

FFT Monthly Summary: December 2024



Darwen Healthcare Practice
Code: P81051

SECTION 1 CQRS Reporting

CQRS Reporting

| | | | | | | | | | | | |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| FFT001 | FFT002 | FFT003 | FFT004 | FFT005 | FFT006 | FFT007 | FFT008 | FFT009 | FFT010 | FFT011 | FFT012 |
| 41 | 8 | 1 | 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:
Responses:

144
50

| | Very good | Good | Neither good nor poor | Poor | Very poor | Don't know | Total |
|----------------------|------------|------------|-----------------------|-----------|-----------|------------|-------------|
| SMS - Autopoll | 41 | 8 | 1 | 0 | 0 | 0 | 50 |
| SMS - User Initiated | | | | | | | |
| Tablet/App | | | | | | | |
| Web/E-mail | | | | | | | |
| Manual Upload | | | | | | | |
| Total | 41 | 8 | 1 | 0 | 0 | 0 | 50 |
| Total (%) | 82% | 16% | 2% | 0% | 0% | 0% | 100% |

Summary Scores

98% 0% 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: 98%

Percentile Rank: 95TH

0%50%100%

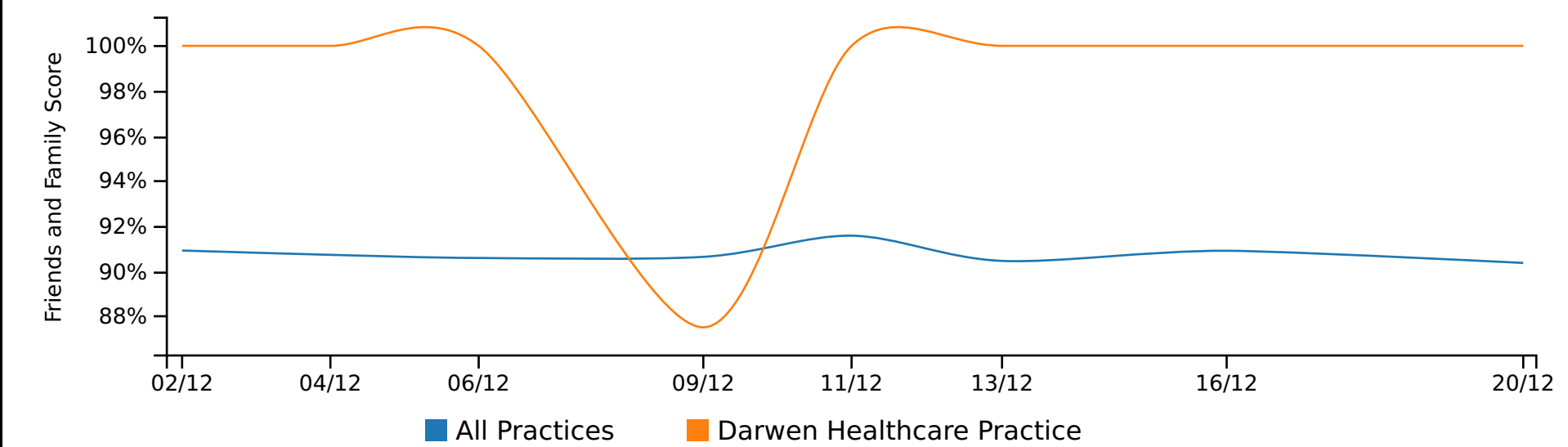
0% Score

LowerMidHigh Score

98%

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 95th percentile means your practice scored above 95% 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 | 85% | 90% | 93% |
| Darwen Healthcare Practice | 100% | 97% | 100% |

Gender

All Practices

91%

91%

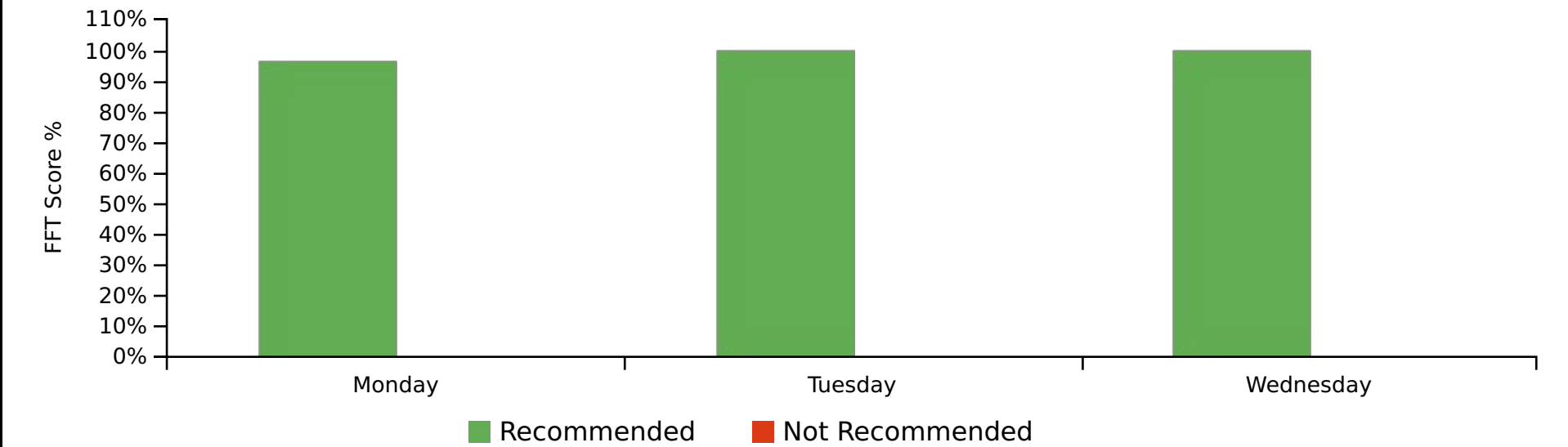
Darwen Healthcare Practice

94%

100%

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

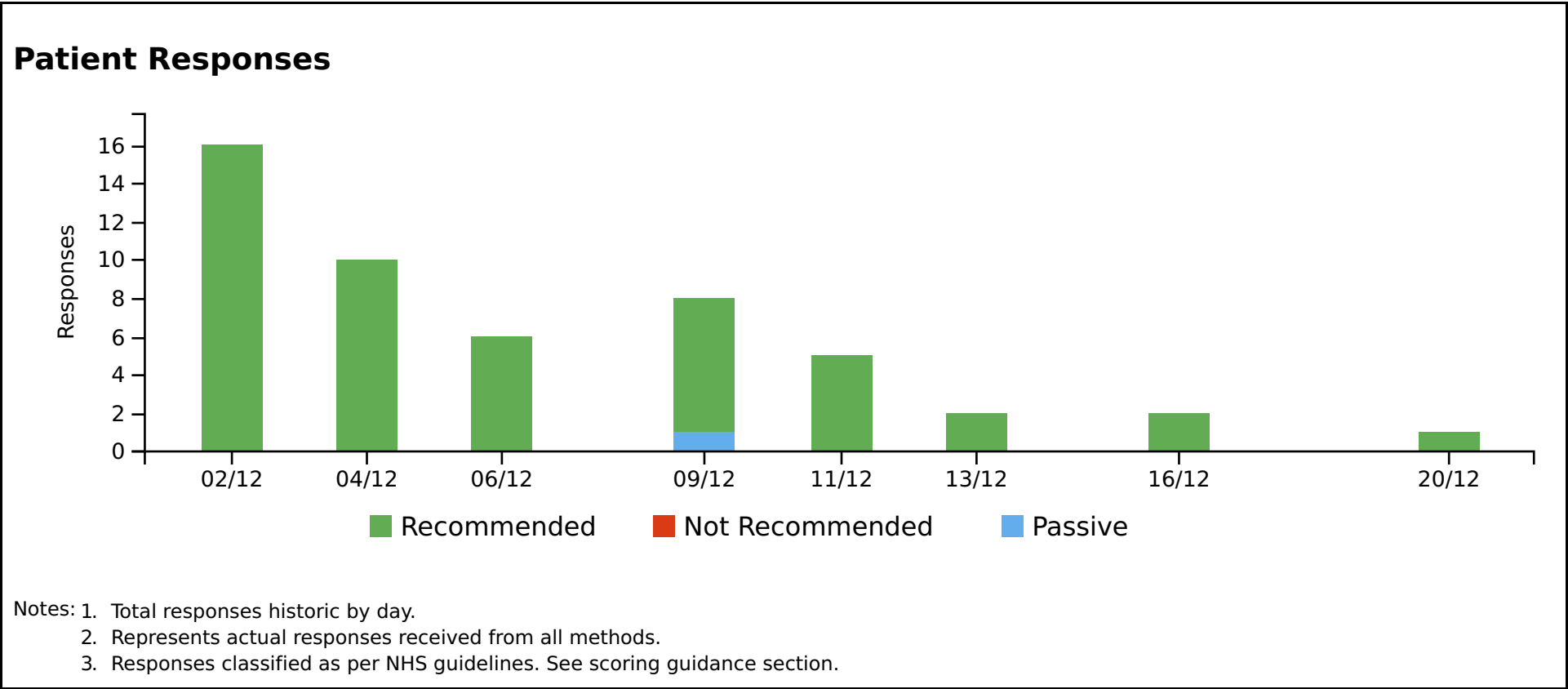
Practice Score: Day of the Week Analysis



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

Patient Free Text Comments: Summary

Thematic

| | |
|----------------------------|----|
| Reception Experience | 7 |
| Arrangement of Appointment | 14 |
| 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

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

- ✓ Receptionist very helpful and polite, Dr was very thorough
- ✓ *Generally I have nothing but good things to say about the practice. Yesterday the receptionist was lovely - the GP who rang me was (I thought) uninterested and showed no empathy towards my situation. A situation that is causing distress and long term repercussions in my teenage daughter's life. I felt unheard and I reassured. Again I would like to reiterate that normally I sing the praises of all the staff at Dr Nina's practice.*
- ✓ Dr Umer is a brilliant doctor, never had a bad experience with him.
- ✓ *I rang to get my daughter an appointment and the service was brilliant and we managed to see the doctor within 3 hours of ringing.*
- ✓ Always got an appointment when needed and usually receive the right care, however, sometimes don't feel listened to as a parent of a concerned child
- ✓ *I managed to get an appointment for the same day. The Doctor I saw was very helpful and took time to listen to my condition, and provided treatment to help make me feel better*
- ✓ GP gave thorough examination, speedy referral for specialist consultation resulting in speedy and ongoing investigations.
- ✓ *The nurse was apologetic cause there was an issue with the blood forms being printed, which is resulting in me going back to pick them up at a letter dated*
- ✓ Car park was, as always, a nightmare finding a spot. Very stressful getting into the appointment on time, which I did (just) by 1 minute. Then sat waiting for 28 minutes for the appointment. Doctor was nice, though, and appointment was done in 4 minutes.
- ✓ *Sure had good service lately sorting my back problems plus my shoulder ie injections.*
- ✓ I found the appointment was informative for me and caring
- ✓ *Because they deal with you efficiently, directing you to the right doctor for your medical problem so you get the right treatment*
- ✓ Professional, friendly staff. Allayed my anxiety as a new patient at the practice.
- ✓ *Very professional with good advice*
- ✓ A very efficient service
- ✓ *Always polite and have never had a problem that hasn't been solved*
- ✓ I got into see doc about 10 mins after time but everyone was polite and friendly
- ✓ *Doctor was excellent, he explained what he would do & the injection was painless & done quickly & efficiently. Much better experience than travelling to Burnley.*
- ✓ The practice nurse was so nice and very professional
- ✓ *Great service*
- ✓ My appointment was on time with no delays and the procedure was done very efficiently.
- ✓ *I was able to make a prompt appointment to see the doctor the same day. Then had a nice reassuring chat with the doctor who was very capable. Then I had a blood test & only had to wait 15 mins. Also I have an ECG test tomorrow. Excellent service all round.*
- ✓ Quick appointment booking, prompt appointment and very helpful GP, thorough and pleasant.
- ✓ *I was seen so quickly and obviously a professional person. Dealt with efficiently. Thankyou Julia. Xxx*
- ✓ Wasn't expecting to get a response on a Sunday evening or an appointment so quickly, excellent service
- ✓ *I rang the surgery at 8.52 - got an appointment at 11.30 the same day - and a referral to the relevant consultant done whilst I was there. Excellent service and staff*
- ✓ Everyone is so polite and approachable and go beyond to help patients and their families. My doctor was pleasant and very thorough and calming.
- ✓ *Never had a problem getting an appointment, the ladies on reception are really helpful and lovely and on my last visit, I had a problem with one of the doctors and the lady on the desk was understanding of the situation and made me another appointment.*
- ✓ The staff are caring and compassionate
- ✓ *Because I have dealt with Peel house in accy which is a lot worse than you*
- ✓ Managed to make an appointment quickly and easily. GP was kind. Felt a bit rushed though. Wish there were more support/services available for people with mental health through the NHS but understand it's due to the lack of funding and resources.
- ✓ *Rang @ 8 and had an appt for 8.30. Simon was great, as always, and prescribed antibiotics. I had a really rough weekend so desperately needed an urgent appointment. I'm on the mend so very thankful I was able to be seen promptly. Thank you*
- ✓ Receptionist arranged appointment on same day I rang. Dr Ummar put my mind at rest after having surgery and is a very understanding Gp. Also very impressed how quickly referral and actually having surgery was as I was expecting a long wait. Always find all receptionists helpful thank you.

Not Recommended

Passive

- ✓ Couldn't get a blood test because the system was down

