FFT Monthly Summary: February 2023

Darwen Healthcare Centre Code: P81051

connecting patients transforming healthcare

SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
37	9	3	0	0	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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients:	144						
Responses:	49						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	37	9	3	0	0	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	37	9	3	0	0	0	49
Total (%)	76 %	18%	6 %	0%	0%	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.

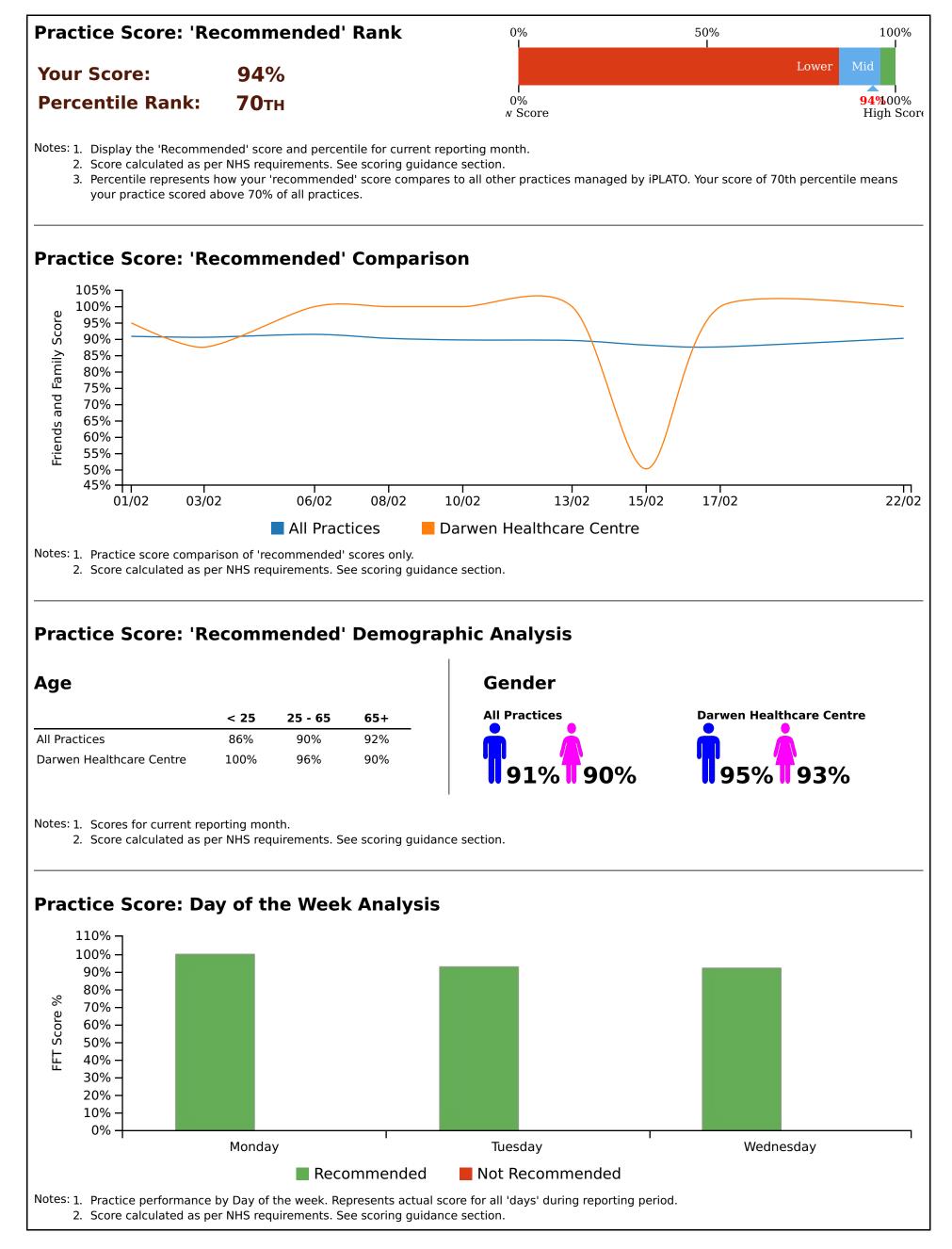
The percentage measures are calculated as follows:

$P_{\text{accommonded}}(%) =$	very good + good				
Recommended (%) =	very good + good + neither + poor + very poor + don't know × 10				
Not Recommended (%) =	very poor + poor x 100				
Not Recommended (%) –	very good + good + neither + poor + very poor + don't know				

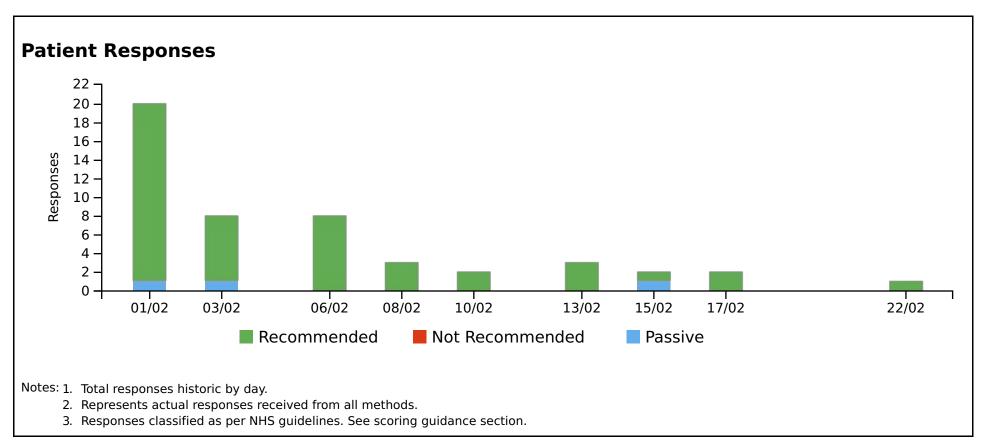
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring



SECTION 4 Patient Response Analysis



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

All of the staff including GPS, nurses and receptionists are always very kind and helpful. The waiting room is warm and comfortable and I never have to w@ to wait too long. It is easy to book an appointment with the app and I always feel listened to. @ to.

- ✓ Dr Ninan is a very God Doctor.
- \checkmark They don't always to provide BSL interpreter for deaf or hard of hearing patients .
- ✓ Fantastic doctor very helpful
- ✓ First contact not so good. Second contact excellent and GP very helpful.
- ✓ Staff very helpfull and plesent
- In Ninan was very helpful and informative, allowed me time to ask questions, and treated me like a grownup! His manner is gentle but open and honest, whi@, which inspires confidence. The practice in general seems well organised and efficient.@ient.
- ✓ Great doctor and service
- ✓ Call was early, my assessment was clear and precise. Honest and direct advice given to me.
- ✓ I was happy not to be waiting long and the accment I was given
- \checkmark On time and Dr was very thorough and explained everything very well.
- Because he made me realise that the doctor I had two weeks ago shouldn't of given me antibiotics and he made me feel happy that I got checked
 Good advice
- ✓ Eliot was very helpful and kind and professional today, what a great service.
- Simply because it is a Pleasure to go to (ill or not) Darwen Health Centre because all the Staff are Professional and polite and caring. And I only spea@ speak about myself. @elf.
- ✓ Very pleasant nursing staff. Clean environment
- \checkmark The service was excellent, all questions answered and everything explained
- The dr explained what was wrong with me and listened to what I was say without rushing me he then asked me to make another appointment to have a medicati@ication review as it has been a long time since I've had one overall very polite and curious @ious
- ✓Early appt and the gp was very easy to communicate with
- ✓ Dr Ninan is excellent
- Didn't have to wait long when got there. Check in easy. When made appointment staff were very professional and dealt with my query. Again different staff@staff dealt with my query relating to prescription quickly. Dr Hussain was excellent and friendly as always. Couldn't fault the service. @ice.
- ✓ The staff were all very helpful and friendly. Also very professional.
- ✓I had very indepth consultation With Dr Ninan. Who answered all my questions.
- ✓ Appointment was with Terri Livesey. Very pleasant and very informative
- Nurse was good at explaining which injections she was going to give me, and providing a leaflet regarding travel advice.

Got a same day appointment

✓ Cos u asked

✓ Caring, informative Doctor and Staff xx

✓ Because that's what it was

✓ Very Friendly staff always know what the are talking about and a great health center

 \checkmark He was very goid with me he listened witch is a change x thanks

✓ Service was very good

I don't know

The service is so busy, an out of the way inquiry takes a long time to get a result. The other day I was held on line for 27 minutes then put through t@ugh to a secretary when an automatic voice cut me off. This should never happen. @pen.

Not Recommended

Passive

The receptionist was friendly and welcoming The doctor personally met me in the waiting room and accompanied me to the consulting room The doctor took hi@ok his time explained everything and I felt reassured when I left the surgery@rgery
 Waited for over 30 minutes past my appointment