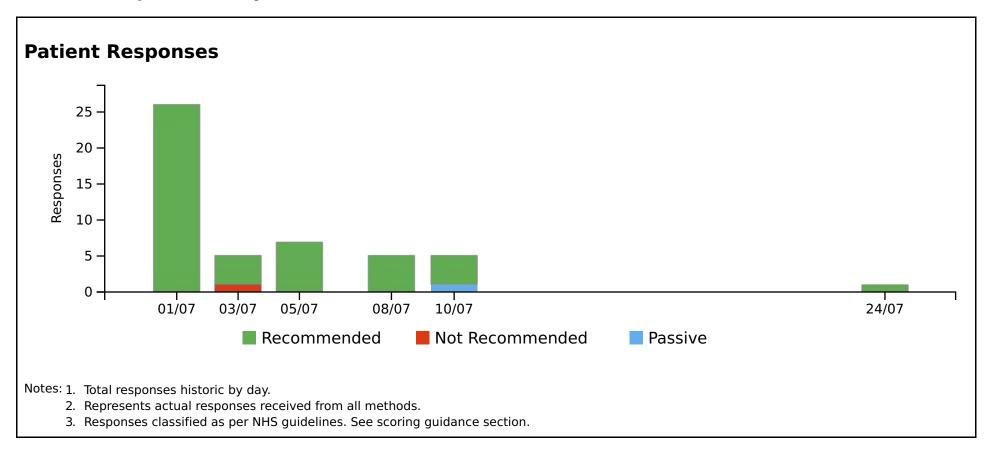
# **Practice Score: Day of the Week Analysis**



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 Sympathetic 7 **Reception Experience** Arrangement of Appointment 7 comfortable Reference to Clinician 16 Notes: 1. Thematic analysis for current clearly reporting month. 2. Thematic analysis covers the most courteous discussed themes by analysing sentence fragements and is not an exhaustive analysis of all talking absolutely & points. 3. Tag cloud is rendered using the attentive 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

- ✓ Was listened to and given advice
- ✓ All staff are approachable and helpful
- ✓ Because i got got good service .Thanks .
- ✓ Appt arranged straight away by app.No wait time.Doctor very thorough and helpful.
- ✓ Very good GP & staff!
- ✓ I think the patient comes first Reception staff very helpful No problem getting an appointment Promotes confidence
- ✓ Brilliant service from Reception staff, as always. There was along wait for the doctor but I wasn't bothered. Bloods taken, long wait again but not bothered .

  Nursing staff great too . Thank you all .
- ✓ My problem was dealt with very quickly and with compassion
- ✓ Good experience the doctor was very professional and did all that was necessary on my visit
- ✓ Because we always get in straight away and the appointment was satisfactory
- ✓ The doctor was empathetic and saw me promptly.
- ✓ Fantastic service
- ✓ Maria was very thorough and helpful.
- ✓ Darwen health centre is the most well run surgery I've ever atte
- $\checkmark$  The help and the service is second to none helpful and professional support throughout thank you
- ✓ Yes, excellent practice nurse, and almost on time with the appointment..
- ✓ Good very 1
- ✓ Appointment was late but otherwise doctor was lovely, helpful and gave good advise. Overall everything was good but due to appointment being late I didn't rate my experience as a 1. But no complaints as I expect appointments to over run and don't mind waiting in general.
- $\checkmark$ The woman doing my smear test was very attentive and treat me with dignity
- ✓ Dr. Alo was absolutely amazing. She saw me last week and referred me to AMU B straight away. I received all of the medical help and support that I needed. This was over 4 days of hospital admission. Today, we discussed all of this and she helped to sign post me in the right direction. So thank you
- ✓ It's what I thought
- ✓ See on time lovely doctors really helpful and explained everything clearly..
- ✓ Called for an urgent appointment and got seen same morning. Dr Alzamani was very kind.
- $\checkmark$  Waiting time was very long but the GP was helpful
- ✓ As always excellent support and service from all members of staff, staff always friendly, smiles, nothing is to much trouble in providing me with my health and wellbeing. Thank you
- ✓ I had my 6mtly injection with the nurse Katie Smith, very efficient pleasant and courteous and caring thank you
- ✓ Appointment time was about 20min late
- ✓ Because the mental health practitioner has always been good, nice, friendly, comforting and very helpful.
- ✓ Felt comfortable speaking to the doctor and she listened to me and my concerns
- ✓ Rang with results on time
- $\checkmark$  Excellent service from reception and the practitioner I saw is brilliant, always helpful and sympathetic to issues.
- ✓ Because I'm happy with the service
- ✓ Brilliant service
- ✓ Receptionist always polite, seen on time . Doctors was very good listened and felt like she cared and also advised she would do a follow up call to check progress.
- ✓ Good doctor
- ✓ Caring kind and attentive. I didn't feel I was an inconvenience.

#### **Not Recommended**