FFT Monthly Summary: May 2024

Darwen Healthcare Practice

Code: P81051



SECTION 1 **CQRS Reporting**

CQRS R	eportin	g									
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
42	4	2	0	0	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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 **Report Summary**

Surveyed Patients:	152						
Responses:	49						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	42	4	2	0	0	1	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	42	4	2	0	0	1	49
Total (%)	86%	8%	4%	0%	0%	2%	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:

very good + good very good + good + neither + poor + very poor + don't know x 100 Recommended (%) = very poor + poor Not Recommended (%) = very good + good + neither + poor + very poor + don't know × 100

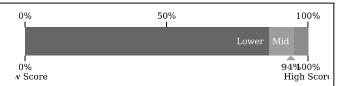
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring



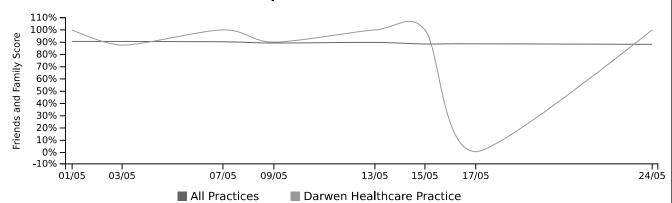
Your Score: 94% Percentile Rank: 70TH



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 70th percentile means your practice scored above 70% 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%	92%
Darwen Healthcare Practice	75%	95%	100%

Gender

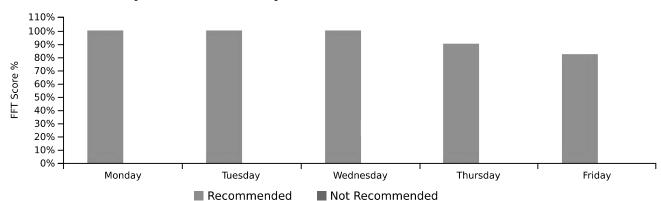
All Practices 90% 90%



Notes: 1. Scores for current reporting month.

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

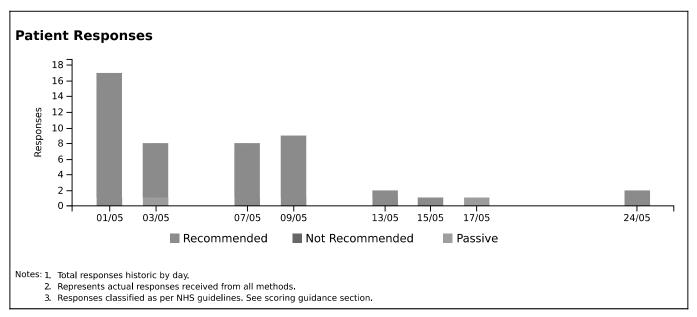
Practice Score: Day of the Week Analysis



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



Section 5

Patient Free Text Comments: Summary

Tag Cloud Thematic 5 Reception Experience Arrangement of Appointment 6 improving rough Reference to Clinician 10 Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most welcoming discussed themes by analysing formative sentence fragements and is not an exhaustive analysis of all talking points. 3. Tag cloud is rendered using the most used present participle verbs, cheerful gerund verb, adverbs and adjectives where the word frequency is reflected in text size. PPOrtive

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

- ✓ Appointment on time. Nurse was very nice.
- ✓ Very friendly and efficient. Very happy with both our appointments today
- ✓ Very helpful and knowledgeable. Answered all my queries and made me feel at ease. Thank you.
- ✓ The doctor I saw wasLovely explained what was wrong even drew meA little diagram to explain He explained what the next steps and that the wait times would be lengthy but said if my pain increased in the prevailing period I could see him again and he would prescribe something for me.
- ✓ Dr was absolutely lovely
- ✓ Practitioner was welcoming and listened properly. Her communication skills were excellent and a plan was made in how to go forward. Excellent
- ✓ Pleasant, cheerful and helpful
- ✓ The service through out the NHS in my experience is always outstanding . I can only thank all your staff for that .
- ✓Appointment delayed. Scheduled for 11.58 but didn't go in until 12.25
- ✓ Helpful staff
- ✓ Because Dr. Have always makes you feel listened to. He is very good.
- √ 3 appointments in 2 days. Every one was on time and conducted efficiently.
- ✓The nurse that attended to us explained properly to us. And she's Excellent ✓ The doctor was very supportive of what we wanted and he was informative
- ✓ Was all very professional and explained
- 🗸 I went to the doctor's with an issue and before the week was out I'd had bloods taken, an ultrasound scan and a follow up call about my bloods and a follow up appointment booked with the doctor. I consider that excellent service. Also everyone I have had contact with has been thorough, kind and respectful
- ✓ Friendly and fast
- ✓ Nurse was very pleasant and offered a good explanation to what she was going to do.
- ✓ Good service
- ✓ I felt listened to and feel that the referral actions to be taken will give me peace of mind and get source of my problem.
- ✓ Excellent, informative session with Maria
- ✓ No waiting time, really nice nurse
- ✓ Excellent Doctors , the receptionist are so friendly and good too deal with ...
- 🗸 The reception staff as always are extremely professional and helpful. Always have a smile and a very friendly manner xx
- ✓ Eliot Wright was very polite and took time to explain everything
- ✓ Im ok with things as they are at the moment thank you
- ✓ Felt like I was listened too and felt cared about
- ✓ The discussion on my ECG test results explained everything simply and I was given advice on improving my lifestyle.
- ✓ Kerry was really pleasant when she carried out my test
- ✓ becausel was treated with respect and kindness
- ✓ Good organisation and people

Not Recommended

Passive

✓There is one receptionist, that does not have time or patience. This week my prescription had an item missing, was told by the reception you can't email prescriptions through, however the other items on my prescription was processed!!! Feels like your an inconvenience