# FFT Monthly Summary: February 2024

**Darwen Healthcare Practice** 

Code: P81051



# SECTION 1 **CQRS Reporting**

# **CQRS Reporting**

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
34	10	2	3	0	1	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: 154** 

**50** Responses:

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	34	10	2	3	0	1	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	34	10	2	3	0	1	50
Total (%)	68%	20%	4%	6%	0%	2%	100%

# **Summary Scores**

**♦ 88% ₹ 6% ₹ 6%** 

## **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:

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

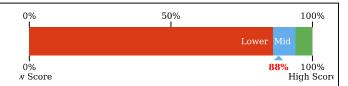
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

# Section 3 Practice Scoring



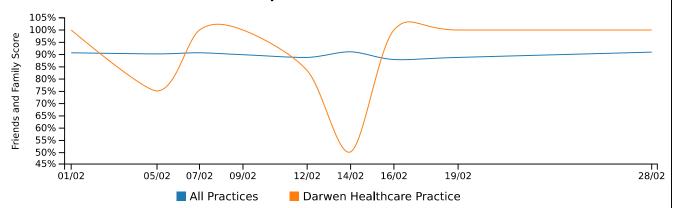
Your Score: 88% Percentile Rank: 35TH



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 35th percentile means your practice scored above 35% 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	88%	86%	90%

#### Gender

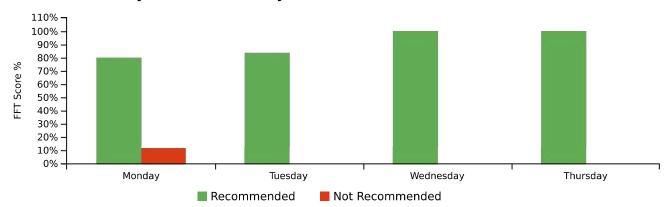




Notes: 1. Scores for current reporting month.

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

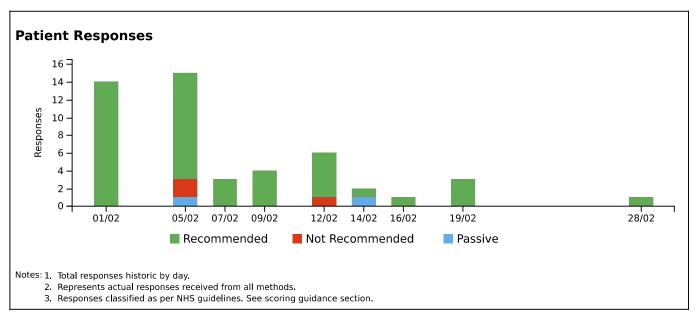
### **Practice Score: Day of the Week Analysis**



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**



#### **Tag Cloud** Thematic 11 Reception Experience Arrangement of Appointment 7 standard Reference to Clinician 17 happeninc Notes: 1. Thematic analysis for current happy reporting month. 2. Thematic analysis covers the most discussed themes by analysing sentence fragements and is not an exhaustive analysis of all talking ant many regarding points. 3. Tag cloud is rendered using the therefore most used present participle verbs, suffering welcome pleasant 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 I have had good experiences with Darwen HC
- ✓ Excellent and thorough doctors and staff. Very proactive
- ✓ Long wait of over 30 minutes past my appointment time, you need to allow more time for a consultation, this is happening all the time now, you say you have more doctors now but the delays are still happening
- ✓ No thanks
- ✓I messaged on Friday asking for an appointment, I expected it would be a couple of weeks wait, I received a message on Monday morning offering me an appointment that day
- ✓ The doctor was brilliant and we have been given a brilliant care and have been sent for more test so from this side the experience was very good. The only downside was a long wait to see the doctor, slightly over half an hour past our appointment time.
- ✓The doctor was very helpful.
- ✓ The staff at the surgery from receptionist ( Tracy is the nicest person ) to GP ( Dr. Hafez ) are so supportive of my health and wellbeing I have been through a lot and these people have made it easier for me, also a quick shout out to Alex in the office, thanks for being the best.
- √The staff were nice, professional and efficient.
- ✓ Sorted out our problem fit us in and good service
- ✓ Same day appointment for my daughter, doctor was helpful and friendly
- ✓ You answered and actioned my needs
- ✓I received excellent treatment and advice. This has not always been the case in the past therefore it was a very positive and welcome experience.
- ✓ Excellent service by my doctors and receptionist
- √The Dr listened to me and was thorough and helpful.
- ✓ Arrangement made or the rearrangements made in advance .Staff helpful.
- ✓ Was seen to straight away ...very good care by both nurses
- ✓ Because always get seen quick! helpful staff.! standard of care Very Good!
- ✓ Mr Holden, who I saw was lovely, friendly, and listened to me, didn't rush me or anything. The receptionist I spoke to was abrupt, saying I needed to go to a+e, not see a doctor. After I explained again, she then booked me in to see someone. Think she needs to listen more and not jump to conclusions just how I phrased symptoms. I meant it totally different from how she took it.
- ✓ Appointment was on time and well considered GP response.
- ✓On time, efficient quirie
- ✓ Because on the whole staff pleasant and helpful.
- ✓ Easy automatic checkin, seen on time.
- ✓ Short wait, appointment on time, friendly nurse, took opportunity to check on another condition whilst I was there
- ✓ We received good support & advice as well as a referral
- ✓ They understood my issues
- $\checkmark$  Yes .I've allways found . The staff and doctors will do there upmost to help me many thanks . X
- ✓ The attention i recieved when i visited was A1 Thankyou
- ✓ All staff are polite and helpful
- ✓ Excellent service from the gp we saw

#### **Not Recommended**

- ✓I was kept waiting even though had an early appointment and then told there was no need to discuss my results as criteria against thresholds revised locally
- ✓ The person said they didn't really know what I was seeing them for and really knew nothing about the medication I had been on and for what period, even when they looked at the screen they got it wrong, not really forthcoming with an answer, they wasn't sure and would be asking a doctor and booked me in for a phone call on Friday which seemed to me a long time
- Waiting a long time to be seen and not very helpful when been seen, wasn't checked over throughly still suffering with pain and wasn't give much alternative

#### Passive

✓I am more than happy with my doctor (Dr Hussain) and my nurse who looks after me (Maria) But I have found on occasion reception let me down in particular I rang in the afternoon asking for help from my doctor a week or so ago I gave a detailed message and heard nothing that day nor the day after

and only heard when I rang again myself the problem being an extremely high BP with accompanying severe head pain and tingling in my fingers and as stated I asked for GP help and heard nothing On another occasion I passed a message through reception and asked for the girls name and she said Blaze only to find out you don't have a receptionist called Blaze so obviously she told me a lie quite why I have no idea !!!!!

It's a been a work in progress since Sept 2023, still not resolved, not seen any Drs regarding my issue. No idea if my issue is serious or needs further