# FFT Monthly Summary: March 2024

**Darwen Healthcare Practice**
**Code: P81051**

## SECTION 1
## CQRS Reporting

### CQRS Reporting

| FFT001 | FFT002 | FFT003 | FFT004 | FFT005 | FFT006 | FFT007 | FFT008 | FFT009 | FFT010 | FFT011 | FFT012 |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 46 | 4 | 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:** 128

**Responses:** 50

| | Very good | Good | Neither good nor poor | Poor | Very poor | Don't know | Total |
|---|---|---|---|---|---|---|---|
| SMS - Autopoll | 46 | 4 | 0 | 0 | 0 | 0 | **50** |
| SMS - User Initiated | | | | | | | |
| Tablet/App | | | | | | | |
| Web/E-mail | | | | | | | |
| Manual Upload | | | | | | | |
| **Total** | **46** | **4** | **0** | **0** | **0** | **0** | 50 |
| *Total (%)* | *92%* | *8%* | *0%* | *0%* | *0%* | *0%* | *100%* |

### Summary Scores

👍 100%  👎 0%  ✏ 0%

### 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:

$$\text{Recommended (\%)} = \frac{\text{very good + good}}{\text{very good + good + neither + poor + very poor + don't know}} \times 100$$

$$\text{Not Recommended (\%)} = \frac{\text{very poor + poor}}{\text{very good + good + neither + poor + very poor + don't know}} \times 100$$

For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:
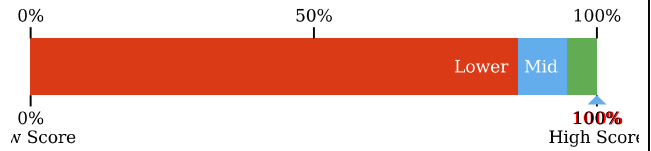
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

### Practice Score: 'Recommended' Rank

**Your Score:** **100%**

**Percentile Rank:** **100TH**

0%    50%    100%

Lower | Mid

0%                                                    100%
Low Score                                          High Score

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



■ All Practices    ■ Darwen Healthcare Practice
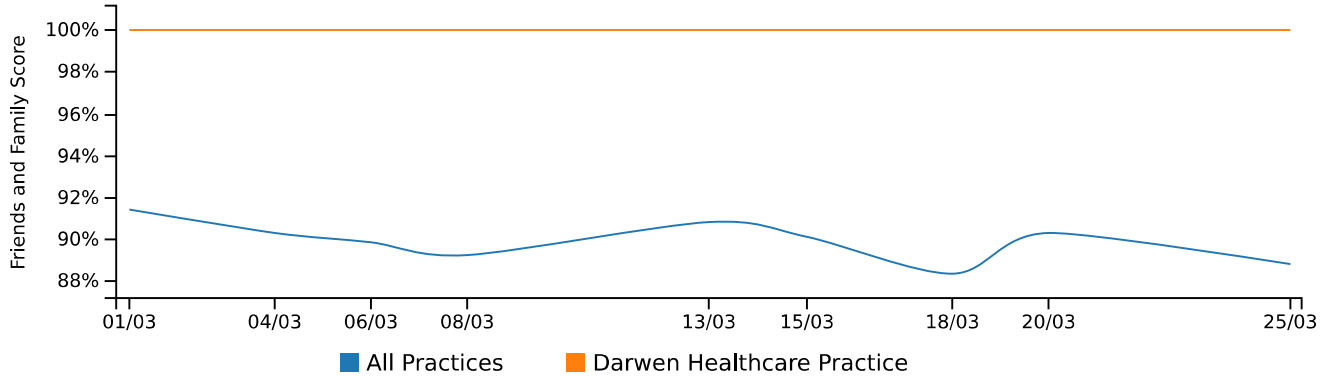
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

**Age**

|  | < 25 | 25 - 65 | 65+ |
| --- | --- | --- | --- |
| All Practices | 84% | 89% | 93% |
| Darwen Healthcare Practice | 100% | 100% | 100% |

**Gender**

**All Practices**

90%  90%

**Darwen Healthcare Practice**

100%  100%

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



■ Recommended    ■ Not Recommended
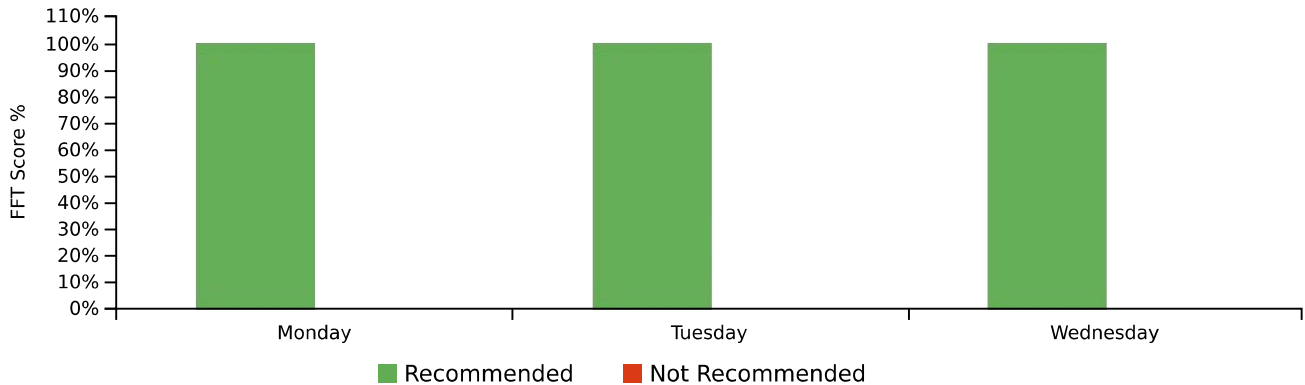
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

**Patient Responses**
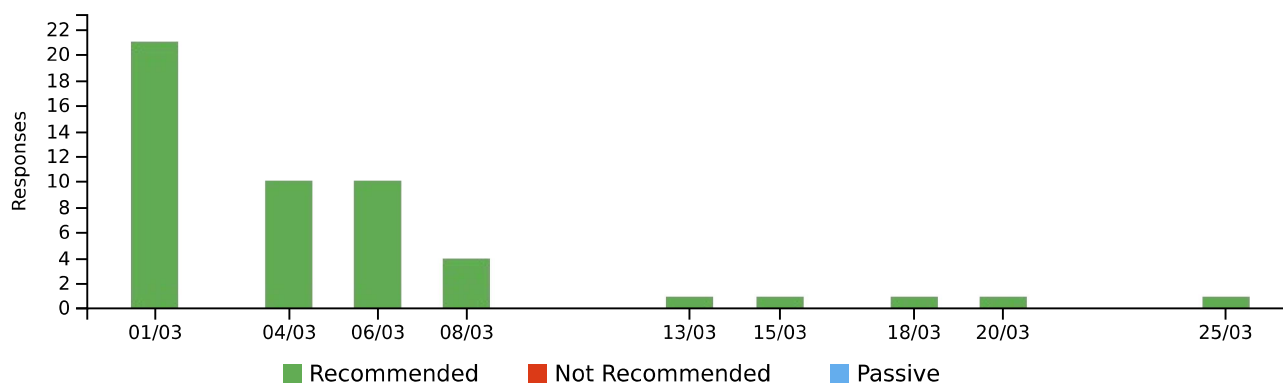


Notes: 1. Total responses historic by day.
2. Represents actual responses received from all methods.
3. Responses classified as per NHS guidelines. See scoring guidance section.

## Patient Free Text Comments: Summary

**Thematic**

**Tag Cloud**

| | |
|---|---|
| Reception Experience | 9 |
| Arrangement of Appointment | 7 |
| Reference to Clinician | 18 |

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**

✓ Because for a Monday morning, the reception team effectively channelled everyone to the appropriate doctors in their fields of experience,
✓ *Doctor listened to me and took their time to understand what I was saying*
✓ Prompt attention, good nurse
✓ *Because I wanted to pay compliment to the service provided.*
✓ I have always had fantastic support from every person i have had contact with, can always get an appointment if needed, just a really well organised and very supportive practise who actually care about their patients.
✓ *Always have fitted me in accordingly to a dr or practitioner where needed. Always listened to and welcoming*
✓ 'ZMy. M lm. My. M mmm. An q. Ml m1'q n m. An naMan. mmm q n. AL B MZoo omm'1'mQqqaqm.'mommy.zMANow we moo is--8-.a ml'.Mmqz on l b. M' lql. Aa
✓ *Appointment on timeHealth assistant friendly and helpful*
✓ On time and very helpful .
✓ *Because the service was good no problems*
✓ The Doctor I saw was a gentleman who understood my symptoms and inspired confidence with his medical knowledge, what more could a patient want
✓ *Just vry helpfull*
✓ Difficult in text. Mainly good, sometimes not so good. Eg ordered prescription and not fulfilled. V uncertain these days about how to access correct services in a timely fashion Staff all v pleasant and helpful.
✓ *You asked.*
✓ Everything was perfect
✓ *Helpful receptionist and the Dr was very thorough and appeared interested in my medical problem*
✓ Got appointment in good time and when I wanted it. I was given respect and kindness
✓ *Caring reception team.A doctor that was kind and interested and gave good advice.*
✓ Prompt attention , positive action
✓ *I don't know*
✓ Professional and good service
✓ *The doctors and nurses are great. I find the reception staff sometimes abrupt and rude*
✓ Helpful service both at reception, and appointment with doctor
✓ *Friendly, clear communication, felt reassured*
✓ Very competent and friendly staff. Dr Umer was patient and kind while I explained my symptoms and he organised investigations to find the cause. I was very happy with the outcome of my visit.
✓ *The callback service is great rather than having to wait holding the line. I got an appointment same day for my daughter. Simon who we saw was fantastic. She usually prefers to see a female but he really put her at ease and she was really happy with the care she received as was I.*
✓ Keeping me updated about my.bloid test results
✓ *GP was very understanding and provided lots of information in regards to the topic of our meeting today*
✓ Very professional and extremely concise within the appointment. Great GP
✓ *Polite staff, friendly and felt cared for.*
✓ Fairly easy to make appointments, a bit more difficult to see your own GP but on this occasion got an appointment with my own GP.
✓ *Considerate, caring, efficient*
✓ Seen on time, surgery clean and nurse polite
✓ *Both young doctors that my husband has attended have been excellent in every way. Taking time to explain things clearly and showing much kindness and patience with an older person who is struggling mobility wise .*
✓ Staff very helpful and the doctor very helpful overall a very good experience

**Not Recommended**

**Passive**