FFT Monthly Summary: June 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	5	1	0	2	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: 173

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	42	5	1	0	2	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	42	5	1	0	2	0	50
Total (%)	84%	10%	2%	0%	4%	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 (%) =
$$\frac{\textit{very good} + \textit{good}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$
Not Recommended (%) =
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

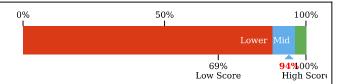
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring



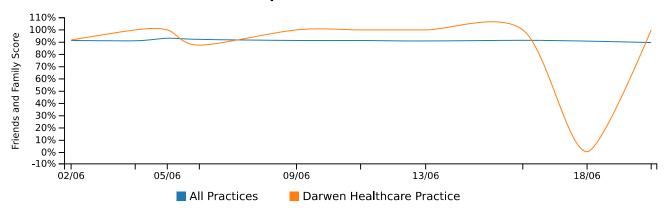
Your Score: 94% Percentile Rank: 70TH



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 70th percentile means your practice scored above 70% 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%	93%
Darwen Healthcare Practice	100%	93%	100%

Gender

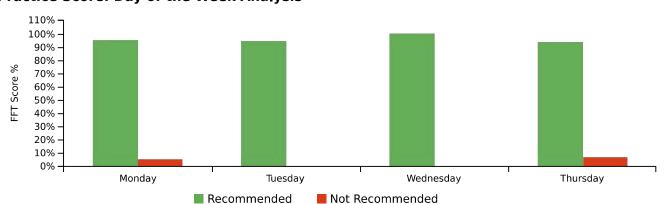




Notes: 1. Scores for current reporting month.

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

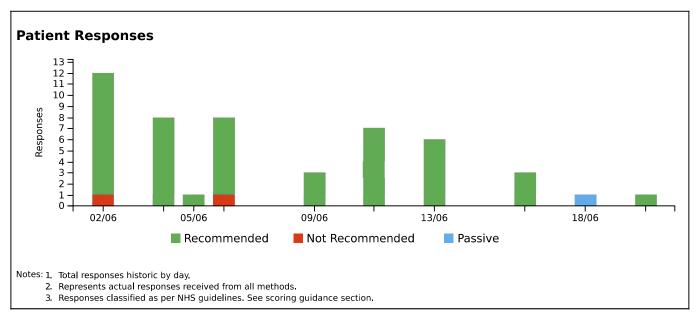
Practice Score: Day of the Week Analysis



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



Section 5

Reference to Clinician

Patient Free Text Comments: Summary

Thematic Tag Cloud Reception Experience 9 Arrangement of Appointment 8

13

Notes: 1. Thematic analysis for current reporting month.

- Thematic analysis covers the most discussed themes by analysing sentence fragements and is not an exhaustive analysis of all talking points.
- 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.



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 / X No consent to publish comment

Recommended

- ✓I was dealt with as a matter of urgency
- ✓ They were very helpful and efficient service
- \checkmark thorough, explained everything and friendly but professional
- ✓ Dr Arlo was great listened to my symptoms and didn't fob me off
- \checkmark I got a quick appointment for my daughter and the lady on the phone was very helpful. The doctor was very good too
- ✓ Because you ask me I think I should of put 5 very happy.
- ✓ The Dr listened to what I said and explained everything to me
- ✓ Although my appointment was late the GP did apologise and still took her time
- ✓ Because you asked me.
- 🗸 When I phoned for an appointment, as ever receptionist was kind & caring. As was Dr Vakharia I saw this morning.
- \checkmark I have been looked after in the past 12 months with the Doctors in this service. They have all gone up and beyond x
- ✓ Because the Dr I seen was so helpful! Not rushed, very professional!
- ✓ Appointment on time
- ✓ Helpful and friendly staff
- \checkmark Elliot is very professional with an easy going manner
- ✓ Appointment was on time very friendly staff
- √1 always good
- ✓ Receptionist Amanda was very lovely, happy and helpful . Same from the doctor also.... thankyou
- ✓ Everything was OK
- ✓ Katie the nurse put me at ease and was very nice and professional
- ✓ Because he listened to me and got me sorted he was very patient with me and very nice
- ◆ The receptionist was polite and helpful and understood what and why I needed today. I was able to speak with a Doctor within hours of telephoning.
- VERY GOOD
- ✓ I have found them very good.
- \checkmark My appointment today, I was listened to, properly, reception were very helpful
- ✓ Even though I couldn't have what I came for she was very caring and helpful
- ✓ Nurse on time and very polite
- ✓ Staff are friendly kind and helpful they're experienced and professional and I appreciate the support I receive.
- \checkmark Because I told them the problem and they listen and dealt with it
- ✓ Reception staff from booking appointment to attending extremely friendly courteous and facially bright and welcoming. GP was understanding took time to hear my difficulties and worked with me to formulate a plan. Really effective, timely and seamless service that I really valued today. Thank you
- \checkmark Excellent service, good appointment and friendly staff

Not Recommended

✓Sorry....1

Passive

✓ Gp a couple of weeks ago didn't get back to me as documented about my shortness of breath, didn't initiate any tests etc, contradicted herself several times in the consultation. I booked myself in again with another gp who was fabulous! Initiated all the tests I would have expected and was so kind during my consultation. Sb practice nurse today very thorough but, couldn't tell me what the results of my peak flow meant. Awaiting gp to check the readings.