

FFT Monthly Summary: April 2025



Darwen Healthcare Practice
Code: P81051

SECTION 1 CQRS Reporting

CQRS Reporting

| | | | | | | | | | | | |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| FFT001 | FFT002 | FFT003 | FFT004 | FFT005 | FFT006 | FFT007 | FFT008 | FFT009 | FFT010 | FFT011 | FFT012 |
| 42 | 6 | 1 | 1 | 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: 136

Responses: 50

| | Very good | Good | Neither good nor poor | Poor | Very poor | Don't know | Total |
|----------------------|-----------|------|-----------------------|------|-----------|------------|-------|
| SMS - Autopoll | 42 | 6 | 1 | 1 | 0 | 0 | 50 |
| SMS - User Initiated | | | | | | | |
| Tablet/App | | | | | | | |
| Web/E-mail | | | | | | | |
| Manual Upload | | | | | | | |
| Total | 42 | 6 | 1 | 1 | 0 | 0 | 50 |
| Total (%) | 84% | 12% | 2% | 2% | 0% | 0% | 100% |

Summary Scores

96%

2%

2%

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

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: 85TH

0%50%100%

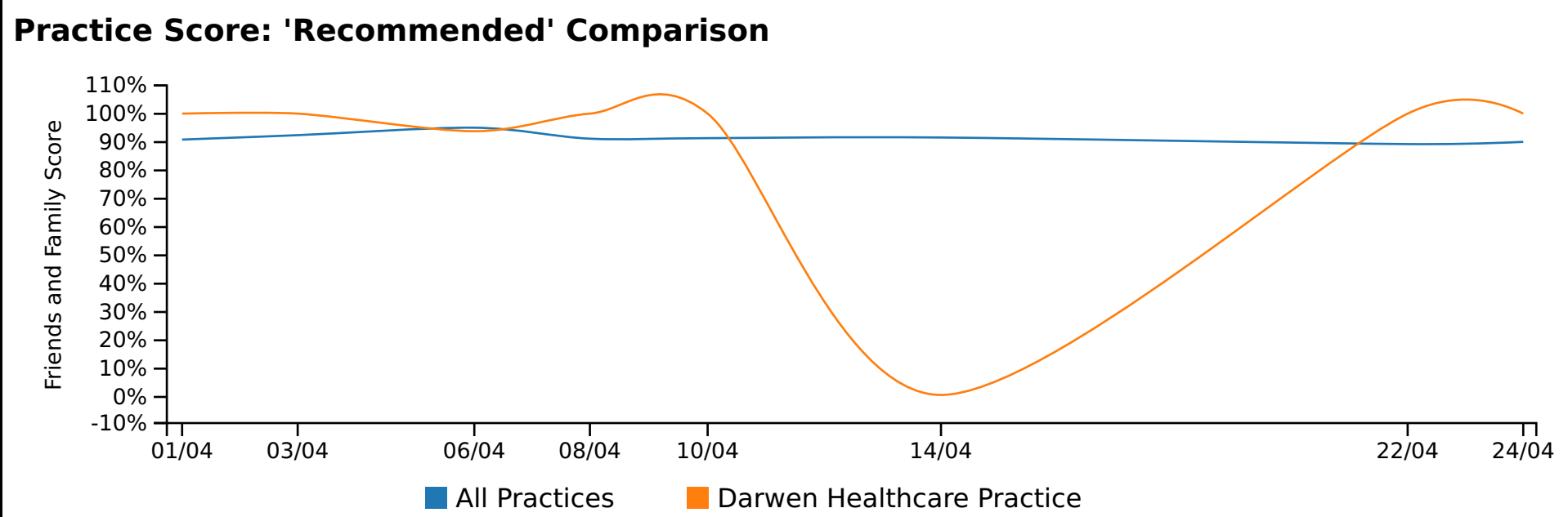
0% Score

LowerMidHigh Score

96%

100%

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.



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% | 93% |
| Darwen Healthcare Practice | 100% | 96% | 96% |

Gender

All Practices

91%

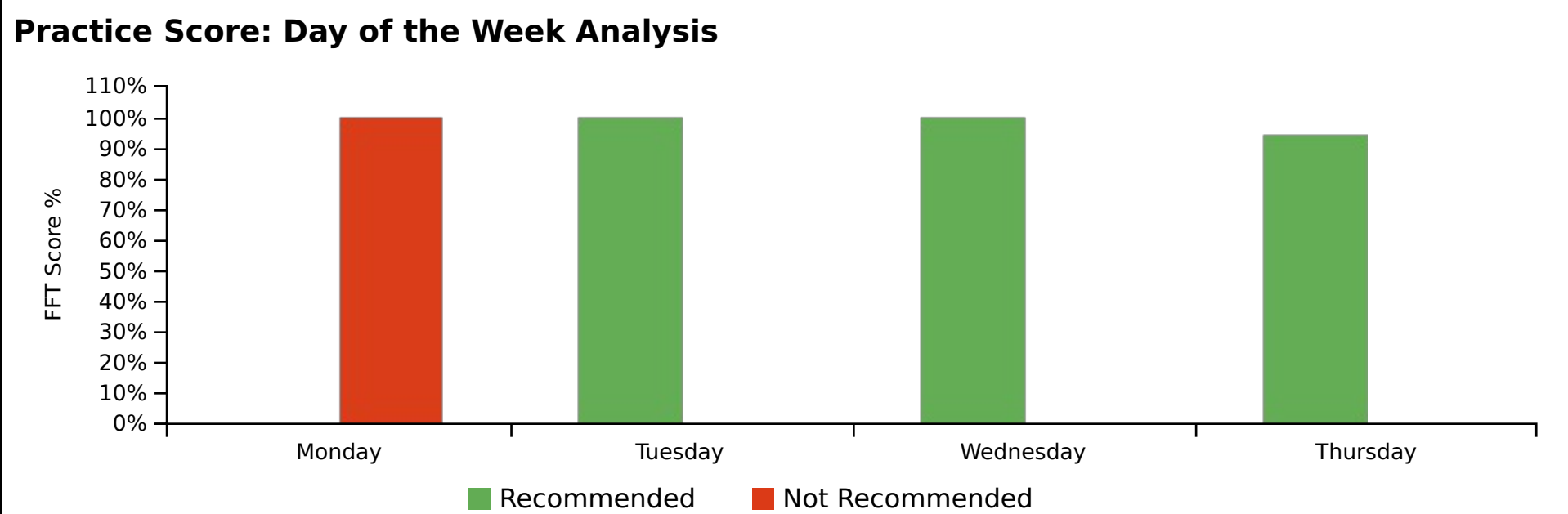
91%

Darwen Healthcare Practice

93%

100%

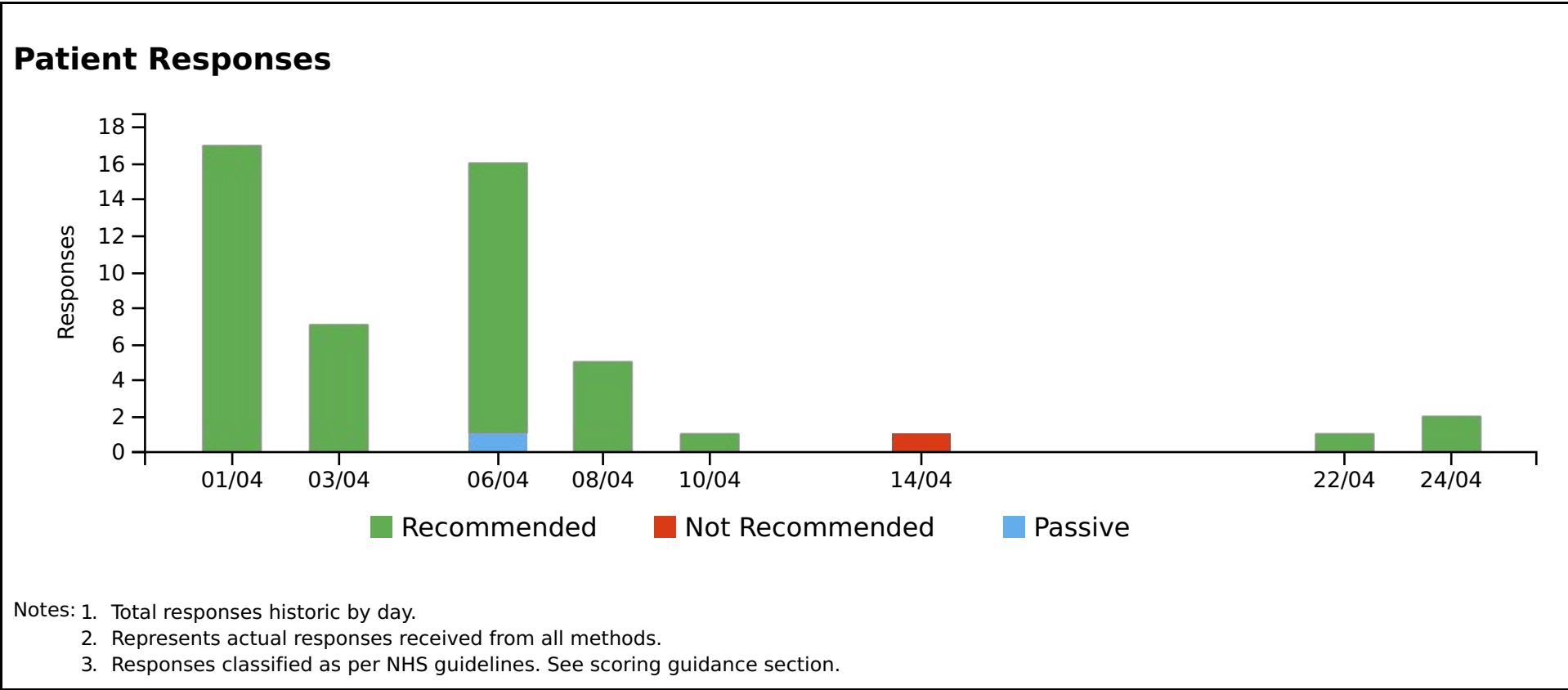
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.



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

Thematic

| | |
|----------------------------|----|
| Reception Experience | 10 |
| Arrangement of Appointment | 8 |
| Reference to Clinician | 11 |

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 adjectives where the word frequency is reflected in text size.

Tag Cloud

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

- ✓ My appointment was on time and handled in a friendly and professional manner
- ✓ I liked my doctor. Very easy to talk to....
- ✓ In and out in 10 minutes
- ✓ OVERQLL GP PRACTICE THIS VEQRY GOOD
- ✓ I scored a 1 because everything seemed to go according to plan, and I was more than happy with the end result.
- ✓ The practitioner was very professional and thorough
- ✓ Appointment arranged, seen on time. Excellent customer care from staff .
- ✓ I received good service from all the staff and doctor, just the waiting time was 40 minutes
- ✓ Very good
- ✓ Was invited to have a health check. Had bloods/weight/pressure checked and found I had diabetes, very high cholesterol, underactive thyroid and high blood pressure and I was unaware. Darwen healthcare has gone above and beyond to help me with all these issues, offered the correct medication, understood and supported my decision to try diet and excercise to improve my health. Every nurse I have seen has been incredible in their expertise and genuinely care about their patients health. I'm lucky to be in their care. Darwen healthcare fully deserves my score of 1-very good.
- ✓ Informative, pleasant and helpful staff
- ✓ Always friendly and efficient.
- ✓ The people are always very helpful.
- ✓ Always great service and the staff and doctors are brilliant.
- ✓ The nurse who gave me my results was kind, supportive, knowledgeable and put me at ease
- ✓ It was going to be very good, but my appointment was 20 minutes late, and that was at 8:30 in the morning
- ✓ The Healthcare practice was prompt to offer emergency appointment and the doctor took all necessary precautions and provided valuable guidance
- ✓ Good service
- ✓ I can always get an appointment without waiting for a long time.Reception and medical staff are polite and professional.
- ✓ Reception was very polite and helpful and so was the Dr.Giving Blood samples Reception very polite and the nurse was too.
- ✓ Very helpful
- ✓ Good
- ✓ All staff very helpful
- ✓ Lovely experience
- ✓ Kind considerate professional.
- ✓ Because I can see the person I ask for usually the same day
- ✓ I find the staff very helpful the telephone system is a little long winded with the amount of numbers but the rest is Very good.
- ✓ The Dr I saw was very thorough, knowledgeable and kind
- ✓ Excellent service quick response and appointment on time
- ✓ Great service receptionist nice, appointment on time.
- ✓ The doctor I saw was informative, told me everything, explained everything so I could understand. Were as previously I felt like a different doctor was just trying to get me out of there as soon as possible
- ✓ Every aspect of the appointment very professional, very polite, helpful staff
- ✓ Never ever involve me in a survey carried out by yourselves again, I responded to your request, end of.Perfect example of why people do not respond to surveys.

Not Recommended

Passive

- ✓ Because my experience over the last few months has not been the best.