

FFT Monthly Summary: August 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	7	2	1	4	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:	97						
Responses:	50						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	36	7	2	1	4	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	36	7	2	1	4	0	50
Total (%)	72%	14%	4%	2%	8%	0%	100%

Summary Scores

👍 86% 👎 10% 🙋 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:

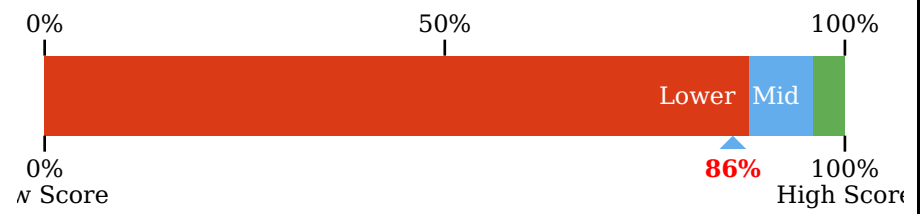
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

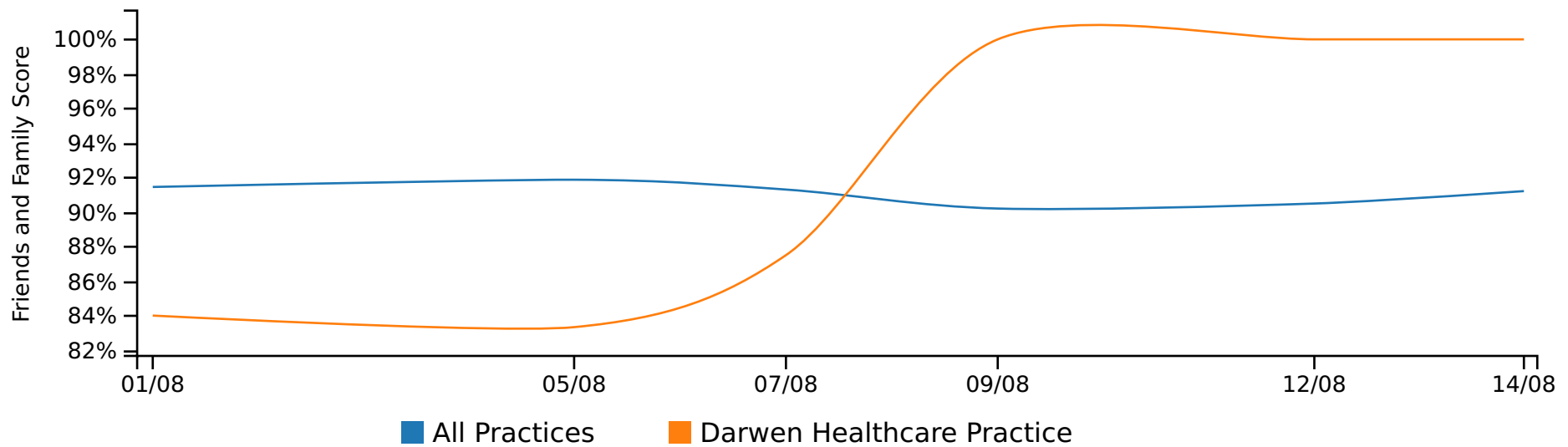
Your Score: 86%

Percentile Rank: 20TH



- 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 20th percentile means your practice scored above 20% of all practices.

Practice Score: 'Recommended' Comparison



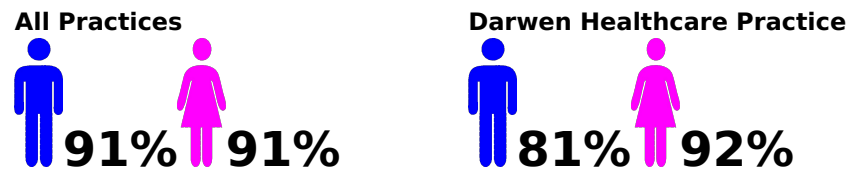
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

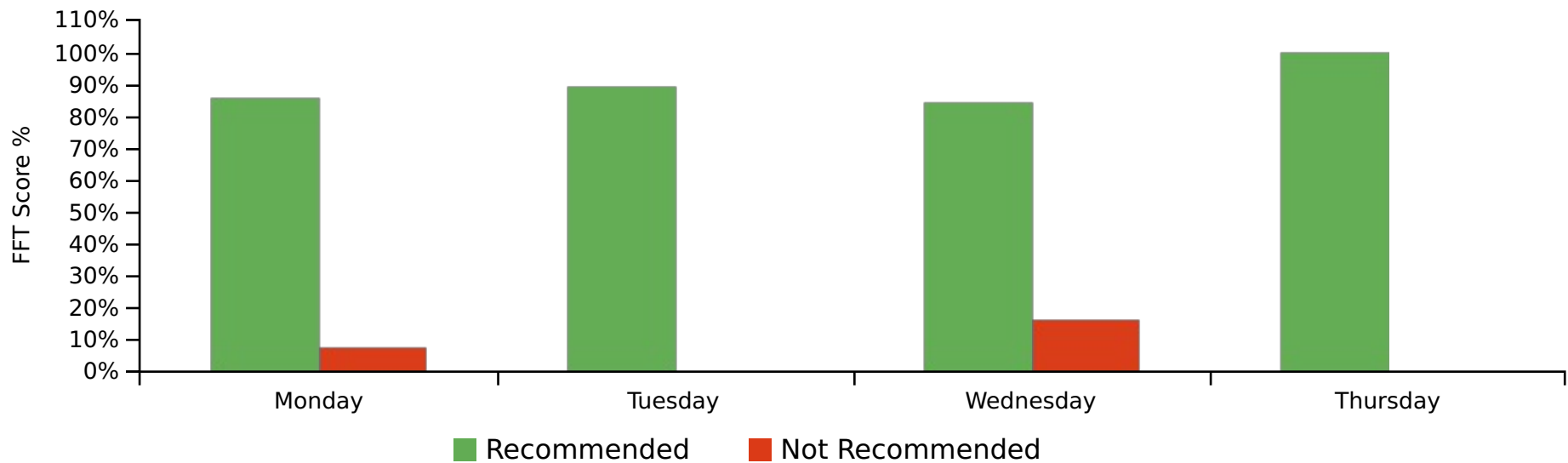
	< 25	25 - 65	65+
All Practices	85%	90%	94%
Darwen Healthcare Practice	33%	88%	91%

Gender



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

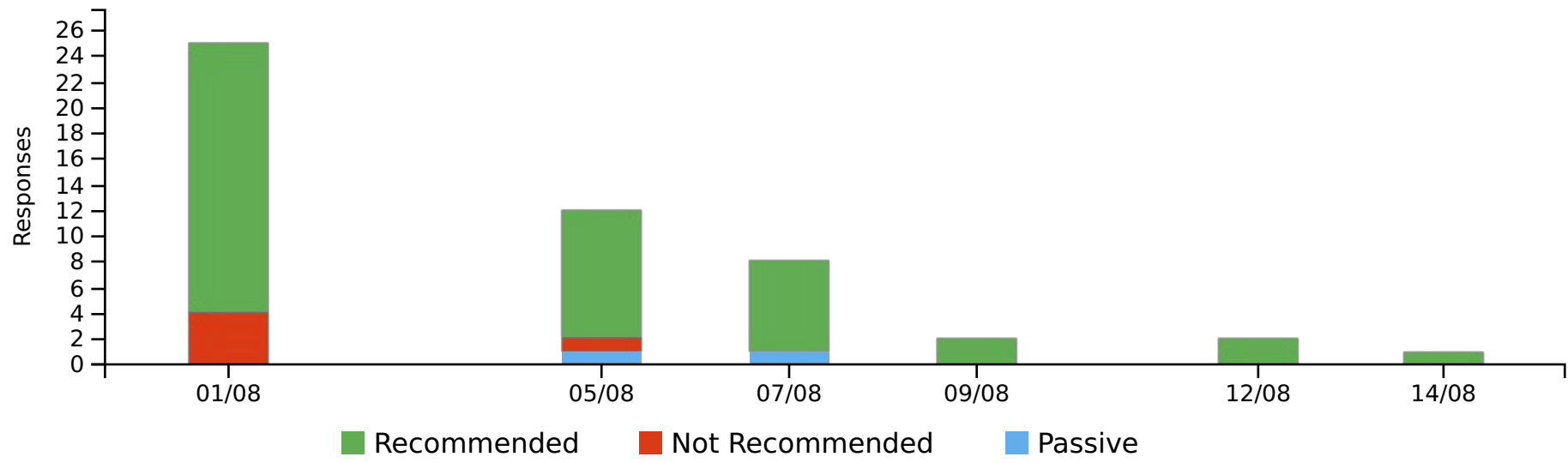
Practice Score: Day of the Week Analysis



- 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

- ✓ I text via GP app last night. I got a phone call this morning & also a appointment. I have used this app the last couple of times & find it very easy & quick to do, better than trying to get through by telephone & being put in a queue
- ✓ Was feeling uncomfortable coming to have procedure but Simon Holden was such a nice guy and made me feel comfortable
- ✓ Practice nurse and doctor were excellent
- ✓ When I rang to make appointment, there were 7 people in the queue. You don't have to be put on hold now. Surgery rang back in aro 10mins, same morning appointment made. And to top it all ,my
- ✓ The doctor listened and advised
- ✓ I have always had a first class treatment from this practice. The staff are always very helpful and friendly, I couldn't ask for a better experience.
- ✓ Excellent customer service
- ✓ Always get doctors appointment and 90 percent of the time doctors have made me feel relaxed about being there.
- ✓ Because u have complete trust in Dr. Hafez.
- ✓ The nurse I saw was very nice and good to me
- ✓ If you were rubbish I would have road you so!"Very good" is self- explanatory
- ✓ Prompt attention and feedback .
- ✓ It was a survey
- ✓ Yes
- ✓ Doctor very helpful and receptionist
- ✓ I have always found the staff approachable and friendly and alwa
- ✓ My appointment was 9.45. I was seen to at 9.44. No waiting was very refreshing. Then listened to patiently. Not rush or pushed out of the door. Very happy with my visit. Excellent Dr. Thank you
- ✓ Dr Ninan was very attentive and arranged tests and was very approachable. I feel all my concerns were addressed.
- ✓ Happy
- ✓ Polite GP, was listen to and facts been explained
- ✓ You get treated quickly
- ✓ Prompt appointment and efficient with good explanation of the process and further actions
- ✓ On time, pleasant and efficient.
- ✓ GP made me feel at ease although I was there with an embarrassing problem. Very professional and and informative. A pleasure to your team!
- ✓ Staff are always polite and friendly. They always seem to get me an appointment when needed.
- ✓ Katie was very helpful
- ✓ She was a really helpful, understanding & thorough practitioner.
- ✓ Ran to time
- ✓ Great service from my GP
- ✓ It was pleasant and straightforward
- ✓ She was really kind, I felt very supported and safe.
- ✓ Polite, friendly staff. Clinician I saw explained anything I asked
- ✓ Dr umber is very good would not see anybody else

Not Recommended

- ✓ Dr Ninan is an excellent doctor
- ✓ I have been unwell for the last 12 months and am still getting no closer to being any better I feel as though nothing much is actually being done and that I am just being given meds to mask the issue rather than solve it
- ✓ Saw Maria Slater lovely nurse very informative friendly and kind
- ✓ Poor service and didn't do as hospital advised
- ✓ Appointment booked as copd/asthma review and was told 20 minutes post my appointment time it was copd, only, my GP is unclear and wasted mine and your time

Passive

- ✓ Had a problem for nearly 3 years yet the practice has'nt got near to resolving it

✓ GP was thorough and professional, receptionist was exceptionally helpful but 45 minutes late for a 9:15 am appointment is not good