

# FFT Monthly Summary: January 2025

Darwen Healthcare Practice  
Code: P81051

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
44	3	0	1	1	0	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

**Surveyed Patients: 135**

**Responses: 49**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	44	3	0	1	1	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>44</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>49</b>
<b>Total (%)</b>	<b>90%</b>	<b>6%</b>	<b>0%</b>	<b>2%</b>	<b>2%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

 96%  4%  0%

## 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:

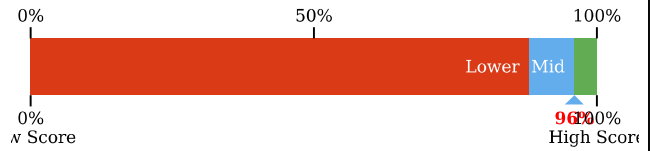
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

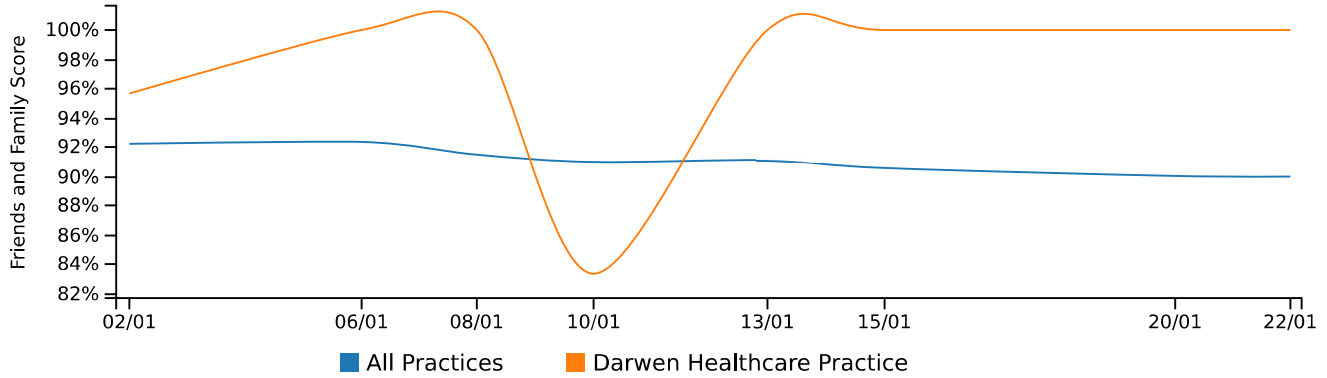
**Your Score: 96%**

**Percentile Rank: 80<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 80th percentile means your practice scored above 80% 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

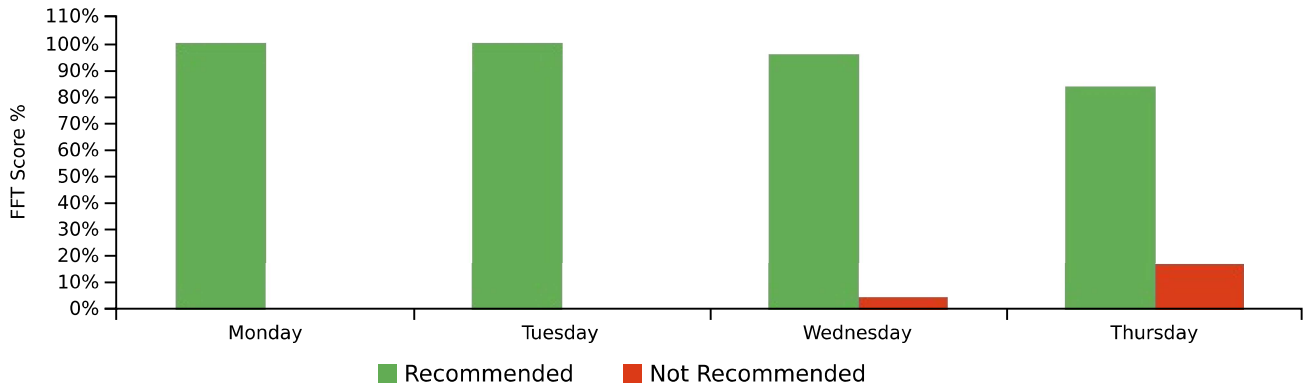
	< 25	25 - 65	65+
All Practices	86%	91%	94%
Darwen Healthcare Practice	67%	96%	100%

#### Gender



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

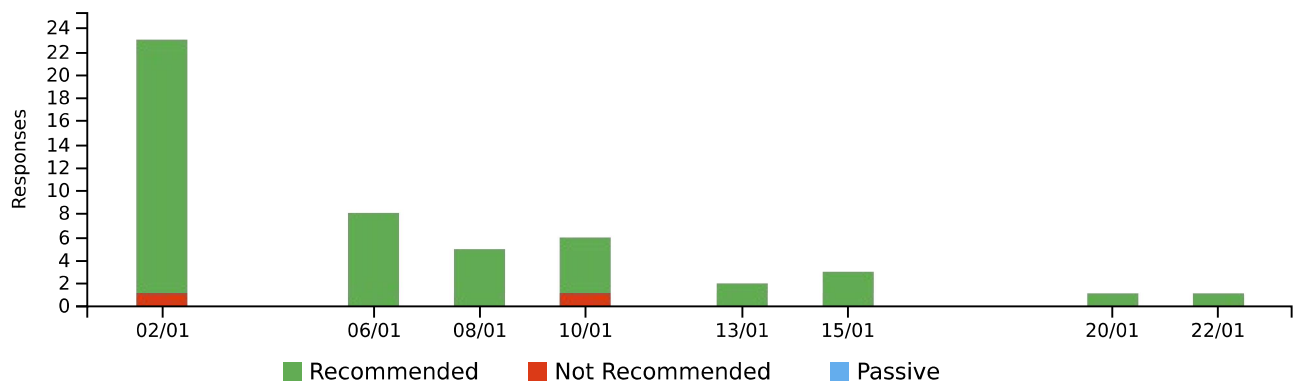
### Practice Score: Day of the Week Analysis



- 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

- ✓ I get seen efficiently
- ✓ Excellent service from nurse
- ✓ The doctor went to great lengths to reassure me and diagnose me and explain in detail
- ✓ The team ring back when they say they will. Everyone is pleasant deal with. You can get to actually see a doctor more or less wh
- ✓ Seen promptly and issue resolved professionally.
- ✓ Outstanding service and very friendly and helpful staff.
- ✓ The doctor was thorough in examining me
- ✓ Good communication and service.
- ✓ I had a face to face appointment booked with Elliott at 9:30 bit due to weather conditions I managed to easily change this to a telephone appointment. I used my GP app to do this and was actioned with speed. The call was on time. Elliott explained everything to me regarding my blood test results. Very knowledgeable, professional and polite. Listened to my questions and answered them fully. Thank you.
- ✓ Yes, knowledgeable and friendly. 20 mins late ringing, otherwise would have scored v good.
- ✓ Always, listen with care and talk through all areas, feel like helping
- ✓ Very thorough , caring and kind GP . Receptionists always helpful.
- ✓ Quick appointment, GP very empathetic and helpful
- ✓ To answer the survey
- ✓ I am new to your practice as my husband in this one, and used to be in this practice originally when came darwen 45 yrs ago when came here when marrie. dont get me wrong other practice was lovely too. Just easier and have more women drs on this side Dr Jill Davies was lovely and listened. Plus more drs with women's need and health anxiety is something i suffer from at times too. Keep up good work. Mrs Pauline Moore.
- ✓ Nurse was excellent as always
- ✓ The check in process is very easy. The doctor was on time and hopefully the new medication will sort my problem.
- ✓ Got an appointment with 1 hour was seen by nurse practitioner who was very good and listened to my concerns
- ✓ The attention I was given was fist class The phiso/ doctor All have been great
- ✓ Always a 1st class service when ever I deal with the practice
- ✓ Lovely friendly check in, only 5 mins wait and Dr Hussain was very patient , didn't rush me out and was very thorough . Also put my mind at ease with his explanation. Thankyou
- ✓ Because it's the truth
- ✓ On time and doctor very helpful and understanding
- ✓ Really helpful staff. Well organised.
- ✓ Informative, polite and understanding
- ✓ I'd like to see how my treatment goes.
- ✓ I am always satisfied with treatment and attention thanks.
- ✓ The receptionist who called this morning was extremely helpful and the gentleman I saw (lan I think) was brilliant- much much better than my old GP
- ✓ Didn't think I'd get an appointment
- ✓ I used the GP app every and managed to gain an appointment, saw Dr Hussain, who was excellent, explained everything that was happening to me!
- ✓ Always get to see a doctor when needed lovely receptionists always helpful and understanding of my medical condition. Doctors always investigate my concerns and are excellent. Very happy patient ..
- ✓ Appointment remained within an appropriate timeframe, care provider was informative where necessary
- ✓ Darwen Health Centre is professional and caring in everything it does. Well done. Special shout out to Dr Umer.
- ✓ Because I personally have had follow up investigations

#### Not Recommended

- ✓ Rudeness, unhelpful un sympathetic
- ✓ We saw Holly a final year medical student who was very thorough and asked us lots of questions to help us understand what we need and I think it was Dr Hussain was also great and referred us to pediatric to get the the route cause of the issue

#### Passive