

# FFT Monthly Summary: June 2024



**Darwen Healthcare Practice**  
Code: P81051

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
36	10	2	2	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>	<b>159</b>						
<b>Responses:</b>	<b>50</b>						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	36	10	2	2	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>36</b>	<b>10</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>50</b>
<b>Total (%)</b>	<b>72%</b>	<b>20%</b>	<b>4%</b>	<b>4%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

92% 4% 4%

## 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:

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

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

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

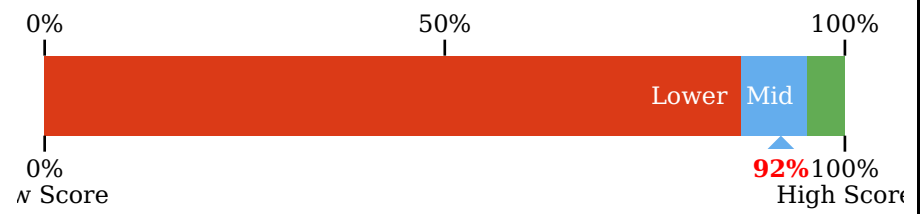
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

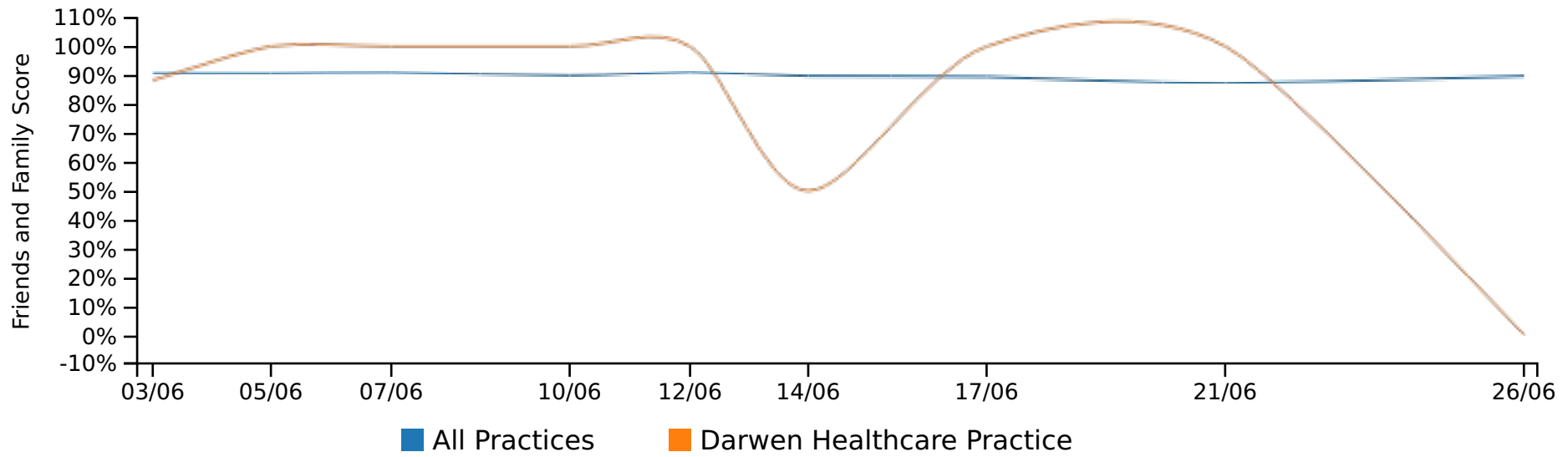
**Your Score: 92%**

**Percentile Rank: 55TH**



- 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 55th percentile means your practice scored above 55% of all practices.

### Practice Score: 'Recommended' Comparison



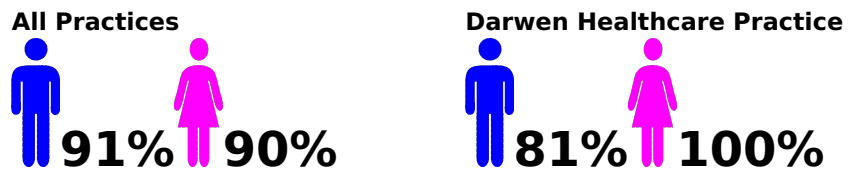
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

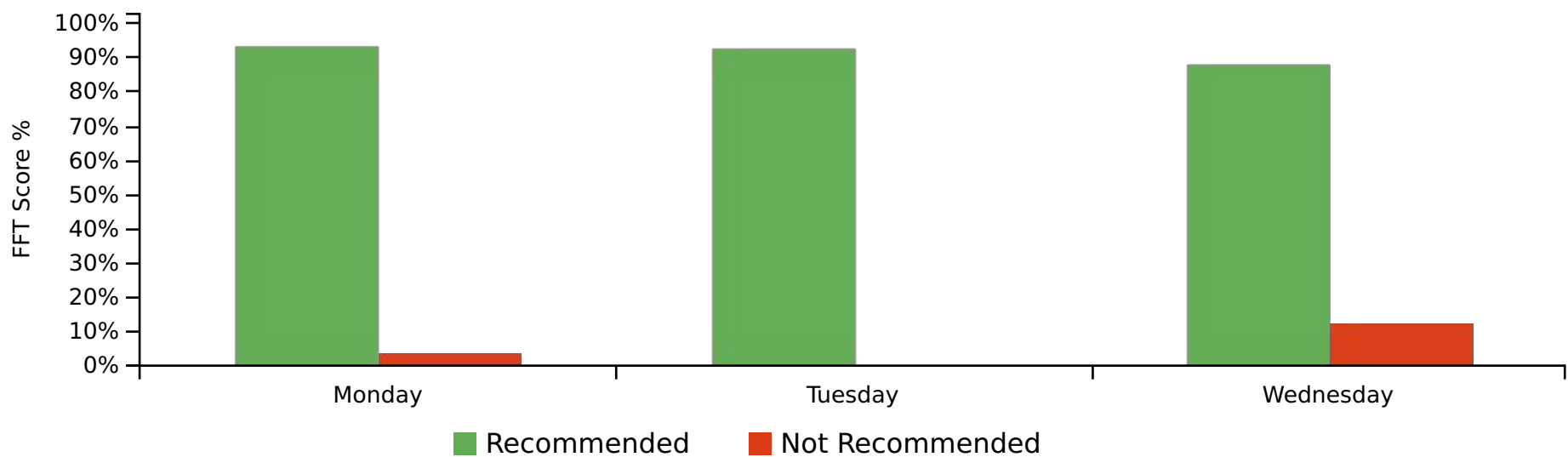
	< 25	25 - 65	65+
All Practices	84%	90%	92%
Darwen Healthcare Practice	100%	96%	86%

#### Gender



- Notes:
1. Scores for current reporting month.
  2. Score calculated as per NHS requirements. See scoring guidance section.

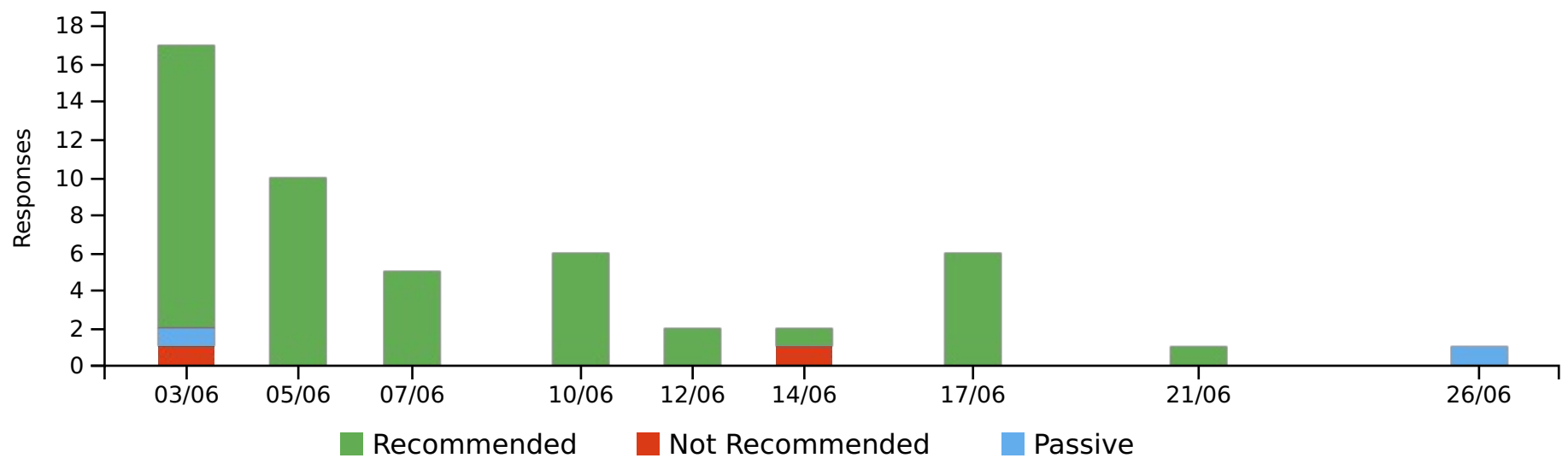
### Practice Score: Day of the Week Analysis



- 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 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.

## SECTION 5

### Patient Free Text Comments: Summary

Thematic	Tag Cloud
<p>Reception Experience 7</p> <p>Arrangement of Appointment 10</p> <p>Reference to Clinician 20</p> <p>Notes: 1. Thematic analysis for current reporting month.</p> <p>2. Thematic analysis covers the most discussed themes by analysing sentence fragments and is not an exhaustive analysis of all talking points.</p> <p>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.</p>	

### 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 staff and doctors are always friendly polite and thorough
- ✓Easy to get appointments and excellent doctors/nurses that listen and treat accordingly. Never feel fobbed off.
- ✓Dr David is an absolutely lovely doctor. She's kind and patient and empathetic. She doesn't force information upon you and sits and listens to your answers and your wishes
- ✓The overall experience good & I'm happy with what was discussed with my doctor.
- ✓I was seen on time for my appointment and Dr Meredith was very helpful
- ✓I was seen on time and treated with care and respect Terri. Thank you.
- ✓Both the receptionist and Simon dealt with me very efficiently and with sympathy
- ✓Quick but felt rushed. After vaccination the baby was crying so I breast fed to soothe but felt like I had to just go before baby was fully settled
- ✓Your staff really care about the service they provide. They are very professional and this is reflected in the service they provide.
- ✓Very good quality and excellent service thanks
- ✓I thought the GP listened, give me time to talk and is doing the tests that I personally thought would be beneficial to my complaint
- ✓Quick no waiting and efficient
- ✓On time and treated with dignity and respect
- ✓Overall very satisfied with today's outcome
- ✓I find the GP very easy to talk to, he is patient attentive and is able to offer medical advice in a way I can understand. He is very thorough in his approach of medical diagnosis and the relevant blood tests required for treatment. He explained how the new drug works along with possible side effects a follow up appointment made for ongoing monitoring.
- ✓because.he.treated.mewell
- ✓I'm always happy with the service there
- ✓Polite blood never felt a thing on the hole all good on time
- ✓Simple,everyone cares and is very knowledgeable about both sides of health both physical and mental hence Health Centre (Centre of my universe) You lead the field on how a H/Centre should operate Cheers to all xxx
- ✓I had a pleasant visit with a lovely and considerate nurse.
- ✓Felt listened to and the GP gave good advice and took action
- ✓The nurse was very friendly and helpful but I was a little late being see
- ✓Good professional healthcare practice with staff that have patient care has a priority
- ✓Called for an urgent appointment for my 15 month old daughter, I got a same day appointment, wait time for the appointment was minimal and the professional we saw was very thorough and helpful as well as friendly and engaging with my my daughter.
- ✓It's not easy. But the nurse I saw yesterday is outstanding. However I think that more care should be allowed for.people over a certain age who struggle getting there on time. Thankyou. X
- ✓Doctor was really good just 45 mins after my appointment time
- ✓I got an appointment fast. When I arrived I only wanted a few minutes before I was called by the doctor. The doctor listened to me treatment me a real person and kindness and offered treatment.
- ✓Because its true
- ✓Got an appointment same day and my problem was sorted
- ✓The staff are very helpful and try their best to accommodate you
- ✓Doctor was excellent, explaining everything well.
- ✓I think our practice offers a brilliant caring service and i am always happy with The people i have dealt with.
- ✓They always give follow up appointments if they want to monitor your condition. All the staff from receptionists to practice nurses to drs are really caring and make you feel listened to

#### Not Recommended

- ✓Practice in support of sorting an appointment to suit my needs, perfect. Referral to Treatments and taking a blood sample on the same day, perfect. Due to finishing work, having no lunch, and then travelling straight to the appointment, I was late for 5 minutes. However, I was waiting for an hour or so to be seen. The main reason is the GP, assessing me as a character after providing my issues / concerns on my health. I believe the comment was a bit sensitive from the role that they are dealing with. It was not a clever comment, but summarised my explanation and labelled me with a disorder. Not reassuring me as an individual or processing the appointment, as he should. He gave a personal opinion, and I believe that was unprofessional.
- ✓Medical care good Administration lacks professional leadership

## Passive

- ✓ Yes, I have dealt with some members of staff in the reception who have given me incorrect information and one member of the management who has rectified things for me on more than one occasion.
- ✓ *Find it difficult to get a face to face appointment the blood t arrangements are a joke in my opinio*