FFT Monthly Summary: November 2024

Darwen Healthcare Practice

Code: P81051



SECTION 1 **CQRS Reporting**

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
46	4	0	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: 118

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	46	4	0	0	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	46	4	0	0	0	0	50
Total (%)	92%	8%	0%	0%	0 %	0 %	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:

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

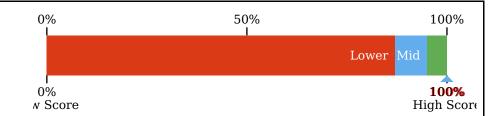
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

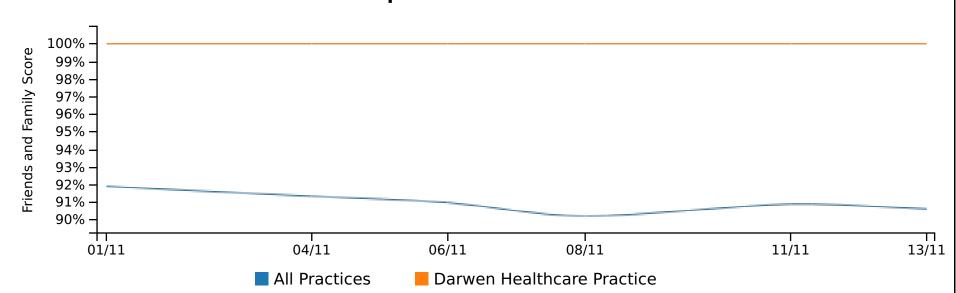
Your Score: 100%
Percentile Rank: 100TH



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 100th percentile means your practice scored above 100% 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	86%	90%	93%
Darwen Healthcare Practice	100%	100%	100%

Gender

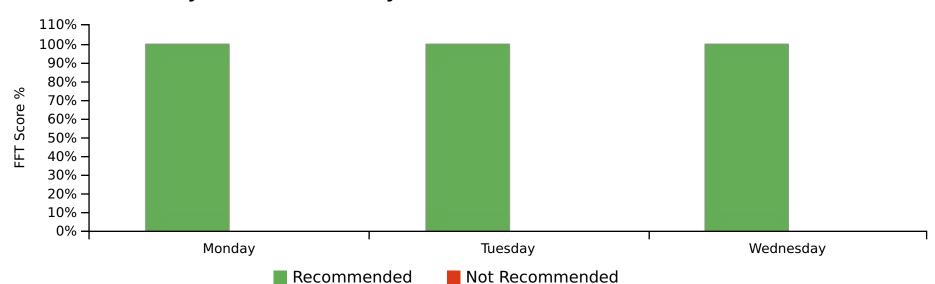




Notes: 1. Scores for current reporting month.

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

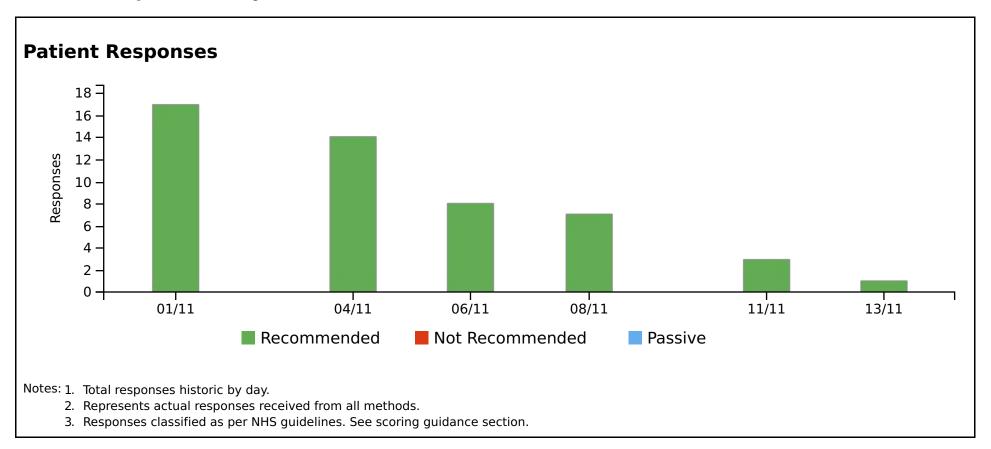
Practice Score: Day of the Week Analysis



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 Free Text Comments: Summary

Thematic Tag Cloud 9 Reception Experience Arrangement of Appointment 5 Reference to Clinician 15 Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most discussed themes by analysing sentence fragements 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 honestly adjectives where the word competent 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

- ✓I have always received the best care, treatment and communication from Darwen Health are
- ✓ Dr Hussain is fantastic. He Really listens to you, reassures you and provides excellent advice/service
- ✓ Always get treated by nice friendly staff
- ✓ Can always make an appointment and staff well trained to triage. Excellent doctors all round who care.
- ✓ Team are always excellent
- ✓ The practice goes above and beyond for people. We won't have a bad word said about the practice and staff
- ✓ Very professional and knowledgeable
- ✓ No waiting
- \checkmark Always organised and helpful and the nurse that administered my injection was lovely
- ✓ Quick appointment, seen within allocated slot time
- ✓ I always get a appointment when I need one and every one are very good and I would like to say thank you ✓ Efficient and professional
- ✓I feel that I got good help and my problem will be solved
- ✓ They made me feel at ease and calm
- ✓ Friendly, appointment on time.
- ✓ Absolutely first class service
- ✓ Very informative, gave information I needed.
- ✓ Always get an appointment within reasonable time very efficient
- ✓I managed to get to see the doctor I wanted with only a four day wait. This is more than acceptable and I appreciate that I could have had an on the day app if it had been urgent. I can honestly say the doctor I saw, Dr. Perera, is the best doctor I've seen. So understanding. I hope she is permanent.
- ✓ I've always received excellent care from your surgery. A very well managed health centre.
- ✓ Efficiency, clean, nurse was very competent, pleasant kind asking questions and listening. Advised the type of vaccine and reassuring. Thank you to all staff
- ✓ Because every thing went well
- ✓ Always very helpful and polite.
- ✓ Staff always helpful and am happy with the service I received.
- ✓ Always excellent, polite, professional service and healthcare, from start to finish, with Dr Hafez and the Reception staff at Darwen Healthcare
- ✓ Everything went smoothly.
- ✓ Because you asked me to
- ✓ The doctor was very helpfull and gave some sound advice
- ✓I was able to get my child seen the same day and the paramedic Practitioner I saw was helpful, reassuring, gave me advice for future and most importantly, he was a really nice person who treated my daughter with respect and gave her emotional comfort which I haven't seen from a GP in a long time. I was seen not too long after my scheduled time too. Great experience today thank you.
- ✓ Friendly professional staff
- \checkmark The injection I had was done well and didn't feel it,and the nurse was very pleasant
- ✓ Good quick, friendly service
- ✓ Because she was very nice and listen to everything I said.
- ✓ Everyone is kind and caring. Thank you.
- \checkmark Friendly & helpful staff, knowledgable and kind nurses & doctors, clean and easy to navigate facilities
- ✓ Because you deserve the credit for what you do
- ✓ The nurse was very helpful and informative
- **✓** Because it went very well
- \checkmark The reception staff were extremely helpful and the doctor was lovely with my daughter
- ✓ I didn't have to wait long to be seen and the nurse was nice

Not Recommended

Passive