# FFT Monthly Summary: October 2024

**Darwen Healthcare Practice**
**Code: P81051**

## SECTION 1
## CQRS Reporting

### CQRS Reporting

| FFT001 | FFT002 | FFT003 | FFT004 | FFT005 | FFT006 | FFT007 | FFT008 | FFT009 | FFT010 | FFT011 | FFT012 |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 43 | 5 | 2 | 0 | 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. Please select the 'Data Submission' tab from the main menu.

## SECTION 2
## Report Summary

**Surveyed Patients:** **104**

**Responses:** **50**

| | Very good | Good | Neither good nor poor | Poor | Very poor | Don't know | Total |
|---|---|---|---|---|---|---|---|
| SMS - Autopoll | 43 | 5 | 2 | 0 | 0 | 0 | **50** |
| SMS - User Initiated | | | | | | | |
| Tablet/App | | | | | | | |
| Web/E-mail | | | | | | | |
| Manual Upload | | | | | | | |
| **Total** | **43** | **5** | **2** | **0** | **0** | **0** | **50** |
| *Total (%)* | *86%* | *10%* | *4%* | *0%* | *0%* | *0%* | *100%* |

### Summary Scores

👍 96%  👎 0%  👉 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:

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

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

For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:
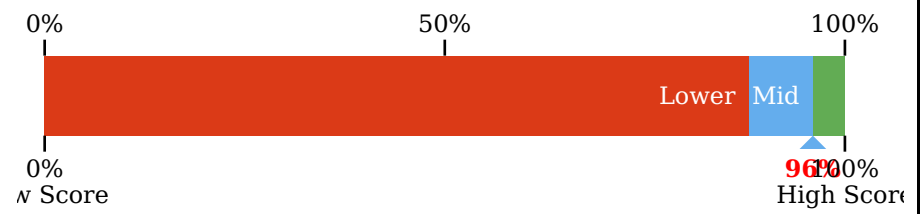
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

## Practice Score: 'Recommended' Rank

| | |
|---|---|
| **Your Score:** | **96%** |
| **Percentile Rank:** | **85TH** |

0%          50%          100%

Lower  Mid

0%                                    96%  100%
N Score                              High Score

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 85th percentile means your practice scored above 85% of all practices.

## Practice Score: 'Recommended' Comparison

Friends and Family Score (y-axis): 65% to 100%
X-axis: 01/10, 03/10, 05/10, 06/10, 07/10, 08/10, 10/10, 21/10

■ All Practices   ■ Darwen Healthcare Practice
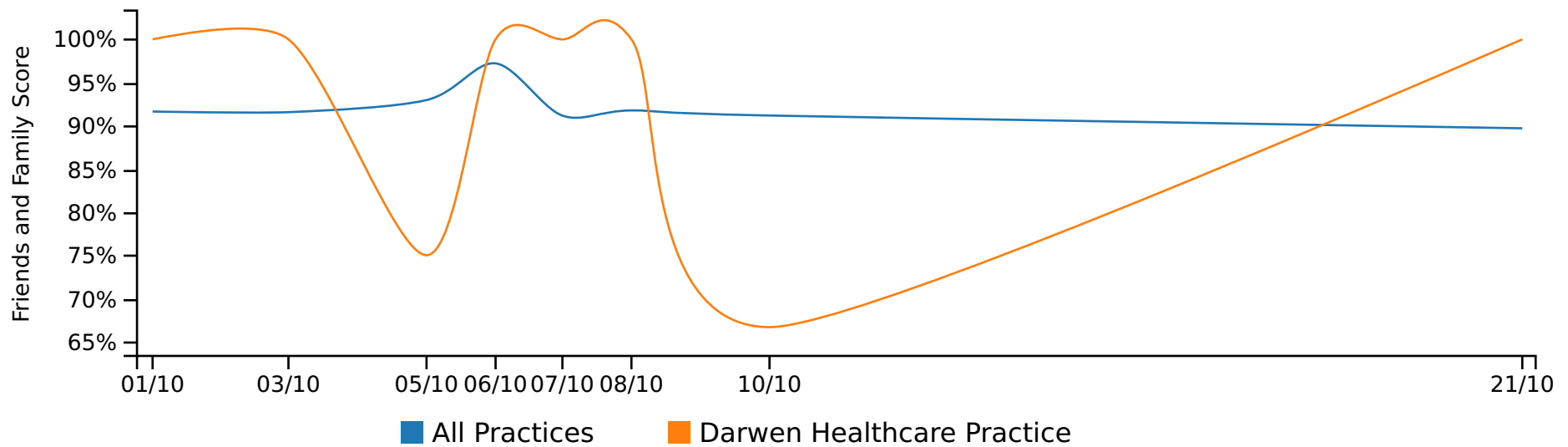
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

## Practice Score: 'Recommended' Demographic Analysis

### Age

| | < 25 | 25 - 65 | 65+ |
|---|---|---|---|
| All Practices | 85% | 90% | 94% |
| Darwen Healthcare Practice | 100% | 92% | 100% |

### Gender

**All Practices**
91% 91%

**Darwen Healthcare Practice**
95% 97%
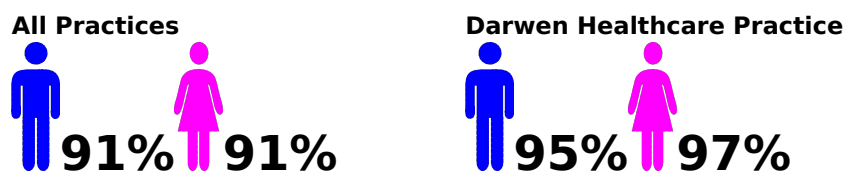
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

## Practice Score: Day of the Week Analysis

FFT Score % (y-axis): 0% to 110%

| Day | Score |
|---|---|
| Monday | ~100% |
| Tuesday | ~100% |
| Wednesday | ~94% |
| Thursday | ~75% |
| Friday | ~100% |

■ Recommended   ■ Not Recommended
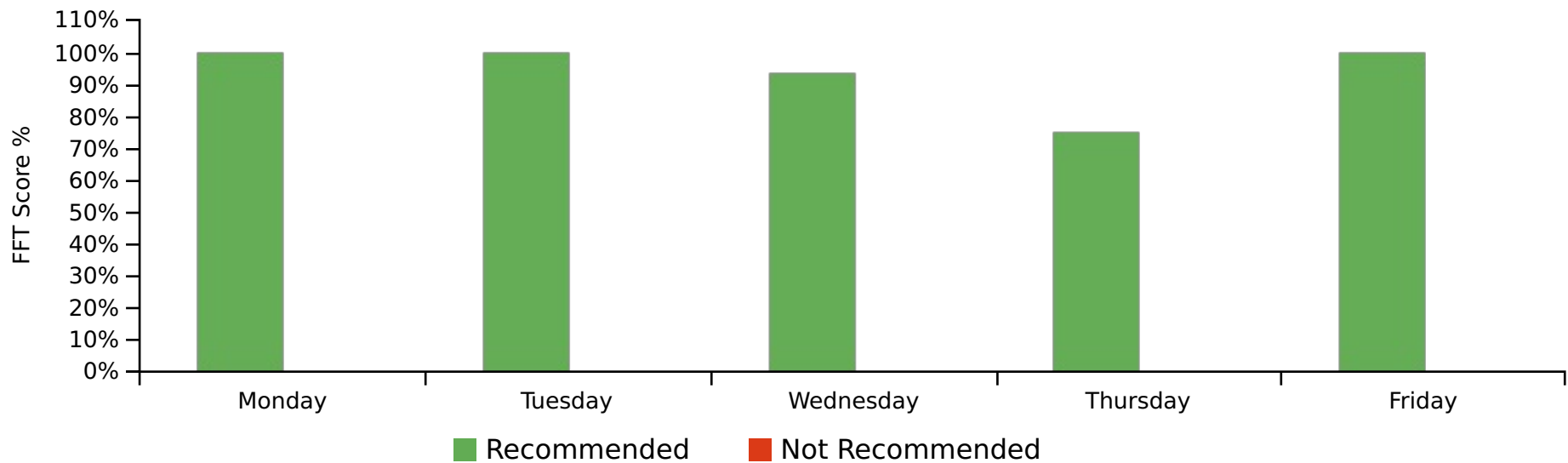
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

**Patient Responses**
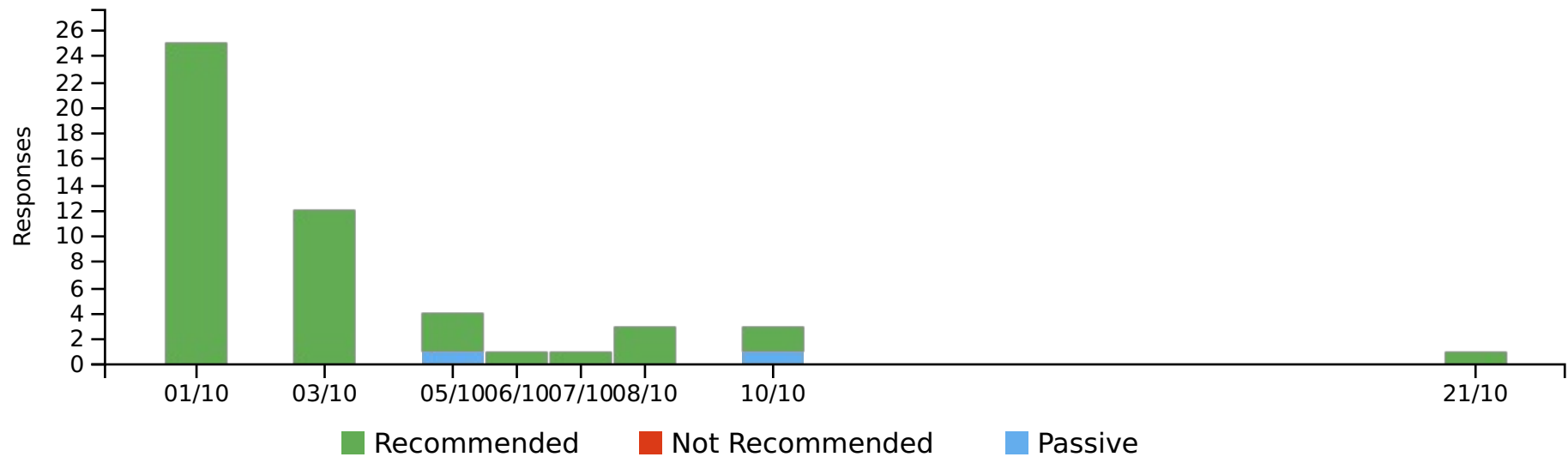


Notes: 1. Total responses historic by day.
2. Represents actual responses received from all methods.
3. Responses classified as per NHS guidelines. See scoring guidance section.

# Patient Free Text Comments: Summary

| **Thematic** | | **Tag Cloud** |
|---|---|---|
| Reception Experience | 5 | |
| Arrangement of Appointment | 3 | |
| Reference to Clinician | 18 | |

Notes:
1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragments and is not an exhaustive analysis of all talking points.
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.

**Tag Cloud:** considerate accompanying excellent chatty quick polite new clearly well informative arranging full nice efficient easy overall good helpful happy always really little pat positive lovely long waiting professional short wrong pleasant absolutely amiable later next easily great annual anymore east exceptional mental just thorough caring knowledgeable

# 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

✓Everyone was very helpful in arranging the appt and the treatment received

✓*Because it's a exceptional service*

✓Booking in was East and quick, it could have done with 2 receptionists, and the Dr was quick and friendly

✓*Because the Doctor and the Trainee Doctor gave overall positive service and made me a lot Better*

✓The doctor was informative although left me a little confused reference my questions

✓*I was seen after a short waiting time.The nurse was friendly and professional.*

✓Friendly and caring staff. Was only having a flu vaccine but everything explained clearly.

✓*Excellent GP, explained everything really well & listened to me*

✓I didn't have to wait long to see the doctor this time and he was helpful

✓*The doctor was good and listened to me and treated me with respect*

✓Dr Alzamari gives her best advice on the problem.

✓*To fulfill our needs within the framework of their generosity*

✓You were quick and efficient and very polite.

✓*I thought the full service was efficient and thorough and friendly.*

✓Dr Hafez listens to me, lets me talk and explain why I feel this way or that and allows me to have an opinion. He knows I'm terrified to go on anything that I have to withdraw from again but understands I cannot cope with this level of pain anymore.

✓*Easy and quick to book, helpful and very pleasant staff.*

✓The nurses today were excellent. Very chatty and helpful and reception staff where nice too :)

✓*Doctor was very understanding & thorough*

✓All appointments on time and delivered in a professional, knowledgeable and amiable manner.

✓*The gp was very good. She was lovely*

✓All right

✓*Appointment ran on time, Dr Okoya was lovely, really friendly, kind and knowledgeable. Happy with the new medication prescribed.*

✓Because, as I wrote in the accompanying text, the service was absolutely excellent. Pat Damms

✓*Easy, quick appointments. Good service from staff and nurses, doctors.*

✓Because I received a text to enter the survey

✓*Friendly & professional, good information given*

✓The nurse was very thorough and informative about my condition.

✓*1 very good.*

✓Always polite, helpful and informative. It's a great Practice

✓*Had bloods done last week for annual review and I had appt today for results. But I had a call about thyroid last Thursday and medication was sent to chemist 1 hour later. Could have easily just said wait till next week.*

✓Because I think the nurse was very helpful and caring

✓*Had telephone consultation with mental health was very considerate and reasuring*

✓I felt I was being listened to and that the doctor was very thorough

## Not Recommended

## Passive

✓The doctor seemed dismissive of my thoughts of what is wrong.