

# FFT Monthly Summary: July 2025



Darwen Healthcare Practice  
Code: P81051

## SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
39	6	2	0	1	0	0	0	0	48	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: 162

Responses: 48

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	39	6	2	0	1	0	48
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	39	6	2	0	1	0	48
Total (%)	81%	13%	4%	0%	2%	0%	100%

Summary Scores

94%

2%

4%

## 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: 94%

Percentile Rank: 70TH

0%50%100%

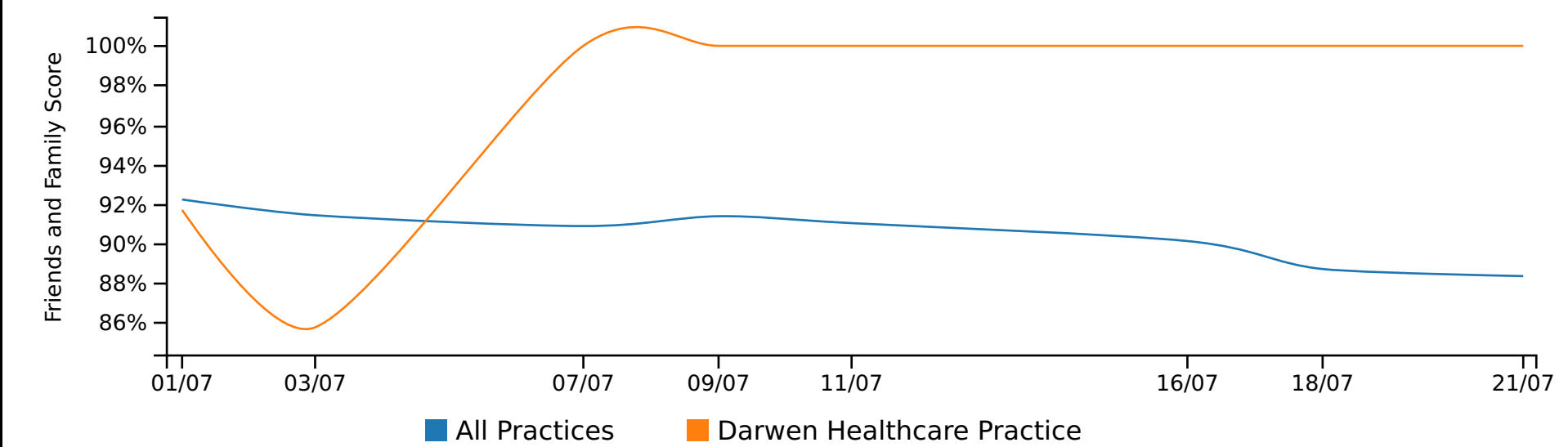
0% Score

LowerMidHigh Score

94%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 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%	90%	93%
Darwen Healthcare Practice	50%	93%	100%

Gender

All Practices

91%

91%

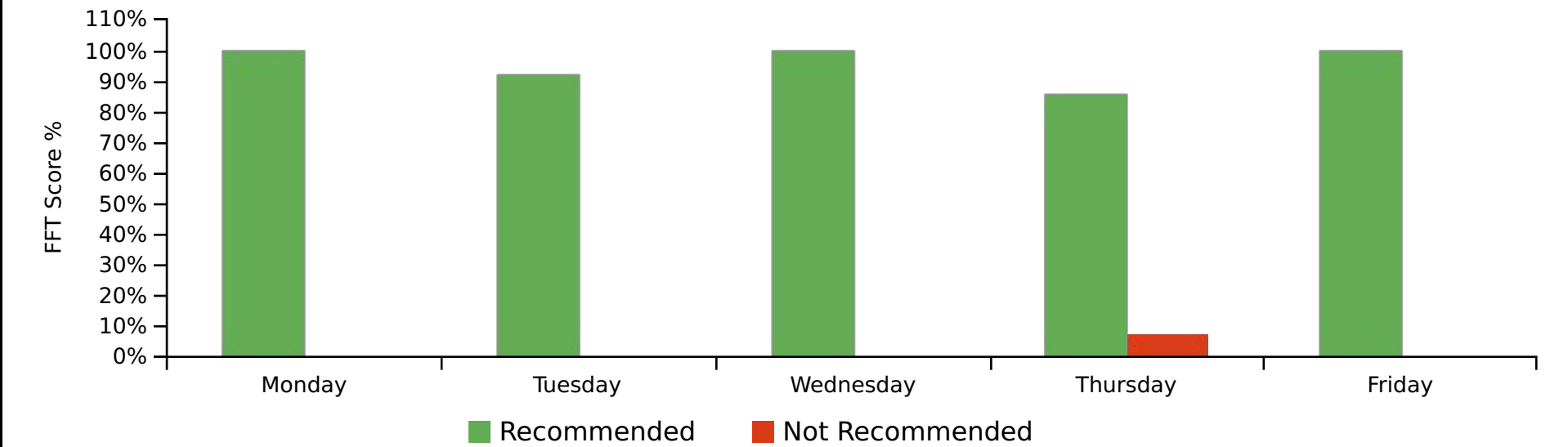
Darwen Healthcare Practice

92%

96%

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

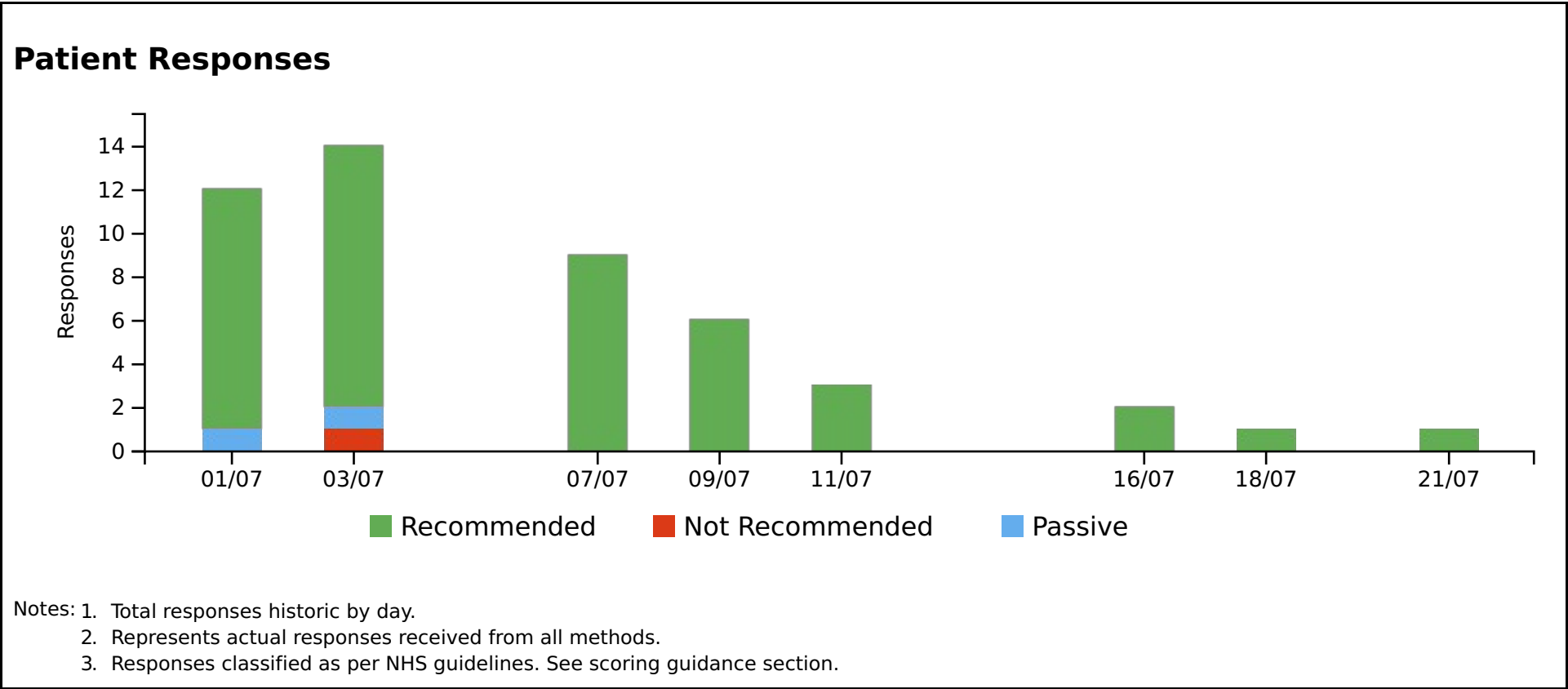
Practice Score: Day of the Week Analysis



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	9
Arrangement of Appointment	6
Reference to Clinician	13

**Tag Cloud**

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.

## 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

- ✓ The practice has efficient staff on the Reception which is important as it should be a friendly introduction to the Practice. My doctor, Dr. Hafez, treats me with patience and kindness. He makes me feel I'm a person and safe. I'm confident he will look after me
- ✓ *The doctor was very polite and helpful*
- ✓ Generally able to access services when required and service of a good standard.
- ✓ *From the receptionist to my visit with the doctor.. I was treated so kindly and listened to XX fantastic*
- ✓ Everything was done professionally as possible to get the outcome I was looking for within this practice
- ✓ *Everyone was friendly and efficient, I was seen at my appointment time with no fuss*
- ✓ Friendly and efficient service
- ✓ *I got an appointment straight away and the nurse practitioner was excellent.*
- ✓ I find Darwen Health very organised and very helpful in aspects
- ✓ *Appointment was late, otherwise everything was fine.*
- ✓ Thorough and efficient. XXXXXXXX
- ✓ *YOU ASK MY SET YOU.....!*
- ✓ Just happy with treatment
- ✓ *On time and friendly staff*
- ✓ The advice and care was good, having to wait 20 minutes beyond the appointment allotted time (especially for one of the earliest appointments of the day) was not so great.
- ✓ *Very pleasant and efficient*
- ✓ I was dealt with very professionally
- ✓ *Everything worked on time*
- ✓ Bang on time in and out in no time
- ✓ *Because you staff listen, and are transparent about protocols and honest if they are not sure. It's a collaboration.*
- ✓ I got a text asking me to do so
- ✓ *Excellent service from the gp we saw & then the staff in the treatment room were amazing after my son had a seizure & passed out when having bloods done. They were really helpful from the lady on reception to nurses.*
- ✓ I think the answering time could be made better ,especially in a morning when there are 12 plus waiting
- ✓ *Lovely doctor and really like the new system where your name comes up to go to see the doctor. Also can self check in. Both save time for GPs and other staff. I felt listened to also.*
- ✓ Receptionist more than helpful & doctor fantastic - couldn't have asked for better!
- ✓ *Just overall great service, being able to fit me in with short notice. And very professional, personable help and care from the Doctor!*
- ✓ All the staff are very helpful from the receptionists, nurses, advanced nurse practitioners and the G.P.'s. My appointment with Marie was very thorough and I find that she always supports me.
- ✓ *Submitted request for apt and got one within 3 days*
- ✓ All the staff I have contact with were very good
- ✓ *Always receive a first class service*
- ✓ great GP
- ✓ *The Nurse was super helpful, friendly and understanding to my iss. She made sure that all of my needs were met, even though one them would have required a separate appointment. Saved me coming*
- ✓ Simple your service was very good
- ✓ *Attentive and respectful and reassuring.*

## Not Recommended

- ✓ If I am late no visit you keep me waiting no problem 30 mins

## Passive

- ✓ The service was good but it could improve
- ✓ *Not convinced that my issues regarding asthma were understood by the nurse but she has referred me for a potential inhaler change Via my GP apparently.*