

# FFT Monthly Summary: April 2024

Darwen Healthcare Practice  
Code: P81051



## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
40	6	0	1	1	1	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>	<b>163</b>						
<b>Responses:</b>	<b>49</b>						
	<b>Very good</b>	<b>Good</b>	<b>Neither good nor poor</b>	<b>Poor</b>	<b>Very poor</b>	<b>Don't know</b>	<b>Total</b>
SMS - Autopoll	40	6	0	1	1	1	<b>49</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>40</b>	<b>6</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>49</b>
<b>Total (%)</b>	<b>82%</b>	<b>12%</b>	<b>0%</b>	<b>2%</b>	<b>2%</b>	<b>2%</b>	<b>100%</b>

### Summary Scores

👍 94% 👎 4% 🗳️ 2%

## 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:

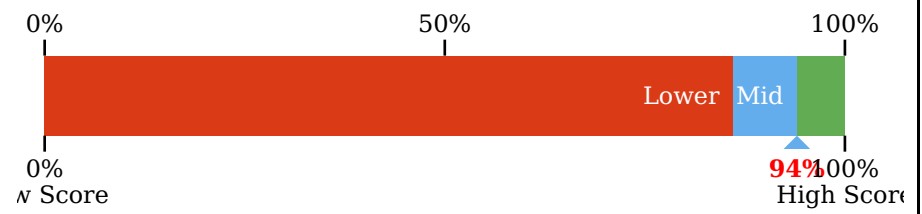
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

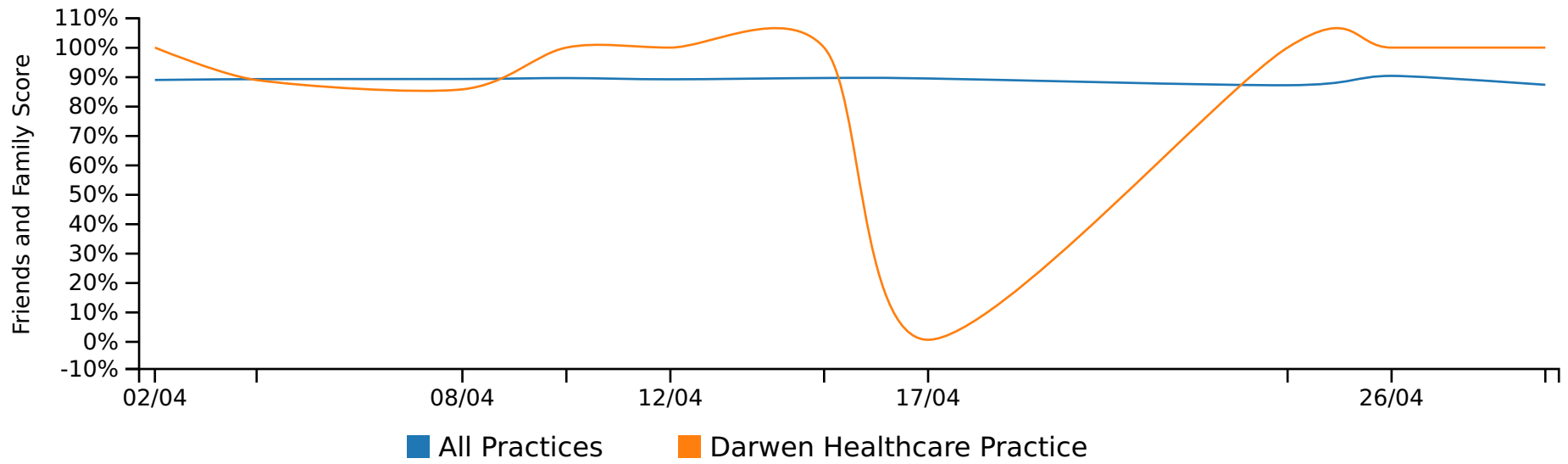
**Your Score: 94%**

**Percentile Rank: 75<sup>TH</sup>**



- 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

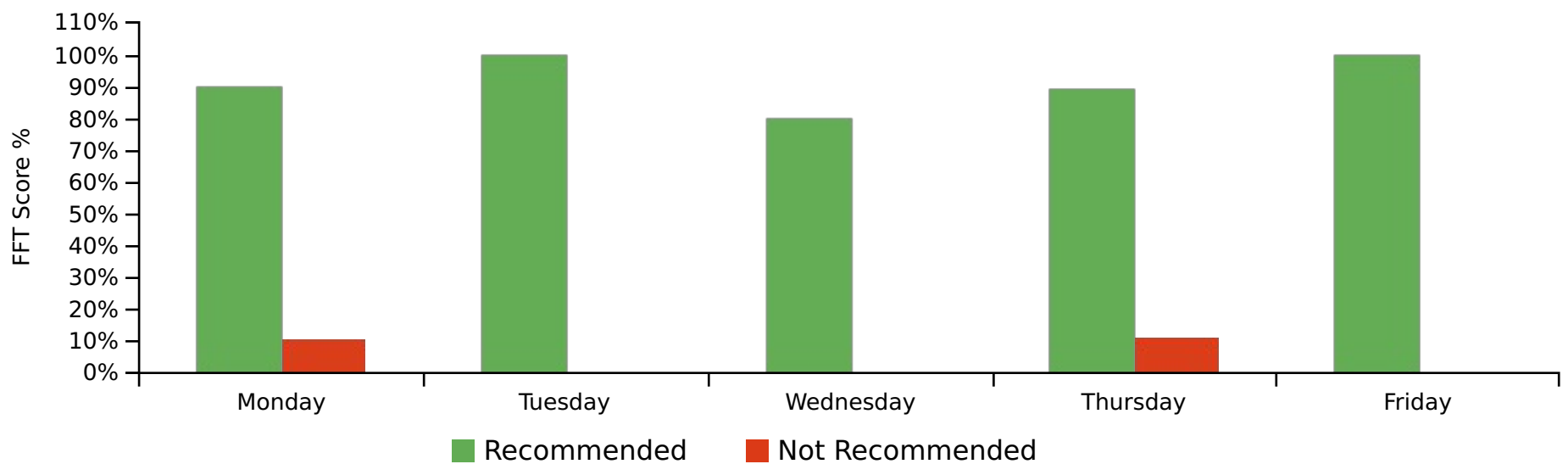
	< 25	25 - 65	65+
All Practices	84%	89%	92%
Darwen Healthcare Practice	100%	88%	100%

#### Gender



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

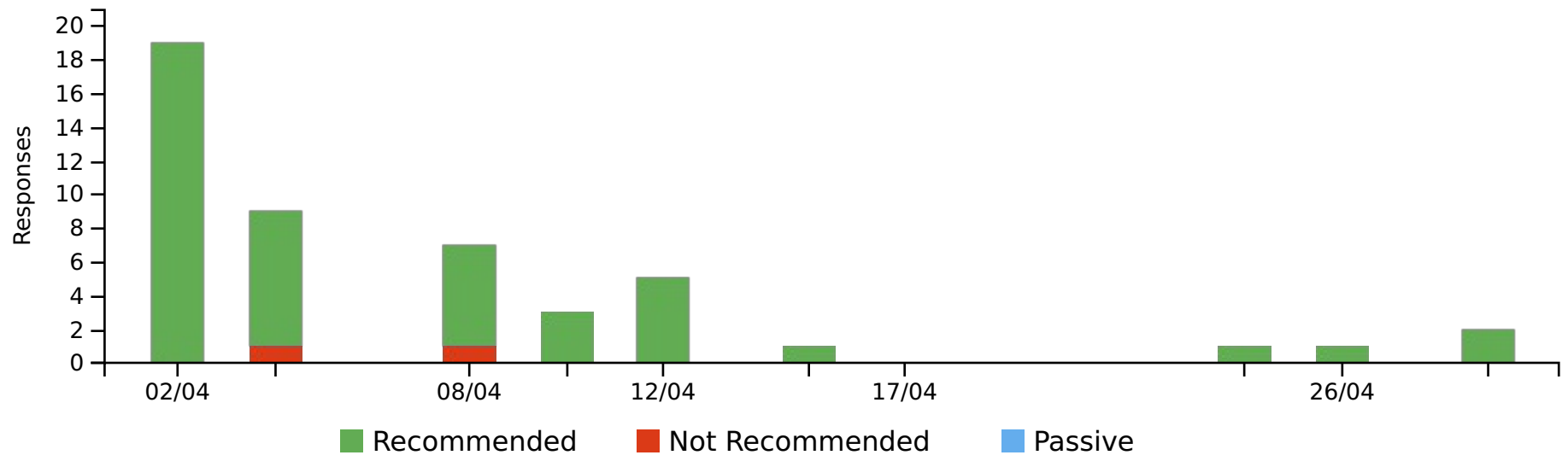
### Practice Score: Day of the Week Analysis



- 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.

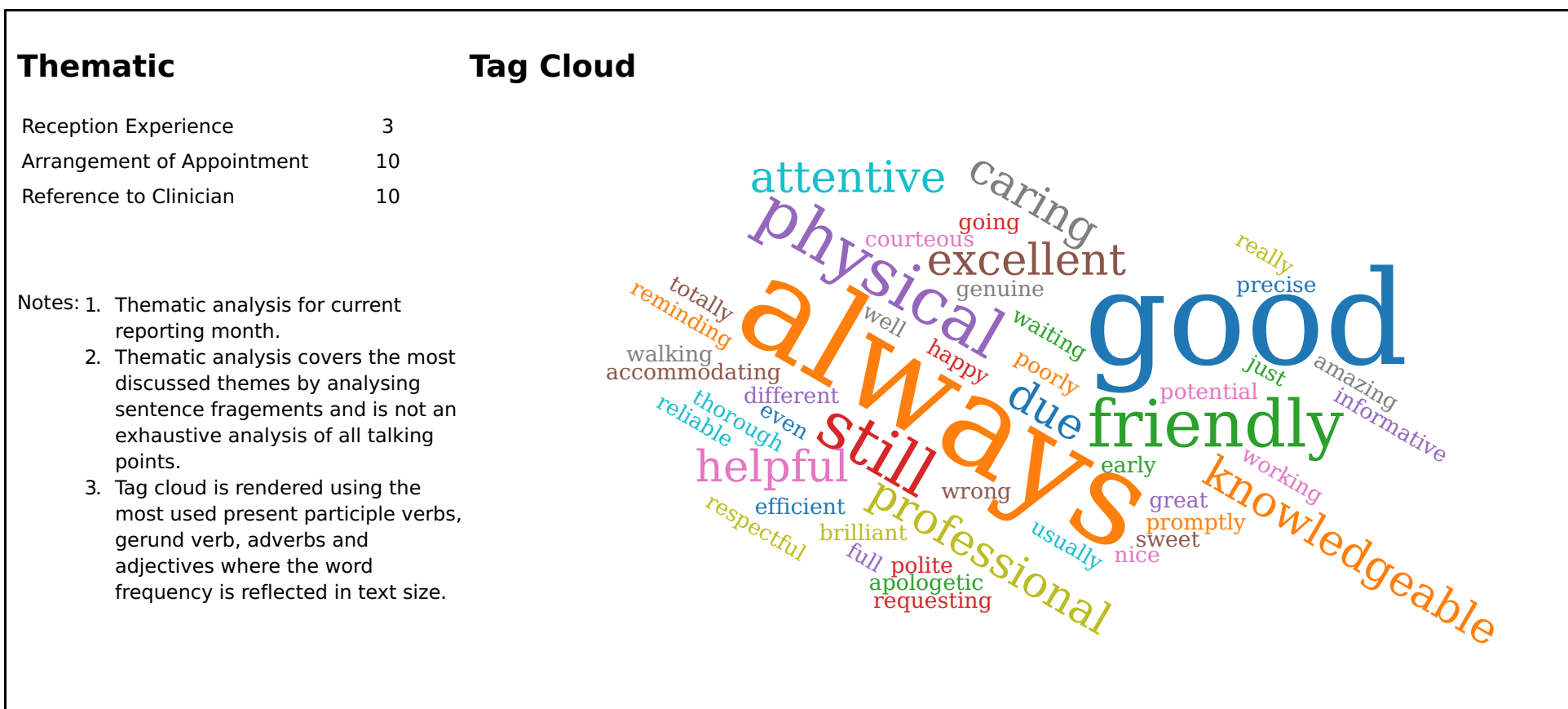
## SECTION 4 Patient Response Analysis

### 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



## 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

- ✓ Very friendly
- ✓ *The service is excellent I meant to give it a 1-very good*
- ✓ *Phoned early morning got appointment at 11 that day - medic i saw listened, took time, asked if I was happy with outcome - great service*
- ✓ *Simon was very good.*
- ✓ *Very good service and interaction. Very accommodating, helpful and courteous*
- ✓ *Because I always feel at ease with my doctor*
- ✓ *Every member of staff I've encountered at the practice have been genuine caring friendly and professional*
- ✓ *Got an appointment the same morning. The doctor was brilliant and very understanding*
- ✓ *Can usually get same day appointments*
- ✓ *May have to struggle to get an appointment but Dr Hussein very good*
- ✓ *Good*
- ✓ *On time, attentive, precise.*
- ✓ *I had an appointment at 2.15 with Dr perere which was changed to a phone call with being poorly and I'm still waiting*
- ✓ *Treated with respect was squeezed in the treatment room when they had no appointments to work around my working hours was amazing*
- ✓ *Simon was very good and attentive*
- ✓ *Consultant was really thorough*
- ✓ *She was very efficient and empathic.*
- ✓ *I was seen promptly and everyone was very helpful.*
- ✓ *I've been looked after by the practice for 15 years, Doctors come and go, but I still get a first class service.*
- ✓ *Polite and knowledgeable staff.*
- ✓ *Very professional and informative.*
- ✓ *I like my doctor, she's sweet, she knows her stuff, always answe*
- ✓ *Always treated with respect, helped and everyone is proactive*
- ✓ *The GP I saw was excellent. I needed a blood test, and had to wait over an hour for a 2 minute blood test.*
- ✓ *Because for me you always find ways to fit us in and am very graul about that very nice on the phone as well for that thank yo*
- ✓ *Nurse Terry Livesey is always ,caring,respectful and kind.*
- ✓ *They are very reliable and knowledgeable*
- ✓ *We had to wait over half an hour even though we received texts reminding us of the time of our appointment. The nurse was apologetic.*
- ✓ *Phone appt with Dr who telephoned at arranged time, explained his reason for requesting the appointment and gave full update of reason, and options in respect of health monitoring from hereon. Totally satisfied and appreciated the opportunity to discuss from home without need to travel surgery and potential wait to be seen.*
- ✓ *Always patient & friendly staff to help me due to limitations of walking*
- ✓ *I had my prostate cancer detected because of your diligence.*

### Not Recommended

- ✓ *I came in for appointment due to expetiencing physical symptoms of panic attacks. Explained my physical symptoms but had no physical health checks completed and just told it sounded like panic attacks.*

### Passive